East Devon Health

What GP teams have taught us about...

WHY TO IMPLEMENT ARDENS

2 YEARS...13 PRACTICES

"Clinicians really like it.
Some, really don't like it,
but 95 out of 100 do really like it and
are using it to
change their way of working"

Project manager

WHY CLINICIANS LIKE IT

Broad information available in one place

Reduces chance of significant events

Supports formulary decisions

Automated referral processes

Letter templates reduce dictation

and more...

HOW IT BENEFITS PRACTICES

Opportunity to increase QOF income

Reduces CQC related admin

Upskilling the team

Best practice & guidelines support for staff

Captures read code data at point of care

Service evaluation reports automated

HOW IT BENEFITS PATIENTS

Improved standard care

Most up to date information available in consultations

Access to relevant take home information

Remote support options

HOW TO IMPLEMENT ARDENS

PACE

Implementing Ardens should be considered a slow process that can often take over 18 months.

Planning for staff to play with the technology, offline, for 3-4 months helps.

Teams have shown that over time, more of the team become engaged as benefits are witnessed & experienced.

TRAINING

Support self-teaching & role specific training.

Expect staff to need ongoing training as needs move from accepting Ardens to exploring its full functionality.

Arrange for staff to see Ardens being used to its full extent.

Link late adopters with new adopters, to share experiences and tips.

TEAM ENGAGEMENT

Identify a clinical champion in your team and encourage sharing of their experiences.

Consider rolling out with nurses first, who have shown early adoption and team activation.

Let staff know that Ardens can appear daunting, this is normal, but that it is easy to learn and to quickly become expert in its use.

ADDITIONAL NEEDS

Ring-fence time for team members to explore the software offline (for 3-4 months).

Development of a network specific hints and tips / FAQ sheet to share and update between practices.

A practice change agent, encouraging to seek and share experiences with networked practices to bring back to own team.

TEAM VOICES

Nurses, practice managers, GPs, admin staff and CCG support were interviewed to capture this learning to benefit other practices.

CONNECT PROJECT

This learning was created by the East Devon Health's Connect Project.

Supporting 13 practices to implement innovation towards networked change.

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specialists in supporting change in health teams and extracting learning to support spread