

# SUNDERLAND ROYAL HOSPITAL



“ Not only does MyPorter give us the information we need to manage tasks effectively as they happen, it also gives us insight to help us plan for the future. We have the means to easily monitor, measure and report on performance, and the hard data to make sure we have the right amount of staff in the right place at the right time. ”

**Mark Turner Portering and Security Manager, CHOICE Facilities Services**

## THE CHALLENGE

Radiology is used to diagnose and treat various medical conditions and diseases and the timely flow of patients to and from the department is vital to make best use of clinical time and high-value equipment, as well as being central to the patient experience.

Sunderland Royal Hospital's Radiology department requires an average of 150 portering tasks a day. These were being managed by displaying hard copy print outs of tasks on a board, from where porters would then choose a task to complete. It also made it difficult to establish Key Performance Indicators, such as time taken to complete a task, and to identify peaks in demand.

## THE SOLUTION

City Hospital Independent Commercial Enterprises (CHOICE) (a wholly owned subsidiary company of South Tyneside and Sunderland NHS Foundation Trust Trust) worked with them to review the available options to improve the management of portering within Radiology, and made the decision to install the MyPorter task management system.

MyPorter was developed by porter managers, for porter managers, with GlobalView Systems gaining insight from more than 100 NHS Trusts before developing the unique solution. The system offers the flexibility of being smart phone or radio-based, meaning Trusts can choose the infrastructure that works best for their buildings, staff and processes.

WiFi provision can be variable across the Sunderland Royal Hospital site, therefore their MyPorter system uses robust radio devices, providing the resilience needed for a communications system designing specifically for use in critical services. Porters receive details of tasks via messages to their radios, and can be contacted wherever they are in the building.

Tasks are either allocated automatically by the software, or via a helpdesk, avoiding any disagreements between colleagues regarding decision making, and status and progression of jobs can be easily monitored to keep clinicians and patients informed.

Management reports are quickly and readily available, reducing the demand on management time and providing data insight to support service delivery and development.

## THE RESULTS

MyPorter provides an intuitive easy to use graphical interface for the management and monitoring of portering, giving real-time visibility. Radiographers are now able to easily establish and track the status of tasks; for example when a patient was collected, by which porter, and their current location.

Having a digital radio system also makes it quick and easy to communicate, and workflow has improved as a portering requests can be made and responded to much faster. This in turn has impacted on patient flow through the hospital.

Prior to MyPorter being introduced, the Radiology department didn't have the digital tools to be able to engage with the portering service effectively and in a timely manner. MyPorter has led to an improvement in the ways the departments cooperate by making practices more transparent and efficient. MyPorter's automatic allocation functionality also ensures task distribution is process-driven and fair so working priorities are shared between colleagues.

MyPorter gives insight into performance that wasn't previously possible, identifying peaks in demand, which can inform changes to service delivery to increase efficiency and capacity. These spikes in activity are often noticed, but MyPorter can provide objective evidence to support action such as amending SLAs or adjusting shift patterns. This insight can be delivered in a range of reports, which can be configured according to the needs of the individual Trust, Hospital and Department.

CHOICE Facilities Services is currently working with the Trust to explore expanding the use of MyPorter across other areas of the hospital site.

“ We needed something we could rely on, and MyPorter has given us exactly that. Porters, radiographers and nurses have all said the system is easy to use, and we've had no failed jobs since it was introduced. It's also made a massive difference to patient flow. ”

**Claire Dodds, Hotel Service Manager, CHOICE Facilities Services**

