

24 HOURS IN A&E

SNAPSHOT

Produced by: The Garden

Commissioned by: Channel 4



SHOW OVERVIEW

'24 Hrs in A&E' follows a busy hospital Emergency ward around the clock and traces the lives of patients and doctors in the NHS. The 30th season of ITV's landmark factual program was filmed in Birmingham by a fast-paced team of 150.

Production time: 6 months

HOW LUMI HELPED

Lumi kept the teams of producers working from the hospital floor in perfect harmony with the gallery team. Over the course of the shoot, the team tracked over 1,100 complex patient stories and over 2000 staff cards and the stories they featured in.

Series Editor Louise Bartmann says she worked closely with her Lumi Customer Success Producer to ensure the project was set up effectively from day one. 'It was intuitive and easy for the whole team. We couldn't believe how smooth it was from the get-go.' The team implemented naming conventions, logging shortcuts and templates, to ensure consistency in what information was collected and how it was reported.

The team were able to remove some of the duplication and waste in their former documents and processes. 'We made a conscious effort to embrace this opportunity for improvement, and it really paid off', said Bartmann. One week in, they could see the tangible efficiencies that everything in one place could bring. Everything was captured in Lumi at the source, from patient stories, details, consents and non-consents, floor and roaming logs, and tracking of individual mics as they were turned on and off. Templated cards meant that every producer was collecting the exact same vital information needed - not just from a story perspective but also logistical and technical information. Templates also acted as a prompt to producers and as a checklist that they'd completed all requirements to avoid chasing vital details later.

The benefits flow through to post-production, where piecing together episodes is made easier by having everything about the story in one place - from field notes to master IV information, screenshots of cast members, contact information, release forms and other legal information that follows the individual stories.

Best of all, the time invested this year will benefit every subsequent season of the show. Templates can be copied and repurposed from one season to the next, reducing setup time and ensuring teams made up of mostly freelance staff can hit the ground running.

AT A GLANCE

Challenges

- Information all over the place
- Time lost bringing people up to speed
- Duplication of effort
- Siloed teams

Benefits

- Centralisation
- Instant overviews across multiple moving pieces
- Cost control
- Transparency
- Rapid fire-up



'After 11 years of A and E there were lots of systems and processes in place. So when we introduced Lumi, it gave us a chance to review what was really necessary.'

'One week in and we realised there were lots of things we no longer needed- Lumi was doing it all. With everything in one place it was so much easier to find everything - all linked to one patient card.'

Louise Bartmann

Series Editor