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Dudley partnership improves efficiency  
and patient care

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## Case Study Dudley Group of Hospitals NHS Trust

### Partnership with Dudley Improves Efficiency and Patient Care

In 2001 the Dudley Group of Hospitals NHS Trust signed contracts with Summit Healthcare to design, build, finance and run new hospital facilities in the Dudley area of the West Midlands.

Siemens has a 40-year vendor independent contract with Summit for the maintenance of all medical equipment and the supply and ongoing replacement of all imaging equipment.

Under an additional 15-year contract, Siemens is providing IT services, including an electronic patient record system and a new network infrastructure.

### Fact file

- The two Siemens contracts have a combined value of nearly £160 million. Both are vendor independent and together cover around 350 items of equipment.
- The PFI scheme has concentrated the majority of the Trust's acute hospital services at the Russells Hall site, through a substantial extension and refurbishment of the existing hospital, which now has 722 beds.
- The redevelopment of the Russells Hall site was completed in 2005.
- The Summit Healthcare consortium includes Sir Robert McAlpine, Interserve and the Bank of Scotland.

"I'm impressed not just by the technical expertise of the Siemens team, but their ability to get that knowledge across to others. From just the kernel of an idea from the Trust, they'll come back with different costed solutions and clearly explain which is their preferred option and why. They understand the hospital environment."

*Andy Talbot, Services Manager,  
Summit Healthcare.*

### Siemens Expertise

#### Proven track record

Given Peter Oliver, director of radiology services at the Dudley Group of Hospitals, had a radiology department almost entirely equipped with Siemens systems before the PFI agreement came into being, he knew the quality of service he could expect.

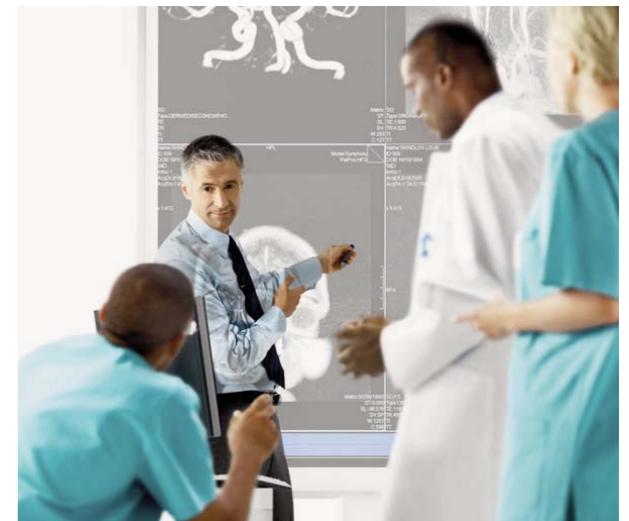
"I've always found Siemens staff helpful, friendly and professional," he says. "They'll go beyond the call of duty to keep a system up and running, so I was very relieved when I knew they were to be our MES provider."

#### First class support

Like most clinicians, Peter Oliver sets great store by reliability. Siemens equipment is "always either the best, or very close to being the best," he says, "but the best technology in the world is no use at all if the machine is unreliable and you don't get the support you need." Fortunately, he's found Siemens to be "ahead of the field as far as after-sales service is concerned."

#### A responsive service

Responsiveness is equally critical to Briony Howells, emergency department matron. Like many Trust staff she depends on the IT network supported by Siemens. "When you provide a 24-hour emergency service, you can't afford to lose any of your IT systems for any length of time," she says. "The Siemens IT people understand that. If any piece of equipment goes down, they know how important it is to sort it."



### The Benefits of a Managed Equipment Service

#### A partnership approach

As well as supporting Dudley's network infrastructure, Siemens is implementing an electronic patient record (EPR) system. The system will mean clinicians have instant access to patient records, via wireless technology, as they move around hospital wards and it's been developed in partnership with the Trust.

"Siemens are very receptive to our ideas and keen to work with us to ensure their technical solutions will solve some of the real problems that we clinicians face," says Dr Oliver, capturing one of the dividends of a long-term partnership. "The benefits of the system will be huge, and it will put us at the cutting-edge of hospital IT."

#### A better service for patients

The Picture Archiving and Communications System (PACS) included within the Siemens managed technology service is already delivering major benefits to patients.

"Previously it could take two weeks for a radiologist to report on an x-ray," says Peter Oliver. "But now that we digitally distribute images, nearly all x-rays are reported on within 24 hours. And a clinician can now consult on the phone with a radiologist while they both look at the same image online, which is a major advance."

#### Enhanced diagnostic capabilities

The MES agreement ensures that the Trust has access to leading-edge medical technology. "The images produced by the latest 16- and 64-slice Siemens CT scanners are giving us much greater diagnostic confidence as well as the ability to diagnose conditions that we just wouldn't have been able to before," says Peter.

#### More cost-effective, more efficient

All IT purchases across the Trust are now channelled through the new IT service provided by Siemens. "It's far more efficient and cost-effective," says Andy Talbot, services manager for Summit Healthcare. "Every PC now has the same standard software and support, plus a whole raft of other benefits."

#### Working together

Andy Talbot is particularly impressed by how the Siemens team develop solutions and communicate ideas to the Trust, an important skill in such a relationship.

"From just the kernel of an idea from the Trust, they'll come back with different, costed solutions and clearly explain which is their preferred option and why. They understand trends in the wider marketplace as well as the hospital environment and so are well placed to recommend the route the Trust should follow. And I like the fact there are no closed minds. Siemens people are always prepared to be innovative."