

LEIGHTON HOSPITAL, CREWE



“ MyPorter gives me great visibility on portering in the hospital, meaning I can make sure we are delivering an efficient service both to clinical teams and to patients. The system is so easy to use, and our portering service is so much smoother now. The support from GlobalView throughout the process has been fantastic; it’s been a real partnership approach. ”

Dawn Pyatt, Facilities Manager, Leighton Hospital

THE CHALLENGE

Mid Cheshire Hospital NHS Foundation Trust serves a population of nearly 300,000 people, and its vision is ‘To deliver excellence in healthcare through innovation and collaboration’.

The Trust’s Leighton Hospital in Crewe was managing its Portering Pool Team using a paper-based system, which was causing inefficiencies in task allocation and was vulnerable to human error, as well as making reporting extremely time consuming. Previously, all wards would call down to the Lodge to request a portering task. Tasks were verbally assigned to one of the porters waiting in the Lodge, and Porters would return to the Lodge after each task to be given their next job. In addition, the hospital needed to expand its security office, and as this is located next to the Porter’s Lodge, it meant the Lodge size would be reduced, and fewer Porters could be accommodated.

This manual system gave no visibility of job status or porter location, and made it difficult to allocate tasks on a fair and efficient basis. Manually interrogating the data to create reports could take several weeks, which made it challenging to measure the effectiveness of the service and ensure accountability. The use of handwritten notes which then had to be inputted, and giving Porters their tasks verbally, left the system vulnerable to inaccuracies and errors.

THE SOLUTION

The hospital introduced GlobalView Systems' MyPorter task management system to all but two departments, a system which combines specialist intuitive software with high quality two-way radios for each porter.

The resilient radios have been designed for life-critical applications. As well as providing the means for porters to receive messages with details of their next job no matter where they are in the hospital, they also provide two-way speech communication.

Data is captured automatically via the MyPorter software, avoiding the need for verbal and manual task management, and enabling rapid, flexible management reporting.

THE RESULTS

Porters can now be given their next task, with full task details via messages to their radios, without the need for them to return to the Lodge, reducing downtime and increasing efficiency. It has also increased the health and wellbeing of Porters, as they walk fewer miles each shift, but are more productive – this has helped to reduce mental and physical fatigue.

The system also means that if circumstances change once a Porter has been allocated a task, the Coordinator and/or Porter Manager can contact them via their radio to notify them and discuss an appropriate course of action.

Reporting is now much easier, as MyPorter allows better data capture in real time, without manual intervention, and a range of filters means reports can be tailored and adapted. Data accuracy is increased, as there is no longer a need to decipher handwritten notes and input into an Excel spreadsheet. The system also provides an audit trail, in the event of a complaint being raised. MyPorter can also be interrogated to highlight peaks in demand, such as busy times of the day or year, or wards/procedures that are high intensity users, enabling resources to be allocated accordingly.

Due to MyPorter, the reduced size of the Porter's Lodge is now more than sufficient for the needs of the team, as staff flow has improved around the hospital. The Trust is considering expanding the use of MyPorter to the remaining areas of the hospital it isn't currently installed within, those being the rapid and reactive environments of the Emergency Department and Radiology – where they will make use of, and benefit from, MyPorter's rapid request function.

“ The new system makes it so much easier to allocate tasks effectively and evenly. We can see where it makes sense logistically to give a job to a particular Porter because of their location in the hospital, rather than them walking back to the Lodge every time. It saves time for all concerned, and there's a fairness in job distribution that has increased morale in the team. ”

Scott McEvoy, Porter Supervisor, Leighton Hospital

