THRIVE

Increasing capacity and performance through list utilisation at scale

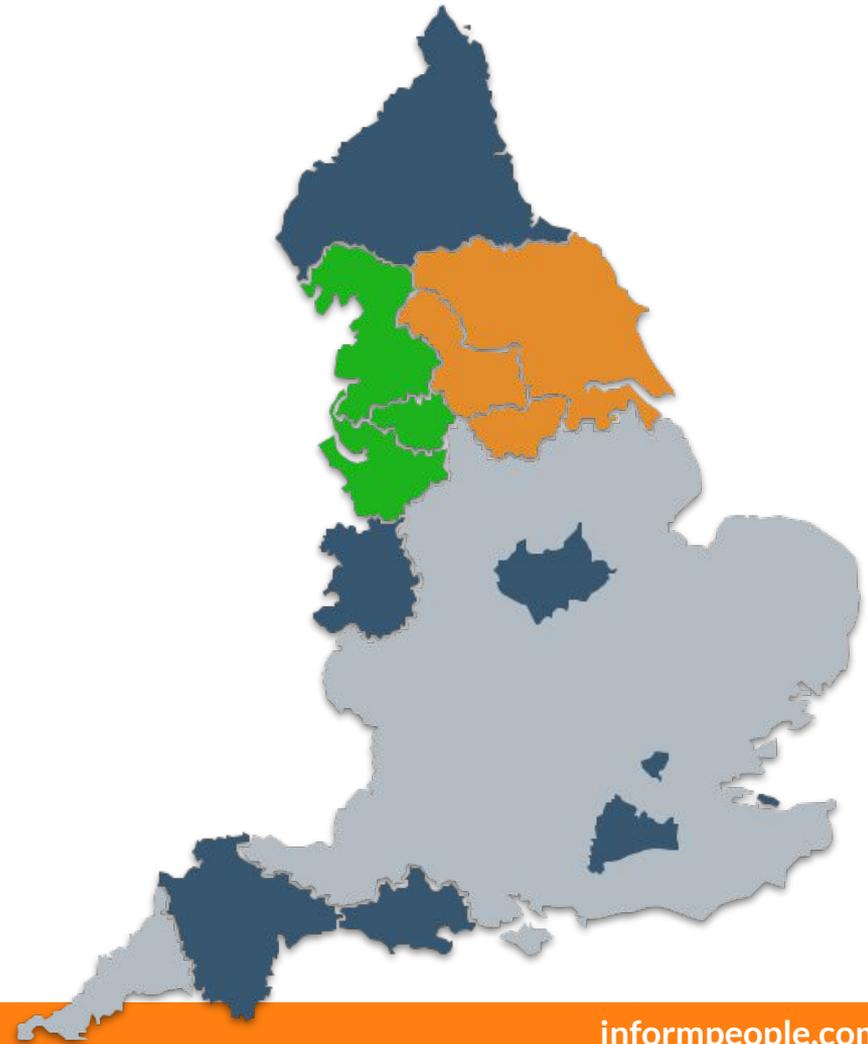inform people

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NHS
Cheshire and Merseyside

Overview and Introductions

Ash Bassi,
Clinical Lead Endoscopy
NHS Cheshire & Merseyside

Chris Thomas,
CEO
Inform People Ltd
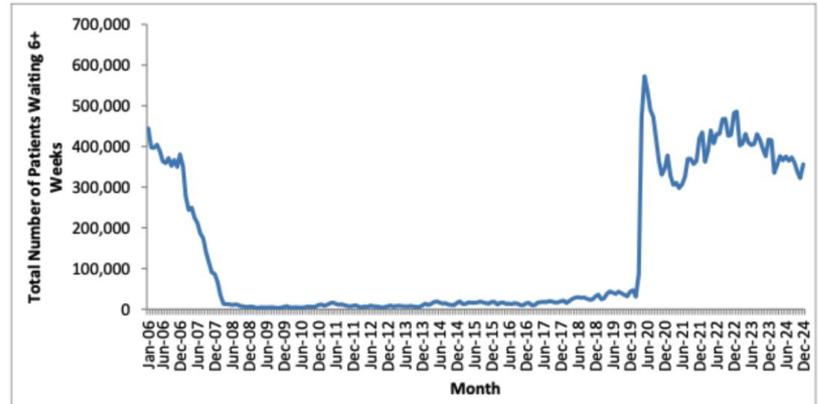*Chris@informpeople.com*

Why a new approach?

