

New medicine for Bedfordshire Hospital NHS Trust

Bedfordshire Hospital NHS Trust implemented a new mobile front-end solution from TAAP to complement its existing Facilities and Estates management software from Mindworks.

In Brief

- Instant efficiency gains through saved time, reduced costs, and better communication
- 26 technicians equipped with PDAs providing a true mobile working solution
- Integration with existing Estates & Facilities management software from Mindworks
- NHS Health and Social Care Award won for innovation in technology & communication



Background

Bedford Hospital NHS Trust is a 403 bed, high performing acute district general hospital. The Trust provides a range of services to over 270,000 people living predominantly in north and mid Bedfordshire and is the vascular hub for the county. Bedford Hospital has over 2000 members of staff and a current turnover of approximately £121.2million. The hospital enjoys strong community support with over 200 volunteers at the Trust and over £6 million being raised by the independent Bedford Hospitals Charity over the past 10 years.

The Challenge

The Repairs and Maintenance department is key to keeping any hospital operational and so it was important to be able to raise satisfaction levels, whilst reducing costs. Repairs Manager Peter Hurst was keen to implement a new mobile front end to their already successful back-office Estates & Facilities Management software provided by Mindworks. This was

designed to ensure technicians would be fully mobile with access to information wherever they were, and did not need to return to the office to collect new jobs or deliver paperwork relating to completed jobs.

Solution

TAAP, working in partnership with Mindworks, have extended the reach of their Facilities and Estates Management software to work with TAAP mobile PDA forms technology.

PDAs have been issued to Bedfordshire's team of 26 technicians and they now receive job dockets for repairs and maintenance electronically. The PDAs are supplied and operate via Vodafone's mobile GPRS network.

The PDA system can handle any number of jobs and prioritises these dependent on their urgency. They are all centrally monitored, managed and controlled by the Maintenance Management team.

Name	Address	Agreement
HANDL...	1st floor Ends...	44867
HANDL...	1st floor Ends...	44868
HANDL...	1st floor Ends...	44869

Send Receive My Jobs

Forms

Connection

Refresh Menu

Screenshot showing list of jobs on technician's PDA

Information on the job detail, location and contact are provided, the technician simply books on to a job on his PDA and carries out the repair. Once the job has been completed the technician attains a satisfaction rating and digital signature to sign off the work.

If the technician forgets to record any required information, validation controls built into the PDA remind him/her to record the missing information, ensuring defined processes are accurately followed and provided to a consistent standard.

When all required information on the electronic docket is recorded the technician simply presses a send button and within seconds the back office system is updated eliminating the need for travel and administration, saving both time and money.

Benefits & Results

The new PDA System supplies supervisors/management with a real-time view on progression of the daily workload - when a new repair request is reported technicians no longer need to return to the office to pick up or drop off paperwork saving cost in time and travel.

The end of day reconciliation is eliminated and time sheets are automated from the booking times on the PDA. Administrative staff no longer need to key information from dockets and time sheets into the system. The elimination of paper means no more unrecognisable or missing information and no more misplaced or lost paperwork.

Repairs Manager Peter Hurst commented: "The new PDA system allows us to see real-time

progression of our workload. Allocating new jobs is now a simple process of looking at our PC to see who is next available and sending the job to the technician's PDA. There is no longer the need for our tradesman to return to the office to pick up new jobs or drop off completed dockets and timesheets and the administrative task of keying details from the dockets and timesheets into the system no longer exist.

The PDA system has eliminated misplaced or lost paperwork and there is never any unreadable or missing information. Instantly from implementation the improvement to our operation has been amazing.

I would like to commend Mindworks and TAAP for delivering such a simple and easy to use solution that has instantly raised efficiency. The training and support received has been superb and key to the successful implementation.

The Repairs and Maintenance department is key to keeping any hospital operational and the PDA system allows us to work more efficiently and raise satisfaction levels, whilst reducing costs. The TAAP Forms technology can be applied to all of our forms or paper based documents, we could eliminate all paper processes and further reduce our carbon footprint at the same time."

Mindworks Managing Director Charles Brown commented: "We have applied a continual focus on delivering software that meets the requirements of our clients. Our collaboration with TAAP has further enhanced our software solutions and it's a great partnership for the future."

TAAP Sales Director Paul George said: "TAAP enjoys working with innovating technology partners such as Mindworks, and progressive clients like Peter Hurst of Bedford Hospital NHS Trust.

When like minded people work together the results can be astounding and beneficial to all parties. We are particularly proud to be involved in this deployment as we can help reduce costs within the NHS, dramatically improve operational efficiencies, and help reduce the carbon footprint across all their paper based processes and activities.

We would hope the cost savings could then be better used to improve patient care which after all is where the money should be spent."

Awards

Peter Hurst of Bedfordshire NHS Trust reviewed, evaluated and implemented the TAAP WorkForce PDA technology in conjunction with the existing Mindworks, ProCon back-office system and picked up the "**Innovative Information and Communications Technology Award**" at the NHS Health and Social Care Awards Dinner in April 2008.



Maintenance Manager Peter Hurst and Maintenance Helpdesk Officer Pasqualina Varricchio with the award

Peter, a keen advocate of technology has been recognised by his peers as delivering invaluable efficiency and improvement to the operational running of Bedford NHS Trust.

TAAP's CEO Steve Higgon was at the award to celebrate Peter's efforts and commented "**Peter could see the immediate business and process efficiency improvements that could be delivered using this technology. We worked with Peter to demonstrate how his existing investment in technology could be extended with the TAAP PDA technology, extend that is and not replaced.**"

TAAP has provided PDA interfaces for Mindworks software, the supplier of the Estate and Management Software used by Bedfordshire NHS and are deploying the technology into their install base of clients across the NHS and, into local Government.

TAAP is currently installing the solution onto the Mindworks Seeker Back Office System and deploying to ICT Trusts.

TAAP's CEO Steve Higgon also commented that the deployment with Mindworks has only just scratched the surface of what can be achieved with this technology. The TAAP WorkForce PDA solution is an architectural solution for managing and streamlining any structured messaging and workflow solutions within an organisation.

About Mindworks

Mindworks is a flexible and responsive supplier of Estates and Facilities management software and services to:

- **NHS Trusts** wishing to deliver improved health outcomes through innovative estates and facilities solutions which enable high quality, safe patient care.
- **Local Authorities** requiring control of their estate and it's properties in order to provide quality services to their residents.

About TAAP

TAAP is a leading provider of software solutions which allow organisations to mobilise their operations using hand held computers.

Its award-winning agile application platform allows new systems to be delivered "OnTAAP", that is, fast, flexibly and at low cost.