you can
Canon

Solution
ADOS Document Management
and Document Scanners

Industry type
Healthcare

South Tyneside NHS Foundation Trust & Canon

The elephants in the North

Established as an NHS Trust in 1993 and authorised as one of the new NHS Foundation Trusts in 2005, South Tyneside is one of the top performing health organisations in the NHS.

However, the workings of the Trust meant that masses of paperwork had to be stored and distributed. So much so, in fact, that every year the weight equivalent of sixteen bull elephants made their way around the Trust. A strategy document by Martin Alexander, Head of Information Services at the Trust, recommended adopting a document management solution, and Canon made it happen.

We talk your language and understand your needs.

Martin Alexander is the Head of Information Services at the South Tyneside NHS Trust.

The Trust wanted to store and manage A&E records electronically, making information more searchable and accessible, as well as removing the need for bulk storage. That meant a combination of hardware and software, as well as an initial inputting of thousands of historical records.

"Canon were the only ones who didn't over-complicate the solution. It was easy to implement, easy to learn, easy to use."

"I can honestly say I haven't lost any sleep over my document management solution."

If you are interested or have questions concerning ADOS please give us a call at the number below:

Tel. 0800 353535

"Canon were the only ones who didn't over-complicate the document management solution. It was easy to implement, easy to learn, easy to use."

Martin Alexander
Head of Information Services
South Tyneside NHS Trust

you can
Canon

WWF
Canon Europa NV
Conservation Partner

South Tyneside NHS
NHS Foundation Trust

More efficient document management with Canon.

South Tyneside NHS Foundation Trust & **Canon**

South Tyneside NHS Trust

In common with the 66 other NHS Foundation Trusts in the UK, South Tyneside NHS Foundation Trusts is a new type of NHS organisation, established to devolve decision-making from central Government control to local organisations and communities, so they are more responsive to the needs and wishes of their local people. It has significant autonomy in the decisions it makes.

When the Trust decided, therefore, to review the way in which it captured, stored and distributed its information around the Trust, it was up to Martin Alexander, Head of Information Services, to decide the best way forward.

The elephants in the North

"The Trust had a major issue with the amount of paper and information it needed to capture, store and share," says Martin.

"There was around 74 tons of documentation which moved around. That's the equivalent of 16 bull elephants on the loose."

The main source of the paperwork was the A&E department, which produces casualty cards for every department, each of which has to be retained for eight years. In fact, the sheer amount of paperwork didn't only mean that information was hard to find – it meant that sometimes staff were unaware that the documentation even existed. This presented two issues. First, lack of knowledge of what papers existed restricted the Trust in the quality of service it could provide to patients and the community. There were frequently significant delays while information made its way to other departments; manual searches also tended not to take place unless there was a good and known case for such a search taking place. Second, the same lack of information could have a major impact on patients and members of the community known to be at risk.

Herding the elephants

The NHS had a robust Information for Health strategy in place which ticked many of the boxes, but South Tyneside NHS Trust wanted to keep their options open, and looked for a solution that could initially be scoped small but had the ability to grow. They asked a number of suppliers to discuss the project, and eventually turned to Canon.

"We had a very clear idea of what we wanted," says Martin. "While we're one of the most technologically advanced NHS hospitals, we still decided to scope our requirements small… Canon were the only ones who didn't over-complicate it."

The Trust already had a SAN (Storage Area Network) strategy in place, and asked Canon to deliver an end-to-end solution which would ride on its back. The solution encompassed three elements. In association with Canon, Datatron scanned the existing paper-based data – 500,000 A&E cards – while developing a process which would meet with the requirements of the Data Protection Act. Canon also provided ADOS, an indexing and internet interface, and the scanning hardware, initially three stations but now up to six. The scanned files have been saved as TIFFs, making it easy to migrate in the future if required.

Martin comments: "Once we'd identified the need for a document management solution, we looked at what we wanted to achieve. It had to be easy to use, it had to be cost-effective, it had to offer good ROI, and it had to be capable of being rolled out to other areas if we were satisfied."

The elephant reserve

Once the solution was in place, it was time to see whether it would live up to expectations. It did, and with minimal training required. "One day our people came in and the paperwork had gone, and they started working in a new way," says Martin. "Feedback was brilliant from the start." This gave Martin – and Canon – particular pleasure. As he explains. "The consultants and clinicians are very happy; it's never easy for very busy clinicians to use new technology, but with ADOS the simplicity of the system made it popular from the start."

Further proof of the value of the new document management solution followed rapidly. A court case required 14,000 casualty cards to be presented in court. With the previous system, a fleet of lorries would have been required to transport them to and from the venue; instead, all the cards fitted onto 12 CDs, while the data remained available to the Trust throughout the case. More importantly in the long term, the court accepted the cards in the CD format, paving the way for future presentation of evidence in the same format.

Martin sees the future of the solution very positively. "We've already added three more scanning stations to our initial deployment; we're talking to Canon about MFPs and the potential implementation of a workflow solution. Overall, we're very pleased: we've reduced administrative time, paediatricians and clinicians are able to share information easily, we're able to improve service quality to customers… In short, we've met all of our project requirements."

▌ Saved 400 metres of shelf space previously used for storing records

▌ Freed up space to use for offices

▌ A new, more efficient and faster way of accessing and cross-checking information

▌ Improved service to patients

▌ Met objectives

▌ Improved protection for patients

"One day our people came in and the paperwork had gone, and they started working in a new way. Feedback was excellent from the start."

Martin Alexander – *Head of Information Services South Tyneside NHS Trust*

The Canon solution...

- Stored 160,000 casualty cards from the go-live date
- Was fully indexed
- Proved easy to learn and use
- Incorporated existing information
- Included hardware
- Delivered scalability and roll-out capabilities
- Offered functionality over the internet