Diagnostic Procedure **Waiting Times have not yet recovered** from Covid-19

NHS **Budgets are more restricted** than ever before

Nationwide **staffing issues/shortages**

There is a **need** to do more with what we already **have**

Chart 1: Total number of patients waiting 6+ weeks at month end for all tests January 2006 to December 2024

*Information taken from the NHS Statistics Statistical Commentary Report for December 2024

How this can be addressed

Understand **current capacity** and **list utilisation**

Set goals on what should be achieved - KPIs

Test changes in working practices, monitor the impact, **sharing success AND failures**

Health Innovation Network
Local change, national impact

'Data alone will not solve problems: it is an enabler to achieve change'.

Extract from NHS Sponsored Innovation Agency detailing the impact of THRIVE on a trust in the Cheshire & Merseyside Endoscopy Network available on their website
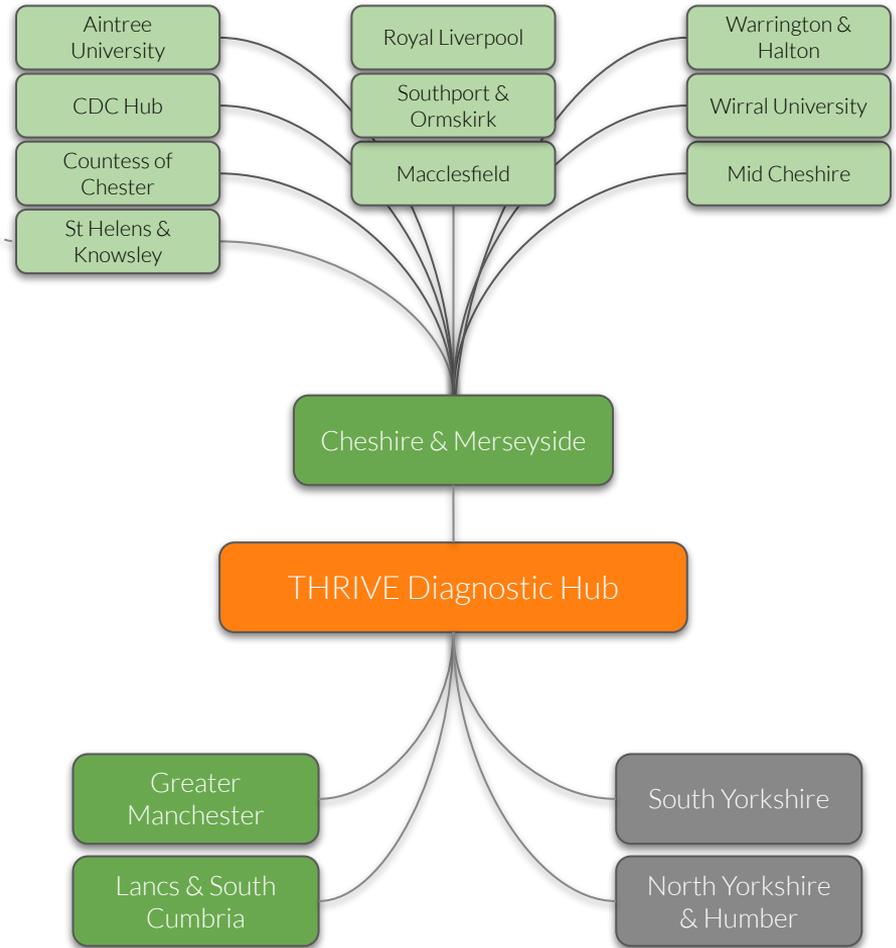
Starting Point

Excel Trial Site

Started with an Excel sheet being used in **1 trust to monitor productivity**

Moved to **digital system** across the region

Accepted as a key part of **regional endoscopy user group meetings**

Move to **cross region reporting** tool to share best practice

Aintree University

CDC Hub

Countess of Chester

St Helens & Knowsley

Royal Liverpool

Southport & Ormskirk

Macclesfield

Warrington & Halton

Wirral University

Mid Cheshire

Cheshire & Merseyside

THRIVE Diagnostic Hub

Greater Manchester

Lancs & South Cumbria

South Yorkshire

North Yorkshire & Humber

What is THRIVE?

