

A woman with blonde hair, wearing a blue uniform, is smiling and pointing her right index finger towards a large, glowing white cross icon. The cross is set within a square frame and is surrounded by various digital interface elements like smaller squares and lines. The background is a soft, out-of-focus blue and grey.

SPS

a Swiss Post company

SPS HEALTH

HELPING NHS TRUSTS
MEET TODAY'S
CHALLENGES AND
TOMORROW'S
DIGITAL GOALS

“SPS Health addresses pressure points without expensive upfront investment.”



TOMORROW'S HEALTHCARE. TODAY PRACTICAL SOLUTIONS FOR QUICK WINS AND LONG TERM GAINS

Every day the NHS sends out millions of communications and accesses 100,000's of patient records. These tasks are essential to the core activity of a hospital in caring for patients and they directly impact the patient experience. However, it's a workload that strains already stretched resources and budgets.

As the UK's largest employer, with one of the largest supply chains, the scale of managing communications and processing information creates a massive challenge. Although it may not impact patient care directly, it absorbs funding which has an impact on front line services. That's where we come in.

Swiss Post Solutions helps NHS Trusts manage document processes efficiently and effectively by applying technology and process expertise, enabling us to cut costs without cutting quality.

We've got experience in delivering services that address pressure points in NHS Trust document processes. These services take out unnecessary cost and help accelerate digital transformation (both patient focused and in the back office) without expensive upfront investment, delivering immediate, quantifiable and sustainable savings and benefits.

NHS Challenges

A growing population, over stretched staff and budgets, legacy processes and new legislation are combining to create a perfect storm for NHS Trusts.

Digitising Patient Records — NHS Trusts have a target to digitise patient records by 2020 in order to improve access to information for clinicians and to advance collaboration between agencies. The adoption of digitisation will become a key metric and part of the CQC inspection, so it's high priority and high profile.

The challenge comes from the scale and complexity of the task and the specialist skills and resources required to meet the deadline and quality standards.

Balancing Budgets — With an ever growing and ageing population the NHS continues to face rising costs whilst also being under pressure to deliver £22 billion efficiency improvements under the NHS five year forward view.

Improving productivity — Clinicians and NHS workers are currently spending unaccountable hours undertaking administrative duties, reducing their ability to focus on their core responsibilities.

THE SPS APPROACH

TRIED AND TESTED SOLUTIONS FOR THE NHS

Medical Records Management

Ensuring clinicians have access to the correct patient records at the right times is essential in delivering the best patient outcome. Trusts either on or starting the journey of digitising patient records still need to use traditional physical files stored on or off site, either in a scanning workflow or for long term storage. Swiss Post Solutions provide tracked and audited services ensuring each record's location is known and secured.

Medical Records Management provides Trusts with full library services including the management of physical patient record storage, movement of records throughout the hospital and scanning processes and the efficient management of the employees delivering the services. We have extensive experience in document management processes across a wide variety of industries including the transfer and management of staff delivering and transforming the services.

Additional value can be realised when combined with the Digital Patient Records service, as having single provider manage your physical records whilst going through the complete digitisation process assists in the reduction of risk and costs.

Digital Patient Records

Swiss Post Solutions and Fortrus deliver a complete solution to the challenge of digitising and accessing patient records and information. From the initial transfer and digitisation of the paper record at one of our Document Processing Centres, the data is scanned, captured and indexed before being stored within a secure and compliant environment.

Unity, provided by Fortrus, acts as a control layer across multiple complex databases. This allows clinicians to have rapid access to all patient data in a single digital view, via highly flexible user interfaces designed specifically for the Trust's workflow environment.

Mailroom Management

SPS Mail Management solutions include audits, service design and day to day management of all incoming and outgoing on site mail activity, including clinical mail.

As the UK's leading mailroom specialist we have a proven track record of delivering process efficiencies and cost savings through the implementation of best practise, appropriate technology and the negotiation of preferential rates through the direct management of third party providers.

SPS typically delivers savings of 20–30% on Mailroom Management.

Non-Clinical Document Management

Back-office services such as HR and Accounts Payable functions can be inefficient and costly especially when heavily dependent on manual, paper intensive processes. Swiss Post Solutions proven expertise in document management and digitisation improves processes, speeds up workflows and access to information allowing savings to be made to support front end patient care.

Postal Tariff Management

Frequent price increases and more choice of suppliers mean it's increasingly difficult and time consuming to keep track of the best postal and courier rates available. With just one of the Trusts we work with sending out over four million items a year, we know that postage represents a major spend.

