



INTEGRATION JOINT BOARD

Date of Meeting	25 th April 2023
Report Title	Evaluation of the Implementation of Morse to Community Nursing- user experience
Report Number	HSCP23.022
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Consultation Checklist Completed	Yes
Directions Required	No
Appendices	a. Evaluation of the implementation of Morse to Adult Community Nursing Teams

1. Purpose of the Report

- 1.1. This report is seeking to inform and provide assurance to the Integration Joint Board (IJB) regarding the Implementation of Morse to Adult Community Nursing Team within Aberdeen City Health and Social Care Partnership.

2. Recommendations

- 2.1. It is recommended that the Integration Joint Board:

a) Note the evaluation appended in appendix A.

- 2.2. The IJB are to review and note the evaluation and recommendations which are outlined in the Evaluation report appended in Appendix A.



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3. Summary of Key Information

- 3.1. In May 2021, the evaluation of the Health Visiting Digitalisation alongside a paper presenting the recommendation for Morse to be procured and implemented to Community Nursing was presented to IJB (HSCP.21.069). This recommendation was accepted and an outcome of this was for a further evaluation to be conducted once the application had been implemented to the Community Nursing service to provide assurance to the IJB that the product was continuing to deliver a positive experience to users.
- 3.2. Following on from IJB approval, the Morse application which allows for electronic scheduling and patient record keeping was implemented to Community Nursing, Hospital at Home, Macmillan Nursing and School Nursing between August 2021 and June 2022.
- 3.3. The procurement and implementation of the Morse application was funded in a similar manner to that which was identified and successfully used during the implementation of Morse to Health Visiting. The Community Nursing service is currently running with 30WTE vacancies (as of March 2023), many of which are challenging to recruit to and there was agreement that the finance reserved for several of these posts would be used to fund Morse in order to realise the benefits that a digital record would bring to the service.
- 3.4. A survey was conducted in January-February 2023 providing the opportunity for users to provide feedback on the implementation of Morse into their service area. The results of the survey have informed the evaluation in Appendix A. The feedback has been positive overall while also recognising that many other service changes have occurred over the period. In line with the evaluation findings conducted with the Health Visiting Digitalisation in 2021, significant time savings have been identified from the reduction in the duplication of information. This accrues to over 15,000 hours per annum across the service from an identified reduction in the duplication of information of 30 minute per day per user.
- 3.5. Other areas where a positive assessment was made was in the communication between teams i.e. being able to see ongoing patient activity between services, ease of accessing records compared with paper-based notes and ease of inputting information into the electronic patient record.



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- 3.6.** There is an awareness that during the implementation, several challenges were faced regarding the scheduling of patients within the Community Nursing team. ACHSCP Community Nursing team were the first in Scotland to fully adopt the scheduling component and therefore there were teething issues which eHealth and the supplier assisted with rectifying. A recent upgrade to the system appears to have fixed many of these issues relating to scheduling and speed, but unfortunately took place out with the evaluation period and so has not been taken into account in users feedback.
- 3.7.** The associated recommendations from the Evaluation are directed towards the Morse User Group which has been established for the ongoing support of the application and its users.
- 3.8.** The ACHSCP Year 2 Delivery Plan outlines the intention to continue to implement Morse to Community AHP services. The outcome of the evaluation supports this. There is an interest to implement Morse to Community Nursing and Community AHP services across NHS Grampian which has broad agreement from the three Partnerships. The outcome of the evaluation is supportive of this.

4. Implications for IJB

4.1. Equalities, Fairer Scotland and Health Inequality

No impact as report is for assurance purposes only.

4.2. Financial

There are no direct financial implications arising from the recommendations of this report.

4.3. Workforce

There are no direct workforce implication arising for the recommendations of this report.



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This report outlines the user experience during the initial implementation of a new system. The workforce involved with this change have been included in the project process from inception and this evaluation helps to ensure that a true reflection of the implementation is provided to IJB.

4.4. Legal

There are no direct legal implications arising from the recommendations of this report.

4.5. Covid-19

There are no direct Covid 19 implications arising from the recommendations of this report.

4.6. Unpaid Carers

There are no direct implications arising from the recommendations of this report related to unpaid carers.

4.7. Other

5. Links to ACHSCP Strategic Plan

5.1. The implementation of Morse to Community Nursing Services is represented within the Strategic Plan's Delivery Plan in Year 1 and in Year 2 it is planned for Morse to be implemented to appropriate Community AHP services.

6. Management of Risk

6.1. Identified risks(s)

Paper is for assurance only and therefore no linked risks to recommendations. Recommendations from the paper are for operational use only.

6.2. Link to risks on strategic or operational risk register:

The strategic risk register identifies that:

Performance standards/outcomes are set by national and regulatory bodies and those locally determined performance standards are set by the board itself.



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6.3. How might the content of this report impact or mitigate these risks:

The implementation of Morse to Community Nursing Services have assisted in the production of reports to satisfy local and national reporting needs. Prior to its implementation, this was very challenging to obtain since information was held within paper-based records. This should assist in the mitigation of this risk.