Live Diagnostic Procedure Hub to *monitor live performance*

Set and *track KPIs at scale* and compare actual performance like for like

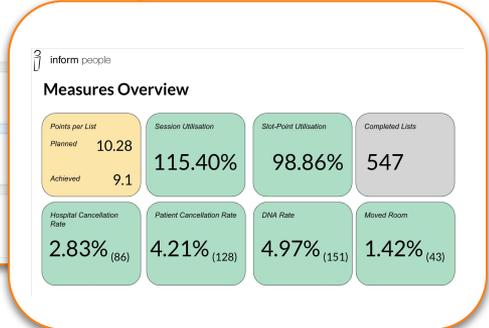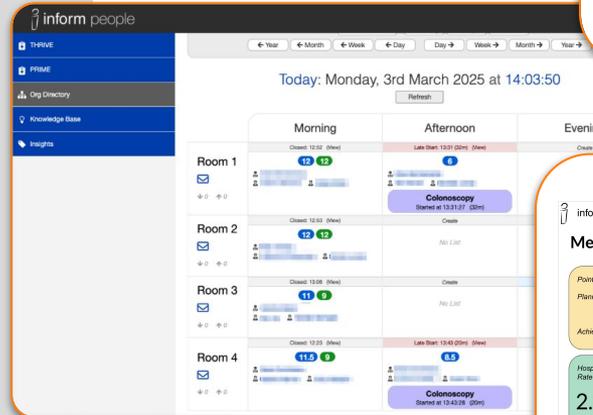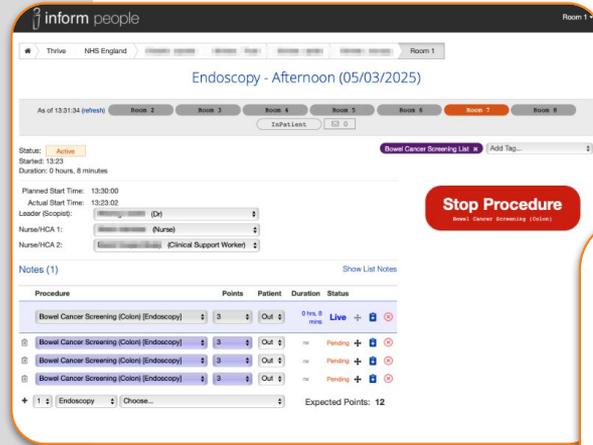Quick access to data allowing changes to be monitored and *sharing of best practice*
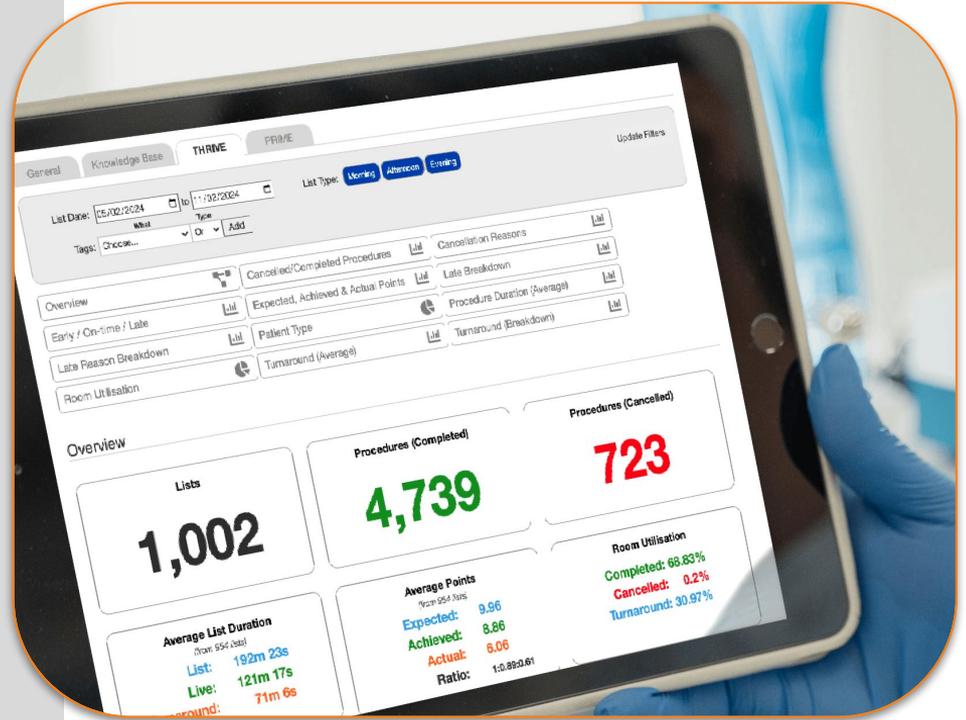
THRIVE in use

Nurses/HCA's - Stop/Start button

Unit Managers - Unit overview

Senior Manager - Quick access live reporting and curated reports to monitor KPIs designed for Endoscopy

