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How Chelsea and Westminster NHS Trust Modernised Clinical Reporting with Medicus Critical Care

Chelsea and Westminster NHS Foundation Trust runs two London hospitals serving over 1.5 million people. With Medicus, the Trust uses a unified critical care reporting platform with simpler workflows, faster insights and better data to improve care.

The Story Behind the Upgrade

Historically, the Trust used multiple legacy reporting platforms between sites including an older version of Medicus. So over time, reporting slowed down and data validation became difficult. The data interchange between EPR and multiple out-of-date reporting systems created duplication risks.

When Jason Tatlock - Data Manager for the Trust, took responsibility for both teams, he had a clear vision to move Trust to a single, standardised platform that was fast, reliable and adaptable to current and future specialty needs.

Having experience in using Medicus, the upgrade was a logical choice for Jason which allowed the Trust to have a smoother transition across the sites with a fewer teething issues. These issues were identified and resolved quickly with the Mela support team as a part of their on-boarding experience.

The Challenges

01   Fragmented Reporting Systems

Existence of multiple legacy clinical reporting software across different hospital sites.

02   Slow, Inconsistent Reporting

Reports took hours with inconsistent validation and duplicate data.

03   Need For a Unified Platform

EPR data processed through archaic reporting platforms creating interface difficulties and quality risks.

Our Solutions

✓ Upgrade to the latest Medicus Critical Care

✓ Standardise reporting across sites with one platform

✓ MDT-first, tab-based UI with faster dropdowns + configurable validation

✓ Super Query + user-defined dashboards for rapid analysis and reporting

✓ Modular platform ready for custom modules and future integration.

*"With Medicus, we've replaced around **60%** of our spreadsheets and can drill into the data to review each patient's journey through critical care. Built-in reports and the ability to save our own customised analyses have cut activity gathering time by about **two** hours, so we can focus on ad hoc reporting for service reviews and quality management."*

Modernising Critical Care Reporting with Medicus

The latest Medicus Critical Care changed the pace of daily work across the sites. The user-friendly tab interface made navigation intuitive and common tasks and checks appeared where clinicians expected them. Performance improvements were visible immediately, with faster data entry and reduced confusion through structured data capture fields.

Validation rules were strengthened, supporting the data consolidation for key quality indicators required in critical care. This helped to improve team performance across the hospitals to align better with MDT expectations beyond national standards.

The addition of *Super Query* made a real difference in how teams explored their data. Instead of waiting for scheduled and retrospective reports, clinical and service leads could drill down into exactly what mattered and shape dashboards that reflected evidence-based practice. This flexibility supported both national requirements and local operational oversight with one platform providing not only just governance but also structured day-to-day management.

The Trust now delivers consistency in clinical reporting across Chelsea and West Middlesex through a cutting-edge, integrated workflow that is designed to evolve.

Results

✓ Cleaner data with fewer duplicates and stronger validation

✓ Extendable platform for needs of multidisciplinary teams beyond national requirements

✓ Stronger MDT engagement for KPIs and local quality indicators

✓ Validation aligned to national registry standards reducing errors and queries and improving data quality

✓ Better patient outcomes and improved clinician experience and due to modern and consistent workflows across sites.

60% +
Reduction in spreadsheet use

2 hours +
Saved on activity gathering

"Having all our data in one place has boosted MDT engagement on KPIs and local quality indicators, and validation tool for national registries has streamlined submissions with fewer errors and queries. The overall improvement in data quality has been significant."

Jason Tatlock, Data Manager for Adult Critical Care & Burns, Chelsea and Westminster NHS Foundation Trust

Leveraging the Benefits of a Modular System

Being a modular platform, Medicus can support custom requests such as new fields, tabs, dashboards and extend specialty modules, giving MDTs the headstart to adapt as services change, supporting local insight alongside national requirements.

This allows the Trust to benefit from accessing new modules and tabs, embedded within critical care platform, so clinicians no longer need to swap between systems or rely on ad hoc workarounds.

Discover how you can manage your clinical audits and improve patient outcomes through [Medicus](#).