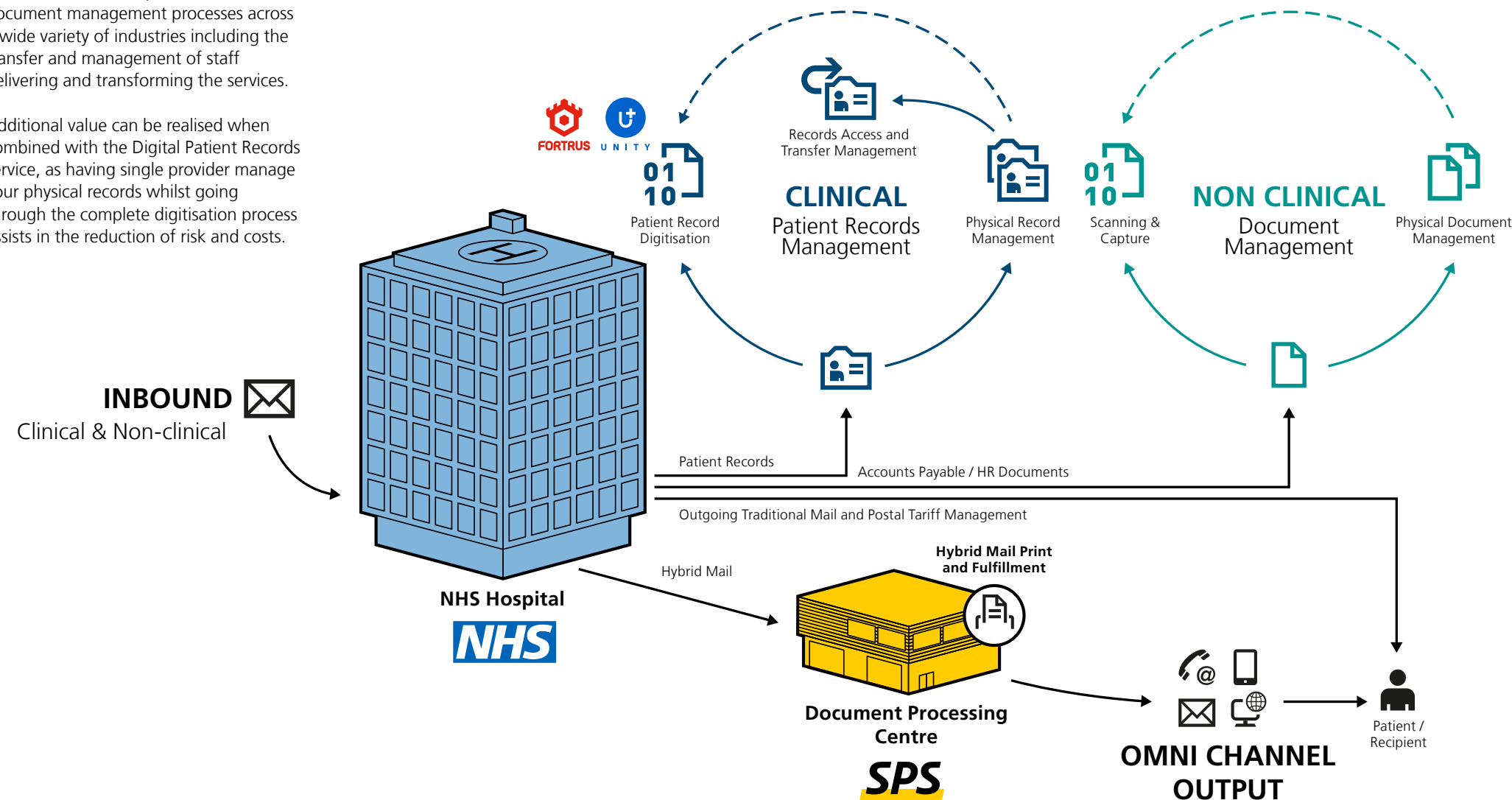
SPS helps Trusts reduce spend and access the best available rates for all the types of mail they send, including pre-sortation of mail so it qualifies for Downstream Access postal discounts. As well as identifying the best rates, we support Trusts with education and awareness campaigns to encourage use of the most cost effective options.

Hybrid Mail

Hybrid mail is a secure and scalable solution which addresses the direct cost and impact on personal productivity of desk top correspondence. Moving print and fulfilment to SPS' central production facility frees space and reduces print costs, whilst mail consolidation reduces postage costs by qualifying for Downstream Access (DSA) postal discounts.

Hybrid Mail supports workers in any location but provides central control and visibility of what is being sent, when and by whom, providing a robust audit trail and a digital record of the content and timing of every item sent.

Hybrid Mail typically delivers direct and indirect savings of up to 40%.



