

Transforming radiology at Kingston Hospital NHS Foundation Trust

Optimising processes with innovative imaging
technology and tailored advisory services

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Improving efficiency in radiology services

A ten-year partnership to transform care delivery and achieve efficiency across radiology services at Kingston Hospital NHS Foundation Trust

Context

Kingston Hospital NHS Foundation Trust supports 500,000 people a year across the outlying areas of London. Providing a full range of diagnostic and treatment services, the trust works closely with local health and care organisations to make care accessible.

Siemens Healthineers and Kingston Hospital NHS Foundation Trust entered a ten-year Value Partnership to enhance radiology services, while optimising costs.

The Value Partnership provides the Radiology Department at the Trust with comprehensive technology management, alongside Value Advisory Services to improve operational and clinical efficiency.

What we did

Siemens Healthineers supported a full upgrade to the medical systems in the Radiology Department. This included the provision, optimised maintenance, and updating of a range of imaging systems, from angiography, to computed tomography, ultrasound, X-ray, and molecular imaging.

Solutions to improve operational and clinical efficiency were developed in collaboration with the trust through a Radiology Performance Management Service (RPMS). The RPMS involves the supervision, and implementation of agreed actions, as well as the continuous measurement of results for an extended period.

Alongside the RPMS, Siemens Healthineers facilitated financing services, facility planning, training, and technical support on-site to help the trust improve radiology workflows and increase the efficiency of diagnostic processes.

How we did it

Comprehensive Managed Equipment Services (MES) were provided for all medical imaging systems at the trust's Radiology Department.

To help support the continued availability of clinically relevant medical systems over the course of the partnership, Siemens Healthineers and the trust worked together to develop technology roadmaps for radiology.

Advisory and transformation experts from Siemens Healthineers were integrated on-site to help optimise processes across the department.

These experts helped to facilitate training on global standards of workflow management, and lean transformation principles. Alongside this, the consulting team supported the delivery of the Radiology Performance Management Service.

Results

The Value Partnership between Siemens Healthineers and Kingston Hospital NHS Foundation Trust represents a tailored approach to achieving efficiency in radiology.

The innovative imaging technology provided as part of the partnership, alongside advisory support to optimise work processes, help to support Kingston Hospital NHS Foundation Trust in enhancing patient care while advancing capabilities.

The programmes' achievements include:

- Full refit of radiology imaging systems with no downtime
- 'Future proofing' of the radiology department by increasing capacity
- Improved patient experience

Testimonial

"This partnership presents a real opportunity for us, the assurance we will receive from having access to the latest equipment and working within a more efficient department is invaluable. It will allow us to focus on what matters – providing our patients with the best possible care."

Angela Clarke, Estate Development and Optimisation Director, Kingston Hospital NHS Foundation Trust.