

Staying Connected with our Service Users: A Digital Dashboard

“The dashboard allows us to recognise which methods of consultation work best for our service users.”

The Staying Connected Dashboard has been designed to help staff to see how we can stay connected with service users, how we adopt new ways of working and to build our understanding of what methods work for service users and where we might need to work differently. The dashboard is accessible to all Staff so it can be used during meetings to support conversations on how we stay connected.

The dashboard was created in response to the Covid19 pandemic and the first National lockdown, where different ways of working became a necessity and there was rapid expansion in the use of telephone and video consultations. At South London and Maudsley NHS Foundation Trust, we wanted to ensure continuity of care for all patients and the dashboard has supported us to achieve this.





Staying Connected Dashboard

Pulling data from ePJS, this dashboard has been developed for use by SLAM staff to facilitate conversations around the different types of appointments/ consultations that are taking place. The dashboard allows for events from ePJS to be captured as in-person, telephone and video which can then be further refined to team/ ward/ service, diagnosis, gender, age and ethnicity.

The dashboard is to help staff to see from Team to Trust how we stay connected with service users, how we adopt new ways of working and to build our understanding of what methods work for patients based on their characteristics and where we might need to work differently. The dashboard can be used during meetings to facilitate conversations with up to date (as of last night) data.

Content:

- Activity Over Time – This page shows the volume of attended contacts between patients and staff, with the proportion of contacts that are shown for In Person, Telephone and Video.
- Activity by Consultation Type – This page shows the volume of patients with latest diagnosis together with the age categories. Additionally, the days since last attended contacts are included.
- Current Caseload – This page includes patient characteristics for the current caseload.
- Digital Exclusion – These pages identifies patients who are at risk of exclusion from SLAM services as they may not have a phone or digital device to attend appointments. It also identifies if the same patients have had the Covid-19 vaccine. The report is broken down to patient level, team episode level and admitted patients.

- Activity Over Time
- Activity by Consultation type
- Current Caseload
- Digitally Excluded (Patient)
- Digitally Excluded (Team)
- Admitted Patients
- Data Definitions
- About

Report Details

Report Owner	- Emily Finch
Dataset Definitions	- Remote Working Group
Report Created	- 04/09/2020
Approved Date	- 11/09/2020
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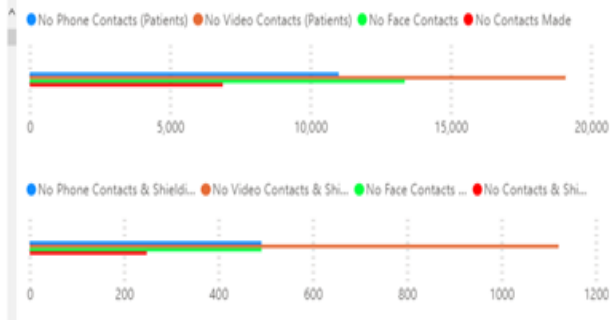
Digitally Excluded Patients (Patient Level)

Team Level: Admitted Patients: 32,871 Total Patients, 1,742 Shielded Patients (CCG)

Phone Contacts*			Video Contacts*			Face-To-Face Contacts*			No Contacts*	
Phone Contacts (Patients)	No Phone Contacts	No Phone Contacts & Shielding	Video Contacts (Patients)	No Video Contacts	No Video Contacts & Shielding	Face Contacts (Patients)	No Face Contacts (Patients)	No Face Contacts & Shielding	No Contacts Made	No contacts & Shielding
21,862	11,009	491	13,778	19,093	1,121	19,510	13,361	491	6,876	248

*Contacts made since January 1st 2020

Trust ID	Phone Contact	Video Contact	Face-to-Face Contact	All Contact	Patient Shielding
	Contacted	Not Contacted	Not Contacted	Contacted	Not Shielding
	Not Contacted	Not Contacted	Contacted	Contacted	Not Shielding
	Contacted	Not Contacted	Contacted	Contacted	Not Shielding
	Contacted	Contacted	Contacted	Contacted	Not Shielding
	Contacted	Contacted	Contacted	Contacted	Not Shielding
	Contacted	Not Contacted	Contacted	Contacted	Not Shielding
	Contacted	Not Contacted	Not Contacted	Contacted	Not Shielding
	Not Contacted	Not Contacted	Not Contacted	Not Contacted	Not Shielding
	Not Contacted	Not Contacted	Not Contacted	Not Contacted	Not Shielding
	Contacted	Not Contacted	Contacted	Contacted	Not Shielding
	Not Contacted	Not Contacted	Contacted	Contacted	Not Shielding
	Contacted	Not Contacted	Not Contacted	Contacted	Not Shielding
	Contacted	Contacted	Contacted	Contacted	Not Shielding
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	Contacted	Contacted	Contacted	Contacted	Not Shielding
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	Contacted	Contacted	Contacted	Contacted	Not Shielding
	Contacted	Contacted	Contacted	Contacted	Not Shielding
	Contacted	Contacted	Contacted	Contacted	Not Shielding



The Patient Is Referred To The Following Services:

- 3B Medication Service
- 3B Psychology Service
- 3DLC Service
- ADD-Alcohol Assertive Outreach Team

Current accepted caseload with any contacts made since January 1st 2020.
Phone Contacts: phone calls. **Video Contacts:** video calls. **Face-to-Face Contact:** Any contact made face-to-face. **All Contact:** phone, video, and face-to-face contact.
Not Contacted: Not contacted since January 1st 2020.

Staying Connected Dashboard at a Glance

Filters

Search

Filters on this page

- Trust ID is (All)
- Phone Contact is (All)
- Video Contact is (All)
- Face-to-Face Contact is (All)
- All Contact is (All)
- Patient Shielding is (All)
- Directorate is (All)
- Division