



CRD

Automated report distribution software for Crystal Reports.

JAC sites using Crystal Reports for their regular reporting have been benefitting from CRD for over 10 years. Currently being utilised by over 25 NHS Trusts including Royal Liverpool & Broadgreen NHS Trust, Aintree University Hospitals NHS Foundation Trust and University Hospitals of Morecambe Bay NHS Foundation Trust, to assist in the scheduling, running and distribution of Crystal Reports.



CRD can help by coping with rapidly changing data, immediately initiating reports using event-based, data-driven or time based scheduling which are distributed in many formats from email, Microsoft Excel or to an SMS text message.

“We could not meet our still-growing demand for reports without CRD and it’s probably one of the best investments we’ve ever made.”

Derek Swanson, Deputy Director Pharmacy Royal Liverpool & Broadgreen NHS Trust

Joe Bilsborough, Pharmacy Department, Aintree University Hospitals NHS Foundation Trust, is using CRD for EPMA reports and says that, "Using CRD has a direct effect on patient clinical care".

He is able to send missed dose reports each morning via e-mail to all matrons, ward managers, staff nurses and clinical leads for the previous days drug administrations.

As a result of doing this the Trust has noticed that missed doses have decreased by over 50% and this is clearly a benefit for patients. He is routinely using CRD for many drug prescribing and administration audits.

CRD is used to automatically e-mail non wholesaler orders to over 80 suppliers which saves admin time and manually faxing orders.

Elaine Caslin, Pharmacy Operations and Systems Manager at University Hospitals of Morecambe Bay NHS Foundation Trust, has been using CRD for the distribution of both financially related reports and operational reports. She said: "Investing in CRD reduced month-end work-load from around a week to one hour maximum! We would need to appoint another full-time analyst if we did not have this amazing software. This means that CRD has already paid for itself several times over."

Elaine went on to say that the use of CRD is as broad as your imagination.

In addition to reporting on suppliers lead times, at Morecambe Bay they use CRD to support PbR reimbursements of excluded medicines for recharge to CCGs. This saves time and also ensures all reimbursements are collected. They have particularly benefitted at the financial year end because of the ability to schedule reports that conform to any date pattern.

Elaine said that these all lead to Trust wide benefits, that contribute to their cost improvement programme.

Derek Swanson, Deputy Director of Pharmacy Royal Liverpool & Broadgreen NHS Trust, has been using CRD at RLBHHT since 2003, where they now have 106 live CRD schedules for daily, weekly and monthly reporting. Although mainly JAC-related, there are also reports into their robot database (Swisslog Pack-Picker) and a home-grown MS Access-based TTO tracker.

Derek recently set up EPMA reports in response to a request from a group of research nurses who needed to identify certain new in-patient prescriptions. These quite simple reports have revolutionised the research nurses' daily routine since they are now presented with their "target" patients rather than having to hunt them down.

In addition, Derek explained that their reports cover the following categories and that they have significant value, with a number distributed to quite large groups of people:

- Medicine/ Directorate-specific "TOP X" reports on medicines spend*
- Patient-level PBR excluded medicines for recharge to PCT*
- Medicines purchasing & supply statistics*

- External sales via the TRADE program – detailed customer-specific invoices*
- KPIs – TTO turnaround, invoice turnaround etc.
- IMS and SCEP reports
- Hourly robot stock snapshot with pack-specific grid reference as a contingency for server failure
- "Special medicines" surveillance, reporting new prescriptions in EPMA and patient-specific medicines supply*
- On-going and ad-hoc audits – CDs and additional stock supplies at weekends by ward, and certain dispensing errors
- TTO-receipt-in-pharmacy data by patient & ward for the trust Patient Throughput Team for predicting bed availability

* These report net values for qty and spend

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