Regional Team - Detailed management reports for trials and support for business change
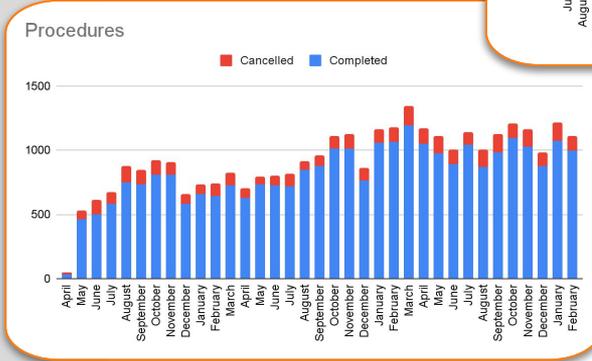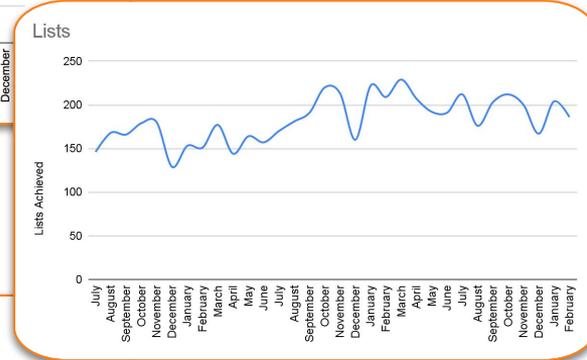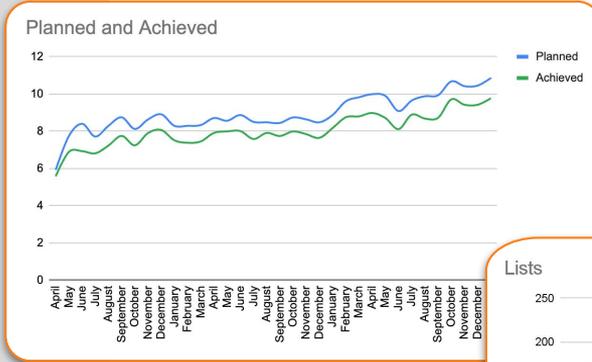
Cheshire & Merseyside Results

Increase on average points per list, both planned and achieved

Number of lists completed remaining steady

Single Location Results:

	February 2024	February 2025
Planned	9.61	10.56
Achieved	8.75	9.60

*kept anonymous for GDPR
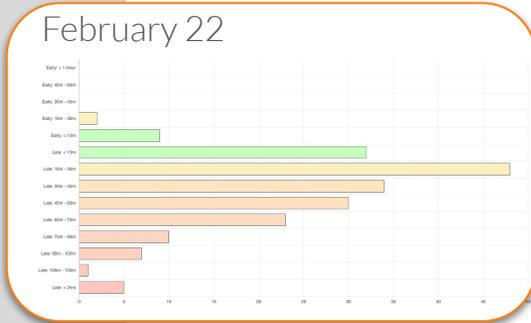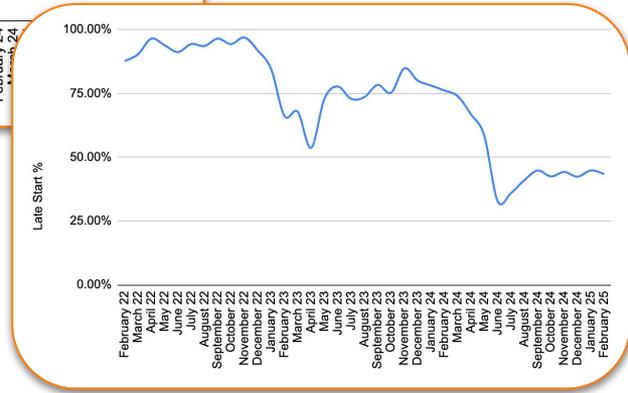

Planned and Achieved

Lists

Procedures

Cheshire & Merseyside Results

Reduction in late starts over a 3 year period

Increase the overall list time *WITHOUT* impacting the finish time

Overall gaining an extra *175* hours **per month** at this *1 trust in C&M*

February 22

February 25

Streamlined Reporting

Example of 1 reporting stream that has been simplified in Cheshire & Merseyside, reducing overall admin requirements.

Example based on measuring performance against KPIs on a weekly basis.

