

Revolutionizing the Delivery and Understanding of Policies Trust-wide

The Organization

The UK's Frimley Park Hospital is a leading Foundation Trust hospital serving the community across Surrey, Hampshire and Berkshire. It was built in 1974 serving a population of 170,000. The local population this year will reach 400,000 and growth looks likely to continue with more large housing developments. Last year 65,000 inpatients and day patients were treated, and there were 250,000 outpatients' appointments.

In 2005, Frimley Park became the first hospital in the area to be awarded Foundation Trust status. The Trust employs 3,500 staff over four sites.

Frimley Park Hospital 
NHS Foundation Trust

The Challenge

Frimley Park Hospital previously relied on a mixture of paper-based and SharePoint Intranet methods to make policies and procedures available to Trust staff - a daunting task to over 3,500 staff.

Changes in the area of Information Governance increase the need for the Trust to ensure and prove that all staff have read, signed up to and understood critical policies and procedures. PolicyHub enables the Trust to manage this complex process more efficiently.



The Choice

The hospital chose Mitratesch's PolicyHub solution as a tool to improve the management of policies and procedures, driving efficiencies for the 3,500 staff.

The flexibility of PolicyHub's assessment module was critical to enable the Trust to achieve key Information Governance training targets.

"It's the Trusts responsibility to ensure that critical policies and procedures are available, communicated to, understood and agreed to by all staff. Managing this process manually to over 3,500 staff was a daunting task. PolicyHub makes this process easier to manage and significantly increases efficiency," commented Nicola Gould, Information Governance Manager, Frimley Park Hospital.

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Information Governance Manager, Frimley Park Hospital

The Solution

Frimley Park Hospital rolled out PolicyHub initially within Information Governance, using the product to distribute policy and procedure documents to staff throughout the Trust with ease.

PolicyHub provides a clear audit trail of the distribution date and time, as well as when each member of staff has read, agreed to and understood each policy. The detailed audit trail within PolicyHub has been critical to prove staff compliance against key targets, and especially in the case of any policy breaches.

A feature in PolicyHub that Frimley Park utilizes more and more is the ability to simply set up and distribute assessments about certain policies to groups of staff. Frimley Park finds the assessment function simple to use and flexible enough to support online learning. By facilitating the knowledge and understanding of key policy documents, this module helps Frimley Park to meet a wide range of corporate objectives and targets.

PolicyHub has helped raise the profile of Information Governance within the Trust, placing a greater emphasis on staff to comply with trust policies and the seriousness of non-compliance.

The Login Intercept functionality is a key new feature for Frimley Park. The Trust uses this feature for new starters who would traditionally be trained face-to-face on critical IT policies such as internet and email usage. When staff work unusual hours due to shift patterns, it is not always easy to ensure they have the training and an understanding of critical IT policies before obtaining access to the trusts computers and network. This functionality allows the Trust to do this automatically upon first login.

The Results

The Trust staff find the software simple and intuitive to use. Administration time has been considerably reduced, and efficiency has increased, not to mention the environmental and storage benefits of less paper.

PolicyHub's automatic reminders ensure that policies are read and agreed to by staff within a set time period and for administrators, that the documents are kept up-to-date, eradicating problems with multiple versions.

The knowledge assessment module is heavily used, which enables staff to be trained and their skills assessed during their working hours, no matter their shift schedule. As a result, other departments in the Trust are starting to use PolicyHub as a powerful tool.

Some other departments that utilize the system for specific requirements are Pharmacy for drug queries from the medicine hotline helping them to meet SLA's; Pathology for Infection Control paperwork; Occupational Health for the annual questionnaire; and Research and Development to help them to meet strict compliance objectives and many more.

To conclude Nicola said:

“[Mitratesh] has a thorough understanding of the NHS and the inherent challenges we face. PolicyHub gives us a truly flexible and effective solution The [Mitratesh] team were with us every step of the way and always happy to help. Their expertise and flexibility is outstanding.”

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