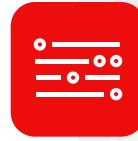


East Kent Hospitals NHS Trust strengthens patient data integration with Infor

Infor Cloverleaf connects systems, streamlines workflows and enhances clinical insight across one of the UK's largest NHS trusts.



Overview

About East Kent Hospitals NHS Trust

East Kent Hospitals NHS Trust is one of the largest acute hospital trusts in England. Serving a population of around 700,000 people across an area of roughly 18 square miles, the organisation employs around 10,000 staff and operates approximately 1,000 inpatient beds. The Trust also supports more than one million outpatient interactions annually.



Challenge

The Trust needed to integrate multiple hospital systems and ensure seamless patient data exchange across its infrastructure, while supporting evolving clinical workflows and national reporting requirements.



Infor solution

Infor Cloverleaf™, an interoperability platform, was implemented with support from Infor partner Enovation to connect systems, streamline workflows and enable enhanced clinical insight.



Outcome

The Trust achieved a highly interoperable digital architecture connecting multiple clinical and administrative systems, delivering faster access to patient data, improved workflow efficiency and greater agility across the organisation.





Connecting systems after a hospital merger

After three hospitals merged to form East Kent Hospitals NHS Trust in the late 1990s, integrating separate IT systems and patient data became a major challenge. A key priority was implementing a patient administration system (PAS) capable of supporting the entire patient journey—from admission to discharge—while ensuring reliable data exchange across departments and sites.

To meet this need, the Trust selected Infor™ Cloverleaf as its integration engine, creating a unified architecture that connected systems and consolidated critical patient data across the organisation.

Years later, when the Trust introduced a new PAS platform, integration was once again essential. Working with Infor partner Enovation, East Kent Hospitals used Infor Cloverleaf to support a seamless migration, ensuring continuity of data exchange and minimal disruption to clinical services.



Streamlining the patient journey

When East Kent Hospitals NHS Trust introduced a new PAS, ensuring a smooth deployment without disrupting clinical services became a top priority.

Working closely with Enovation, the Trust implemented Infor Cloverleaf as the integration backbone connecting the new PAS to its broader digital ecosystem.

“Infor Cloverleaf’s intuitive design, global presence, robust engine, scalability and modular architecture have made the transition extremely smooth. With Enovation’s support and internal training, we were able to implement the platform quickly and confidently.”

James Bambridge

Senior Integration and Automation Engineer, East Kent NHS Trust



Today, Infor Cloverleaf powers the Trust’s interoperability infrastructure, enabling secure data exchange across clinical, administrative and national healthcare systems. By standardising interfaces using Health Level Seven (HL7) messaging and connecting specialised environments, such as maternity and neonatal systems via application programming interfaces (APIs), the Trust has established a reliable foundation for connected care.



Unlocking operational efficiency and insight

By integrating systems and consolidating patient data across departments, East Kent Hospitals has streamlined workflows and improved access to critical patient information across the entire care pathway.

One example is the optimisation of radiology requests and clinical coding workflows. Previously, clinicians often had to navigate multiple systems—or rely on paper-based requests—to gather patient information.

Using Infor Cloverleaf, the Trust created a unified view that consolidates patient records and supporting documentation from multiple sources.

Teams can now retrieve and analyse data more easily, enabling faster decision-making and improved coordination between departments. This innovation alone saves an estimated **20 minutes per patient**, delivering significant efficiency gains across the organisation.



