



DatixWeb  
Case Study

# Migrating DatixWeb to the cloud to create a more efficient and cost-effective solution



## About the Trust

The Mid Yorkshire Teaching NHS Trust operates hospital services at Pinderfields, Dewsbury, and Pontefract sites, providing a range of services to approximately 500,000 patients annually through both emergency and planned care. Additionally, the Trust provides care to patients throughout Yorkshire via community services.

In 2022 the decision was taken to migrate DatixWeb to the cloud, moving away from a locally hosted solution to help save costs, improve the solution performance and create a more agile risk management process that could better support patient safety.



## Mid Yorkshire Teaching NHS Trust

### What is the difference between a locally hosted system and a cloud hosted system?

A locally hosted system runs off servers held physically at an organisation. This requires extra resource from internal IT teams to maintain these servers, complete manual upgrades, and ensure the security of data inside DatixWeb.

In contrast, a cloud based DatixWeb runs off servers held by RLDatix away from an organisation's premises. RLDatix maintains servers and uses best practice security measures to ensure the servers are available and secure. This heavily reduces the resources required from internal IT teams and can be a more cost effective option that delivers higher performance.

## A quick migration leading to simpler upgrades and saved time and costs

The RLDatix team collaborated with Mid Yorkshire Teaching NHS Trust to successfully transition the DatixWeb system to the cloud within just a half-day. During this period, all data was seamlessly transferred from the organisation's locally hosted server to the new cloud servers, ensuring a swift and smooth migration process.

This migration has also ensured quick and easy DatixWeb system upgrades moving forwards. Prior to migrating DatixWeb, it was necessary for Mid Yorkshire Teaching NHS Trust to ask RLDatix to complete all system upgrades through an optional paid service as the internal IT team lacked the resources and expertise to upgrade the system promptly. Nevertheless, requesting RLDatix to carry out the upgrade remained a time-consuming procedure, typically spanning 1-2 months, as it required internal approval from the Medical Director, Finance Director and IT Team.

Since migrating to the cloud, RLDatix now takes care of all upgrades for Mid Yorkshire's DatixWeb system in a quick and simple process utilising cloud technology.

The patient safety team at the Trust can efficiently arrange for RLDatix to implement a cloud upgrade within 1-2 weeks. The upgrade process itself only requires a few hours, ensuring a seamless and up to date DatixWeb version at all times.

Ahmed Hans, Patient Safety Intelligence Manager at Mid Yorkshire Teaching NHS Trust, said: **"Upgrading the system used to take 1-2 months due to the approval process. Now, we can upgrade DatixWeb in just 1-2 weeks, making the process simpler, more cost-effective, and efficient."**

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## A more cost effective solution

Migrating DatixWeb to the cloud has also seen Mid Yorkshire make significant cost savings. Since DatixWeb is hosted on RLDatix servers, the organisation is no longer required to cover server and hardware maintenance expenses or invest in server upgrades to comply with NHS Digital regulations for security. In addition, by eliminating the optional upgrade service fees, the Trust saves an additional £600 with each DatixWeb upgrade.

**“We have achieved significant cost savings by migrating DatixWeb to the cloud”** continued Ahmed. **“This decision was especially beneficial since the Trust was operating on a Windows 2008 server that needed upgrading to comply with NHS Digital standards. Upgrading the system would have incurred a substantial cost.”**

## Paving the way for agile risk management

Alongside being able to quickly upgrade the system, the new cloud based technology has allowed the Risk Management team to be more agile in making changes in the DatixWeb system.

Previously, when DatixWeb was hosted on the organisation’s internal servers, the IT team was responsible for system management. Any alterations to the solution, even a minor change to the incident reporting form, required a lengthy approval process.

This process typically takes 1-2 weeks, with additional potential delays for system modifications.

The alterations to DatixWeb were frequently prompted by patient safety concerns that required urgent implementation, a task that was challenging to accomplish swiftly and flexibly while the system was hosted locally.