BENEFITS

HELPING NHS TRUSTS MEET TODAY'S CHALLENGES AND TOMORROW'S DIGITAL GOALS

SPS Health helps Trusts keep patient care at the heart of what they do. We provide practical and flexible solutions to operational pressure points, ensuring document processes support the Trust in their primary goal. Our solutions address both costs and efficiency, helping Trusts meet both day to day challenges and strategic, transformational goals.

office costs

Reduced back office costs — more to invest in front line services

resilience

All solutions are supported by operational continuity plans

faster

Faster clinical decision making through faster access to information

consistency

Services are delivered to an agreed SLA

patient centric

Patient centric records management across physical and digital

sustainability

A focus on sustainability including 40–50% typical carbon footprint reduction with Hybrid Mail

patient focus

Improved back office services enable clinical staff to focus on patient care

insight

Detailed Management Information and insight into trends to aid planning

paperless 2020

Ensuring Trusts can meet paperless 2020 objective without distracting management attention away from operational performance targets

reduced risk

Reduced risk with auditability built in to services and consistent application of NHS rules

secure

Outstanding credentials for handling highly sensitive data so patients can feel confident that their information is being treated with respect

reduced costs

Reduced costs through automation and rationalisation with low initial outlay coupled with a prompt return on investment

Compliance & Sustainability

The accreditations SPS holds demonstrates our commitment to enhancing performance while remaining cost effective, increasing employee and customer satisfaction and facilitating continuous improvement.

We work closely with our clients to ensure a full understanding of their HSSE policies and goals and actively seek to assist them in achieving those.

- **ISO 27001 Information Security** — Demonstrating the integrity of our data systems and our commitment to information security
- **ISO 9001 Quality Management**
 - Demonstrating commitment to product and service quality and ongoing improvement.
 - The collection and secure destruction of Confidential Material in accordance with the code of practice BS EN 15713:2009
- **ISO 14001 Environmental Management** — Demonstrating compliance with environmental legislation and continual improvement in environmental performance

CASE STUDIES

SWISS POST SOLUTIONS IN ACTION

Digitisation of Patient Records East Midlands Trust

Our client is a large NHS Trust providing healthcare to 2.5 million people in the city and 3–4 million people in the surrounding area. It employs over 14,000 staff and has 1,700 beds spread across 90 wards. We manage two secure collections a day, seven days a week, 365 days a year, processing a maximum of 7m images every month.


up to
7M
images scanned
every month

Patient records are scanned at our secure off-site document processing centre in line with service level agreements which reflect the file type (Standard, Priority, and Emergency). Originals are securely stored by prior to destruction.

Unity, provided by Fortrus, allows clinicians to view and search the hosted digital patient records at the point of care. Finding patient information efficiently and effectively, ensures minimal distraction for clinicians from their daily routine. The single view of the record prevents having to scan through paper case notes and electronic systems to gather all relevant information about the care received.

Postal Tariff Management London NHS Trust

When a London NHS Foundation Trust initiated a cost improvement programme targeting a 10% reduction in corporate and overhead costs, they approached SPS to deliver £100k of savings within mail services. SPS launched a project to re-engineer the outbound mail process and realised almost £200k of savings within the first nine months.


£1M
saved in 3 years

Following additional enhancements, the initiative has now delivered savings of a fraction under £1M in just three years creating an annualised saving equivalent to 18 Band 5 nurses.

Focus on communication costs has driven discussions around other ways to save money and has led to the trialling of other SPS Health services within the Trust.

A Hybrid Solution London NHS Trust

A busy clinical department of this large hospital sends out around 10,000 letters a year they were looking for a supplier that could handle hybrid digital and hard copy delivery, including complex fulfilment requirements that include matching a range of inserts to each letter.


up to
40%
savings versus traditional mail

The client benefits from a single point of ownership, irrespective of channel and managed migration between channels as more people opt for digital delivery.

In addition to cost savings from digital delivery, the client benefits from significant savings on postage through downstream access. This time consuming task was previously carried out in house so the SPS solution frees up time which can be used more effectively. This solution will be rolled out to other departments to increase the scale of benefits even further.

About Swiss Post Solutions and Fortrus

Swiss Post Solutions and Fortrus provide an end-to-end solution for the digital transformation of NHS Trusts from the ongoing management of physical records and documents through to digitisation and access of data in a single digital view.

Swiss Post Solutions services can be procured via the following Frameworks:

- Postal Goods and Services (RM1063)
- G-Cloud 9

For more information about Swiss Post Solutions and Fortrus visit www.swisspostsolutions.com or www.fortrus.com

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