Leveraging data as a strategic asset

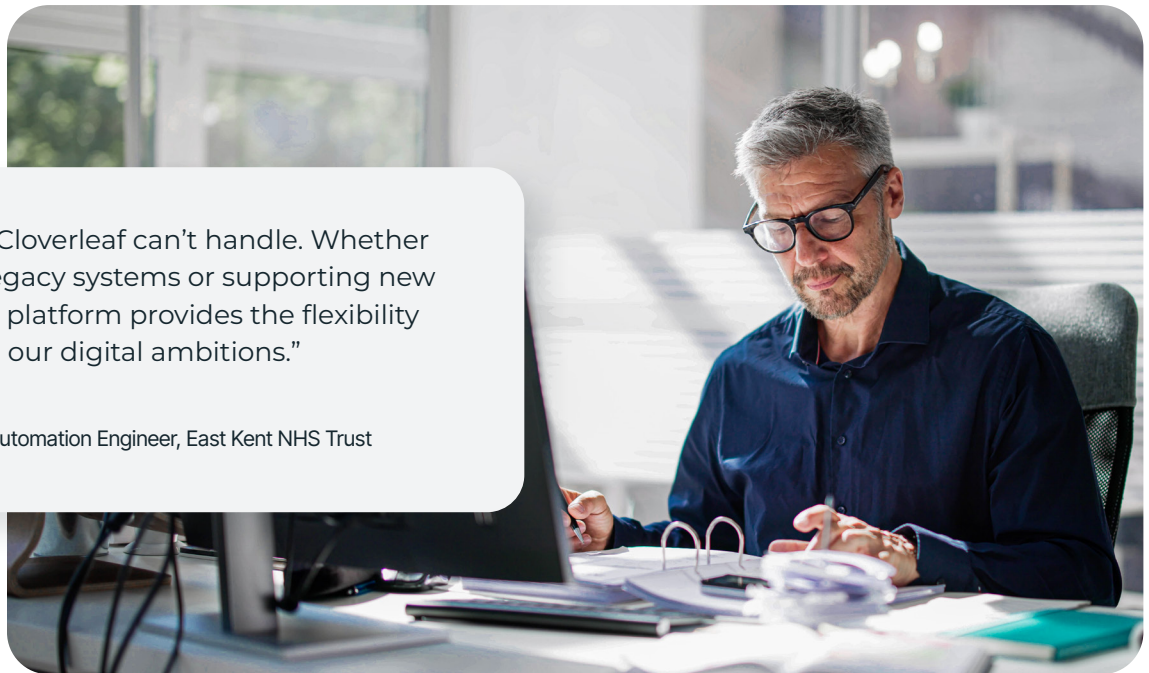
Beyond operational improvements, the Trust is leveraging integrated data to enhance strategic decision-making. Automated identification of inpatient trends helps clinicians and operational teams better understand resource demand and improve productivity.

Infor Cloverleaf's ability to integrate and structure Extensible Markup Language (XML) data also ensures patient records remain consistent and reliable—supporting more proactive care delivery.

“There’s nothing Cloverleaf can’t handle. Whether it’s integrating legacy systems or supporting new applications, the platform provides the flexibility we need to drive our digital ambitions.”

James Bambridge

Senior Integration and Automation Engineer, East Kent NHS Trust





Fostering national collaboration

East Kent Hospitals has also become a leader in national data integration initiatives. The Trust was among the first in the UK to successfully submit structured inpatient datasets to NHS England through the NHS App, helping inform policy decisions and monitor care quality across the country. This integrated data has allowed teams to model scenarios, analyse trends and respond more effectively to changing patient needs.

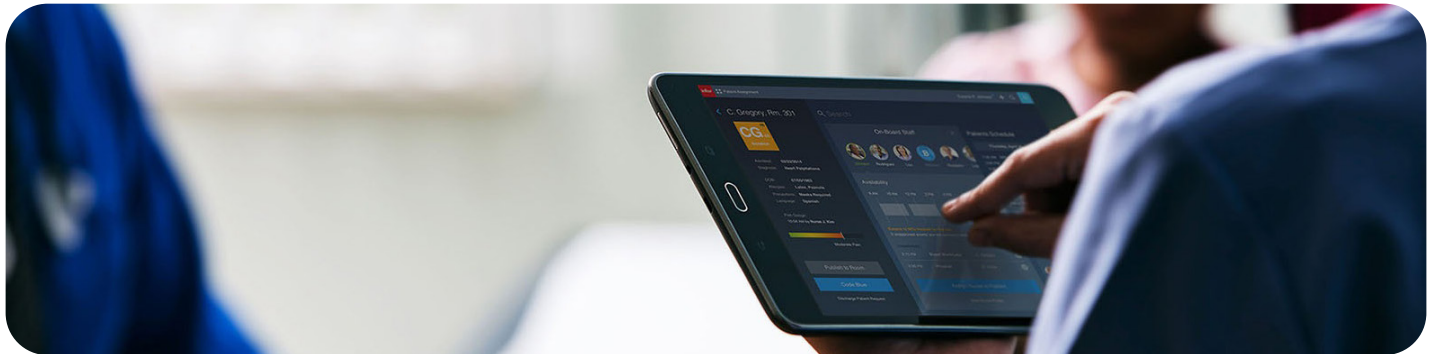
Looking ahead, the Trust is exploring how artificial intelligence (AI) could build on this data foundation, for example, by identifying infections earlier in the patient journey to improve outcomes and reduce hospital resource pressures.



Building digital foundations

As healthcare systems become increasingly connected and data-driven, a robust integration strategy is essential.

With Infor Cloverleaf at its core, East Kent Hospitals NHS Trust has built a scalable platform that standardises processes, connects systems and unlocks new ways to use data—positioning the organisation to support better care and improved outcomes in the years ahead.



About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that prioritises user experience, leverages data science, and integrates easily into existing systems. More than 67,000 organisations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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Discover how Infor Cloverleaf enables connected, data-driven healthcare

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