



Case study: Royal Stoke University Hospital

Transforming services through effective partnership

A flexible and specialised partnership to provide the Trust with access to innovative medical technology and services

siemens-healthineers.co.uk/value-partnerships

The challenge

Royal Stoke University Hospital, University Hospitals of North Midlands NHS Foundation Trust (UHNM), historically faced a number of challenges to meet the needs of an ageing local community.

Workload had increased, with a steady year-on-year increase in demand for diagnostic testing due to expanding Trust services and size. This includes a 10% increase in CT and ultrasound; an 8.3% increase in MR and a 6.2% increase in fluoroscopy procedures.

The solution

Siemens Healthineers and Royal Stoke University Hospital entered a 15-year Value Partnership to strengthen diagnostic capacity and maximise capacity through efficiency improvements.

The Value Partnership includes the ongoing management of its MR, CT and fluoroscopy systems, gamma cameras, cardiac catheter labs, digital X-ray, and a PACS System.

In order to confirm that Royal Stoke's systems were being used to their full potential, Siemens Healthineers delivered Utilisation Management Services to evaluate the optimisation of the CT and MR facilities.

The associated consultancy service ensures systems are being used to their full potential on an ongoing basis and provides staff with an in-depth analysis of their departmental processes and workflow as well as advice on efficiency improvements.

As hospital priorities shifted, an evaluation was undertaken to determine which imaging modalities were being utilised and how they could overcome challenges of the CT service reaching maximum capacity. It was identified that a fluoroscopy room was not being used effectively. Through a contract variation, the hospital was able to transform this into an additional CT room to ease pressure.

Alice Turner, principal radiographer for the Trust explains, "The integration with Stafford to become UHNM has given us one of the largest imaging directorates in the UK with a growth in referrals for examinations beyond the national average. Siemens Healthineers has provided a flexible approach to adapt to our shifting and growing needs."

"We have experienced great benefits and support at this time of change; Siemens Healthineers has provided a flexible approach to adapt to our shifting and growing needs."

Alice Turner
Principal Radiographer, Royal Stoke University Hospital



The results

As a testament to the imaging services the hospital provides, it recently received accreditation from the United Kingdom Accreditation Service (UKAS) Imaging Services Accreditation Scheme (ISAS).

This incorporates a patient-focused assessment and accreditation program designed to help diagnostic imaging services ensure that patients consistently receive high quality services, delivered by competent staff working in safe environments.

Alice Turner details, "We are now one of a handful of hospitals across the UK to achieve UKAS ISAS. Part of the eligibility requires demonstration of a robust capital program; the MES has enabled this through fixed payments and transparent costs. As a result of the accreditation, our patients and clinical staff can be confident the service we provide conforms to rigorous standards set out by The Royal College of Radiologists, The Society of Radiographers and UKAS"

"We were able to manage the CT load more effectively which resulted in an overall 33% reduction in patient waiting times"

Alice Turner
Principal Radiographer, Royal Stoke University Hospital



"Siemens Healthineers has been integral in ensuring the smooth running of our imaging service in times of change and we have a good relationship with open and honest dialogue."

Alice Turner
Principal Radiographer, Royal Stoke University Hospital

Summary

The 15-year Value Partnership between Siemens Healthineers and Royal Stoke University Hospital aimed to strengthen diagnostic capacity and maximise capacity through efficiency improvements.

The reliability of systems, and how potential problems have been dealt with to minimise downtime has impressed staff at the Trust.

Alice Turner summarises, "A strong relationship based on open and honest dialogue is essential when partnering with an external organisation. This has been evident in the partnership with Siemens Healthineers; the team has been integral in ensuring the smooth running of our imaging services in a time of change and growth.

Often the issue is not the problem, but how this is resolved. Siemens Healthineers has a rapid reaction time, allowing services to be resumed as quickly as possible, with some work being done out of hours, keeping downtime to an absolute minimum."

The Value Partnership has helped the Royal Stoke University Hospital:



Establish flexible working to adapt to evolving needs



Benefit from an open and honest relationship within the partnership



Experience efficient service and response times for minimal downtime



Improve financial stability with fixed payments and transparent costs



Reduce patient waiting times

© Siemens Healthcare Ltd,
Siemens Healthineers,
Park View,
Watchmoor Park,
Camberley,
GU15 3YL,
United Kingdom

The products/features and/or service offerings (here mentioned) are not commercially available in all countries and/or for all modalities. If the services are not marketed in countries due to regulatory or other reasons, the service offering cannot be guaranteed. Please contact your local Siemens Healthineers organisation for further details. The statements by Siemens' customers described herein are based on results that were achieved in the customer's unique setting. Since there is no "typical" hospital and many variables exist (e.g., hospital size, case mix, level of IT adoption) there can be no guarantee that other customers will achieve the same results.