

Case study

Black Country Healthcare NHS Foundation Trust

Black Country Healthcare NHS Foundation Trust and PFU (EMEA)'s image scanners partner to enable the transformation of digital patient records

The customer

Name: Black Country Healthcare NHS Trust
Country: United Kingdom
Industry: Healthcare
Website: www.blackcountryhealthcare.nhs.uk

The partner

Name: BIST Group
Country: United Kingdom
Industry: IT
Website: www.bist.co.uk



Black Country Healthcare
NHS Foundation Trust



In 2018 Adrian Kearns, Senior Project Manager at Black Country Healthcare NHS Foundation Trust, procured an Electronic Document Management System (EDMS) to easily manage digital patient records. To leverage this tool, the Trust required a capable document scanning solution, able to output high-DPI colour scans and meeting specific healthcare industry standards. Having had a positive experience with PFU (EMEA)'s image scanners previously, the Black Country NHS second line and engineer teams have always used and trusted PFU (EMEA)'s image scanners.

A year later, the Trust rolled out its Electronic Patient Record (EPR) system, called RIO, allowing for digital management of patient records. However, due to copyright issues on a variety of forms, there were considerable scanning requirements for data that could not be entered into the system. Because of impressive results in terms of document management and data capture, Adrian enhanced the solution they already had in place.

Working closely with technology reseller BIST Group, Bingley, the Trust was able to easily secure a significant number of SP-1425 units. BIST managed both the logistics and implementation of the scanners, providing the Black Country team with the robust scanning capabilities they were looking for.



The COVID-19 pandemic made things even more challenging, as it led to a substantial need for document capture to support the Trust's continued EPR rollout. Given this requirement and the work from home transformation, several scanners were implemented on-site to help streamline patient record management throughout the organisation. This also reduced the number of people in one area, making it in line with government social distancing advice. BIST provided much needed flexibility and support, with readily available stock.

The Black Country Healthcare NHS Foundation Trust has greatly benefited from the scanners' durability and ease of use—streamlining and driving efficiency in patient data management. The ability to acquire scanners with the resolution, speed and capture capability required was invaluable during the pandemic.

However, the benefits were not limited just to the scanners themselves. BIST provided full support, understanding and commitment to stock delivery, particularly during the start of COVID19. Despite the period being challenging in terms of new kit availability, the Trust was reassured that they could deliver on operational times and given the confidence that both PFU (EMEA) Limited and BIST would provide the necessary support.

Adrian Kearns, Senior Project Manager at Black Country NHS Foundation Trust said:

"Patient data management is a key part of our role here. Transitioning to a digital environment helps us have the information we need on demand, allowing for more time and attention spent on our patients. Working with BIST and PFU (EMEA) Limited has helped us overcome the data capture challenges that come with digital transformation as well as working from home during the pandemic. Having streamlined scanning hardware available is particularly important for us in practices like mental health, as a holistic view of patient information is vital."

Kelly Dibble, Senior Account Manager at BIST Group said:

"During these trying times customer support has never been more important. For BIST, being able to offer a full-spectrum approach to purchase support before, during and after, has always been a key pillar of success. We understood the Black Country Healthcare NHS Foundation Trust's vital need for document management during a very challenging time and, with the help of PFU (EMEA) Limited, we endeavoured to deliver above and beyond."

Conclusion

Post-pandemic, document management solutions will continue to be essential for the Trust. As new hybrid ways of working are emerging, it's important for workers to have access to scanning at home. Compact devices such as the SP-1425 will have an important role in enabling those who work from home to capture and manage data. As hospitals are actively digitising paper records, compact, fast and efficient scanning solutions remain key in helping the NHS reach its objectives in keeping its patient records digital.



About PFU (EMEA) Limited

Information is the lifeblood of business. By making it work harder, we create the knowledge that empowers organisations to do more. We achieve this by enabling data to move seamlessly between physical and digital environments, so information becomes more usable for more people.

PFU (EMEA) Limited is a specialist company within the Ricoh family, that's dedicated to information management solutions. We offer advanced technology, intelligent software and consultancy services; these have made us the partner of choice for the world's most ambitious organisations. So, whether it is document management solutions, bringing galleries online, or small format keyboards for coders, we are committed to enabling the world's flow of knowledge.

Operating in Europe, the Middle East, and Africa, PFU (EMEA) Limited is responsible for marketing and sales of document scanners. The European company was established in the United Kingdom in 1981 and has offices in Germany, Italy and Spain and Knowledge Suites in London, France, Dubai and Russia. For more information, please see:

<https://www.pfu.ricoh.com/emea/>

About Black Country Healthcare NHS Foundation Trust

Black Country Healthcare NHS Foundation Trust was formed on 1 April 2020, after NHS England and NHS Improvement approved the merger of Black Country Partnership NHS Foundation Trust and Dudley and Walsall Mental Health Partnership NHS Trust.

Combining resources, strategies and talented workforce enables us to deliver a wider variety of outstanding services that are based on best practice and are continually improving.

About BIST Group

BIST Group was formed in 2003 and has grown to be one of the leading IT resellers and technology suppliers in the UK. BIST offer hardware and software IT solutions, both new and refurbished to a range of private and public sector clients nationally.

PFU Limited

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In collaboration with

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