

Salford Hope Hospital



Background

Salford Royal Hospitals NHS Trust (Hope Hospital) is one of three major teaching hospitals for Manchester medical school. A total of 300 students are based at Hope Hospital for the clinical course (years 3-5) with a further 200 junior doctors in training. A further 250 diploma and postgraduate nursing and other clinical professions undergo training within the Trust. Both clinical and medical student numbers are scheduled to rise significantly over the next 2-3 years.

Challenge

Salford Royal Hospitals NHS Trust was having severe problems with its facilities management. Their estates department, in the person of Andrew Rebanks, was becoming overloaded with paperwork and requests from their customers for action. There was no Planned Preventative Maintenance schedule, no call logging, no forward planning, no stock control and no cost control. All that existed was a manual helpdesk and a lot of paper.

Solution

Andrew rapidly decided that some sort of Computer Aided Facilities Management system was needed if they were to provide the required level of service to the hospital and he quickly started trawling the marketplace for a suitable software system to satisfy their needs. After seeing demonstrations from many suppliers, he decided that FSI and its Concept™ CAFM system could provide the functionality and the level of support that the hospital needed. He quotes “the flexibility and scalability of the system, and the fact that it was SQL-based, were all factors in our awarding the contract to FSI”.

Having implemented the basic system and had experience of running it, plans were put in place to use some of the more enhanced features of the software. The facilities helpdesk was handling 300-400 calls a day and staff were unable to focus on dealing with the specific problems that were being raised.

What was required was the ability for customers to log general facilities helpdesk requests, and more specific portage requests directly onto the internal intranet computer system. Furthermore, the ability to issue a helpdesk task number by email, with the possibility of reviewing the job status simply by tapping an icon, was seen as vital to the effective operation of the hospital.

In partnership with FSI, all of these features, and more, were installed quickly and easily, the skill and experience of the FSI consultants greatly contributing to the ease of implementation. Now the past problems of poor efficiency and lack of control have been removed and a highly effective IT-based operation has dramatically improved the operation of the Estates department.

In a slightly poetic muse, Andrew Rebanks says “paperwork and dissatisfied customers have been banished into the abyss of the past, and the shining light of technology is guiding our way into the future”.

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