



## Key Facts

<b>Organisation</b>	<b>The Leeds Teaching Hospitals NHS Trust</b>
<b>Key Issue</b>	An urgent need for a dependable, quick-response, real-time task management system able to operate across 6 sites.
<b>Purcell Products</b>	CARPS task management software, radio hardware, base-stations, Consultancy, Managed Maintenance cover
<b>Benefits Achieved</b>	<ul style="list-style-type: none"> <li>☒ Multi-site mobile staff management</li> <li>☒ Increased staff accountability</li> <li>☒ Enhanced service delivery of patient care</li> <li>☒ Accurate 'real-time' performance monitoring</li> <li>☒ Immediate access to management reports</li> <li>☒ Handles more than 40,000 tasks per month</li> </ul>

## Multi-Site Challenge

The Leeds Teaching Hospitals NHS Trust (The Trust) is one of the largest Trusts in the UK and includes one of the largest teaching hospitals in Europe. It is an internationally recognised centre for clinical research. The Trust has approximately 1,900 inpatient beds together with critical care and day case beds. In total,

A key challenge was the efficient coordination of manpower across multiple sites for a number of different departments, to provide security, portering and patient transport services.

## The Solution

Initially Purcell was asked to provide a solution for The Trusts portering department that would improve operative efficiency, communications and safety as well as providing a platform for reporting on task performance. The solution was the CARPS Task Management System with an integrated radio communications and reporting suite.

## Key Challenges

### Portering Task Management

Hospital porters are mobile and often out of contact from central control and dispatch centres. The Trust wanted a way to improve the way tasks were issued to staff while they were still on the hospital floor and close to where new tasks were to be started. It would save valuable minutes and ultimately hundreds of hours of operative time over any year. In addition to keeping in contact with mobile staff, The Trust also want to streamline the collection and reporting of task details.

Purcell supplied the CARPS Task Management System with integrated radio communications platform, to provide central task dispatch to operatives out on the hospital floor. CARPS allows both controllers to send text or voice messages to mobile staff detailing the task, and the operatives to then update their task status at the push of a button. Button presses are recorded, and through the reporting suite in CARPS, the performance of the department can be measured quickly and easily.

### Client Task Logging

Initially all hospital wards booked work with the portering department, by picking up the phone and calling a help desk. The Trust found that whilst this worked well in general, as task-demand increased, and during exceptionally busy periods, the load on the help desk meant delays in call-handling. Key staff were tied up on the phone for too long, resulting in delays to booking and allocating tasks.

### Multi-Site Communications

Security staff at the Trust are responsible for patrolling across five geographically-isolated sites, yet need to be in constant contact with one central security-control room.

Purcell's solution to the problem was the Motorola Mototrbo digital radio system. This provides IP connected voice and data communications between all five Trust sites. This system allows operatives to roam across the sites and remain in communication with each other and the central control room.

The Mototrbo system was further enhanced with integration to the CARPS Task Management system allowing security staff to receive their assignments by text message and allow them to update their current status at the push of a button. CARPS also provided voice dispatch facilities to the central control room, allowing the choice of private contact with any individual, or group contact with all security staff.

## Summary Achievement

For 15 years now, CARPS has helped The Trust to efficiently co-ordinate tasks and manpower. Due to the successes enjoyed, the system has been expanded greatly since its initial launch. CARPS has provided the Trust with significant performance and efficiency savings and forms a core part of their day-to-day operation.

"We needed a fast-response control and despatch system to cover all ancillary services at The Trust. We did our research, and CARPS Task Management seemed to most suit our needs. Purcell has worked with us in Leeds now for more than 10 years. Over that time, the level of technological advancement, and regularity of software upgrades to the system, has kept pace with organisational need. We now have a system that does what we want and need it to do."

Tim Hawkes, Estates & Facilities IT Manager, The Leeds Teaching Hospitals NHS Trust

"Introducing computerised dispatching to Leeds ten years ago, revolutionised the way we organised and managed our resources. CARPS allowed us to dispatch tasks directly to our staff wherever they were, instead of getting them to return to a central dispatch office. Not only did this reduce time-wastage, but it improved the number of tasks we could handle and the time taken to complete these tasks. This helped our achievement of performance against service levels."

Sean Dodsworth, Senior Facilities Manager (Operational Services), The Leeds Teaching Hospitals NHS Trust