

Robotic Process Automation: The National Picture

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Digital Productivity Programme



Reduce the burden on the workforce

Improve health and care productivity using digital technology

supporting national commitments of **Her Majesty's Treasury's** (HMT) yearly productivity target



Best practice and buyers guidance

Financial support

Communities of practice

Library of evidence-based case studies

enabling **scale and spread** of productivity-improving technology across the system



Robotic Process Automation (RPA)

Radio-frequency Identification (RFID)

Virtual/Augmented Reality

Clinical Communication Tools

supporting digital transformation using **benefit-enabling technologies**



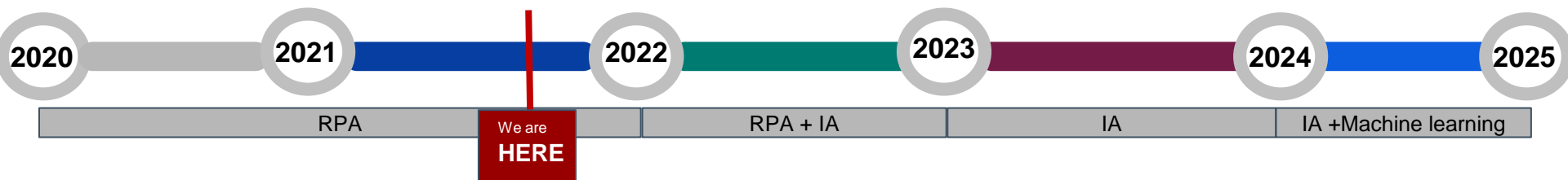
VISION all health and care systems have *automation capability to improve productivity and quality of care by 2023*



Objectives

- deliver care to more patients
- improve the quality of care
- improve patient safety
- improve financial and operational efficiency
- increase patient and staff satisfaction

Journey to Scale: moving from RPA to IA



RPA- robotic Process Automation IA- intelligent automation

Where did it start? (Foundation FY2020/21)



Booking Staff's Antibody Testing

Booked over **6,000** tests

Saved over **52 hours** of admin work/day

Saving of **£22k/month**

System driven



Allocation of Social Care NHS mail account

Saved over **1,000 hours** of admin work with faster turnaround

NHSX driven



Situational Report to NHSEI

Collated variety of data sets

Saved over **4,400 hours** per year per staff

Reduced human **error**

Improved **accuracy**

NHSX driven



Oxygen Flow & Supply

24/7 accurate reading & monitoring of oxygen level

Created **1,500 hours** of capacity

100% accurate data

Reduced human intervention

Eliminated clinical risks

System driven

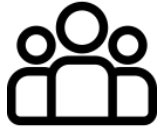
What was our approach? (Foundation FY2020/21)



Investigation



Assessment
of existing
collateral



Engagement
with high-
level
stakeholders



Engagement
with SMEs,
end users &
suppliers

Analysis of Outcome



High-level
Assessment
and review



Publication
&
Application

Approach



Implemented
a Tactical
Solution



Commence of Centres of Excellence

What did we do? (Foundation FY2020/21)



Purposefully developed a **Tactical Solution** to spread expertise within the system



Who?

Commissioned
2 COE pilot sites to spread their
knowledge & expertise

- Northampton General Hospital
NHS Trust
- Royal Free NHS Foundation
Trust



How?

Enabled organisations with
existing automation solution to
automate high **ROI processes**

- built over **47 automated**
processes
- across **21 organisations**
- across **5 core** business
functions
- within **12 weeks**



What?

Developed a **VfM** case projecting
the benefit of pilots and highlighted
potential future savings

- **142,547 hours** of time saved
annually
- **79 FTE** equivalents saved annually
- Year 1 annual **saving of £2.7m**,

COE- centre of excellence

VfM- value for money

ROI- return on investment

FTE- full-time equivalent

What could be the impact?



Productivity and Operational Efficiency

- **Improve operational efficiency- £777k** per organisation annually, that's **£202 million** across the NHS and Social Care[1].



Operational Expenditure

- **A reduction of operational cost-** averaging **£364k** per organisation annually, that's **£90 million** across the NHS and Social Care.

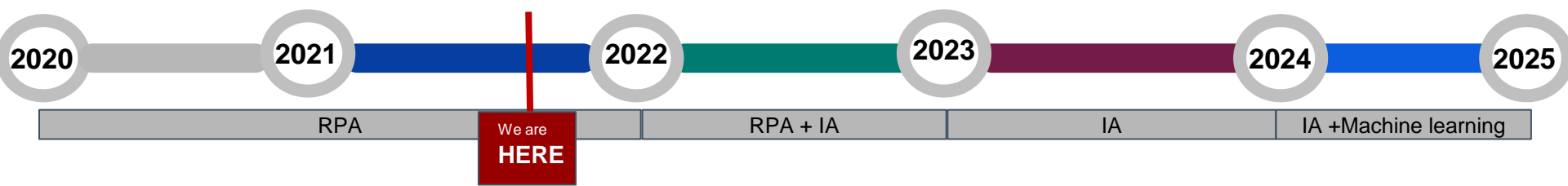


Patient Safety and Staff Experience

- **Time release to patient care** – equivalent to **42 band 6** per organisation, that's equivalent to **5,460** band 6 nurses/admins across the NHS and Social Care.

Journey to Scale: moving from RPA to IA

Foundation	Structure	Acceleration	Growth	Sustainability
<p>Set the foundation by</p> <ul style="list-style-type: none"> - defining the problem, - identifying needs - delivering a tactical solution 	<p>Build the right structure on the right foundations by</p> <ul style="list-style-type: none"> - improving knowledge - capital support 	<p>Accelerate the adoption by</p> <ul style="list-style-type: none"> - building on evidence based approaches - capital support 	<p>Enable safe & rapid growth by</p> <ul style="list-style-type: none"> - providing continual support and direction 	<p>Embed self-sustainability by</p> <ul style="list-style-type: none"> - monitoring performance - capturing values



RPA- robotic Process Automation IA- intelligent automation

Year of Structure (FY 21/22): Our Focus & Deliverable



- National Community of Practice for RPA
 - Over 25 case studies
 - 'How to' guidance
 - RPA COEs



- Capital Support via Unified Tech Fund [closes on 30 Nov]



- GDE blueprint from Northampton General
 - COE approach [available online by 6 Dec]
 - end-to-end automated process

GDE- global digital exemplar



- National Guidance for RPA



- Directory of available processes across the NHS



- RPA processes as an open source on NHSX GitHub

Connect with us



Reach out to us if you have questions about our work or to share your stories

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 Join our National Community for Robotic Process Automation (RPA)

<https://future.nhs.uk/RPA/grouphome>