Booking System

Input using THRIVE

Network Wide Weekly KPI Performance Report

Booking System

Record extra metrics with Patient Records

Report Request from BI

Export Data

Format Data

Create Trust Report

Collate all Trust Reports

Duplicated at every Trust

Cost of THRIVE

To run THRIVE for a whole year would require an increase productivity by

3 OGD's (or 2 Colons)
per room
per year
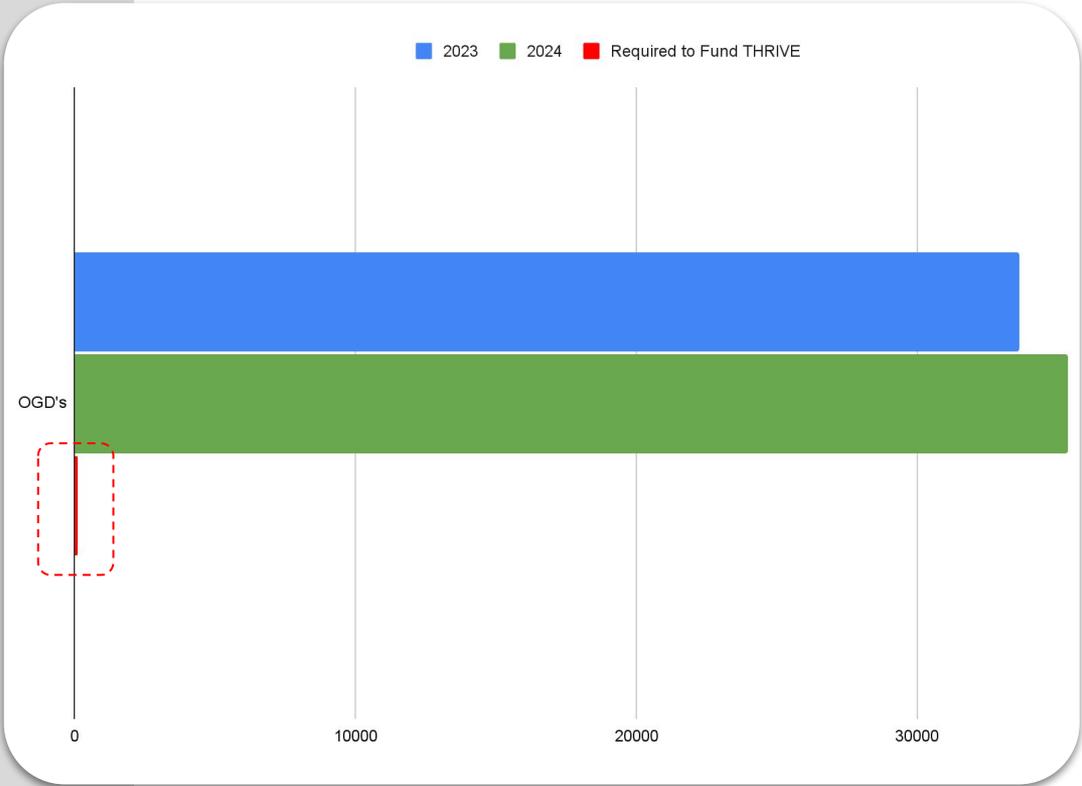
Whats next...

EXTRA Greater Manchester ...

	January 2024	January 2025	Change
Planned Points	9.36	9.65	+ 0.29
Achieved Points	8.09	8.43	+ 0.34
Session Utilisation	80.93%	86.87%	+ 5.94%
Did Not Attend Rate	8.04%	6.05%	- 1.99%
Hospital Cancellation Rate	4.26%	3.35%	- 0.91%

NHS
Lancashire & South Cumbria
NHS Foundation Trust

The THRIVE team are incredibly helpful and always on hand to support when needed. We have seen a number of valuable and measurable benefits of THRIVE and have received great feedback from staff using the tool.

Lucy Howard, Lancs and South Cumbria

NHS
University Hospitals of Morecambe Bay
NHS Foundation Trust

THRIVE is brilliant for measuring data and performance, which is then presented in a clear, easy to understand format... The admin support is extremely helpful and responsive.

Kelly Langley, Unit Manager

NHS
Barnsley Hospital
NHS Foundation Trust

We have been truly impressed by the ease of implementation and the user-friendly nature of the system itself. Our teams have been highly engaged and have found the onsite training and support to be exceptional. I eagerly anticipate our first data set and the service improvements that THRIVE will enable us to achieve in the future.

Craig Prince, Service Manager

NHS
Mid Cheshire Hospitals
NHS Foundation Trust

I love this tool, previously I was collecting turnaround times, start/finish and room utilisation by hand - THRIVE saves me and my team so much time.

Carole Lyth, Clinical Service Manager Endoscopy

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