

Digital and Technology Innovation for Experience

**From drop-in to digitally enabled and how
UHCW are meeting maternal vaccination
ambitions by removing barriers to access**

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The Challenge

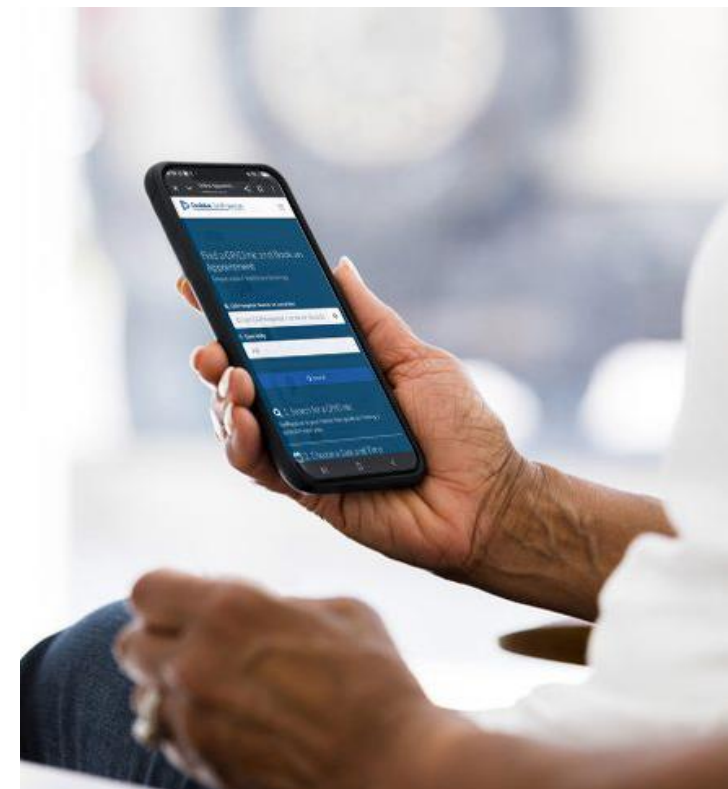
-  Vaccination demand was increasing across maternity services
-  More vaccines were being delivered through maternity teams
-  The service relied heavily on a drop-in model
-  Women had limited certainty about when they could get vaccinated
-  Staff had little visibility of future demand and clinic capacity
-  The service needed to improve access without excluding less digitally confident patients



The Innovation

Dedalus Swiftqueue...

- supported the move to a flexible booking and walk-in model
- enabled vaccination appointments bookable online at a convenient time and location
- retained inclusivity with continued walk-in access/support
- gave vaccinators/administrators real-time visibility of demand, capacity and bookings
- improved accessibility through multi-lingual functionality and NHS login integration
- cut admin time while boosting uptake and patient experience



The Implementation

-  There was a phased rollout led by the maternity vaccination team
-  Staff used the system first before opening self-booking to patients
-  There was training also provided for vaccinators and administrators
-  Frontline feedback helped shape the implementation
-  +  Digital booking was introduced alongside walk-in access
-  +  Multi-lingual and NHS Login features improved accessibility



Impact and uptake

TIME PER PATIENT SAVED



**138 SECONDS
SAVED**

FROM 474s TO 336s

DAILY TIME



**63 MINUTES
SAVED**

(DAILY AVERAGE,
≈ 23 HOURS/MONTH)

ADMIN BURDEN



**29%
REDUCTION**
IN EPISODE TIME

SERVICE EXPANSION



**INCREASED
CAPACITY**

- Expanded Sites
- Met Performance



FLU UPTAKE



RSV UPTAKE



PERTUSSIS UPTAKE



Better access leads to
higher vaccination uptake



Offer digital and non-
digital options to
maximise inclusion



Reducing admin time
creates more time for
patient care



Design services
around patient needs,
not technology



Engage staff early to
support successful
adoption



Real-time data helps
improve planning and
service growth

Future Plans

-   Increase the number of pre-booked appointments
-   Introduce self-check-in for patients
-   Extend the model to BCG vaccination services
-   Use appointment data to improve workforce and service planning
-   Build on secured funding to support ongoing service development

Any Questions?