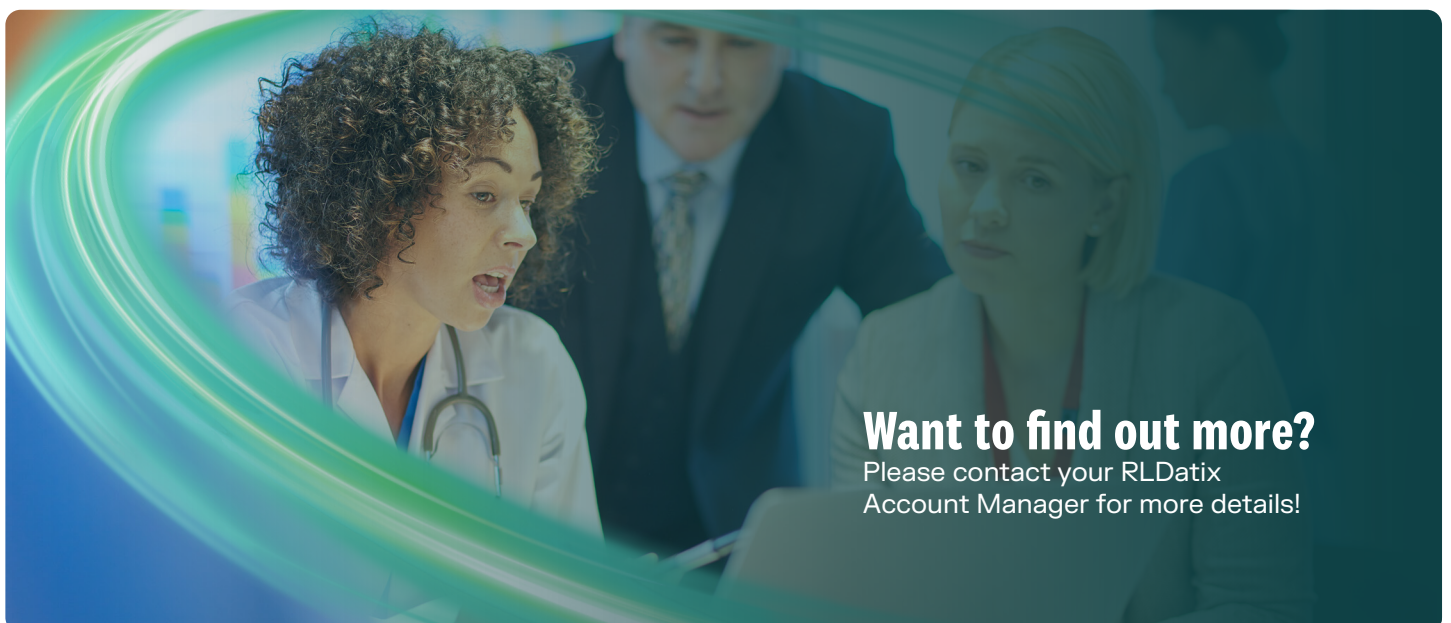
## A higher performing solution

When running DatixWeb on locally hosted servers and hardware, Mid Yorkshire encountered server limitations that resulted in memory leaks and affected the solution’s performance. Consequently, there were significant delays in loading times within the solution when staff attempted to report incidents. This, in turn, caused staff members to delay reporting incidents and risks promptly.

After the migration, DatixWeb is now hosted and managed on servers by RLDatix, resulting in a substantial immediate enhancement in system performance. The loading times for DatixWeb have decreased significantly, leading to an increase in incident reporting by staff.

The performance enhancement has influenced reporting rates throughout the organisation. Following the migration, reporting has seen a yearly increase of 3.5% across the board.

Ahmed concluded: **“In general, transferring DatixWeb to the cloud has proven to be a fantastic choice. It has saved us time and costs, enhanced system performance, reduced our dependence on internal IT support, and increased our agility in risk management processes. This has enabled us to enhance patient safety through the system.”**



### Want to find out more?

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