



Project

To implement the Cerner Software package for EPR called e-Care

Customer Feedback

Stephen Dunn – Chief Executive Officer

Guy Hooper – Programme Manager

Andrew Smith – EPR Technical Implementation Manager

Ian Coe – Lead EPR Nurse

Dr. Mohanraj Suresh – Consultant

Danielle Elliot – Junior Matron (Surgery)

Josh Wigley – EPR Project Technician

Derek Lambert – EPR Project Technician



Stephen Dunn - Chief Executive Officer

"We've invested in Work Stations on Wheels,
our staff love it.. We want more of them"

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'Hello my name is Steve Dunn I'm the Chief Executive of West Suffolk Hospital, we've just gone live with the new electronic patient records system we call it E-Care, it's been fantastic our staff have been amazing what's really, really important though when you go live with one of these big new IT systems is that the staff feel supported. We've invested in their work stations on wheels, our staff love it, they fight over them, they literally, literally do on the wards and we want more of them. They are fantastic, thank you.'

Gary Hooper - EPR Programme Manager

"It's been a huge success, it's been a three year project... So far so good..."

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'So the Trust made the decision to replace all of its best agreed single systems for the different departments and areas and we decided to go with a best agree- single system called Cerner Millennium which we have called E-care, and it's been a huge success, it's been a three year project a year of procurement and two years to implement it. But so far so good and we are now live and we are now moving onto phase two which we will be starting in a few months.'

'After a short procurement phase we decided to go with Parity for our Mobile devices. They have been a huge success throughout the organisation. The monitoring of the battery supply has been a real benefit. The users all thought that they wanted iPods and iPads and they have now realised that wasn't the way forward and they do need the full device with the mouse and keyboards and the big screens so it's been a real success.'



Andrew Smith - EPR Implementation Manager

"Hot swappable batteries so they could run 24/7 with minimal downtime"

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'The feedback we have received from the nurses to date is the carts are easy to use. They like them because they are height adjustable and they can use them 24/7 so we no longer have to leave them at the bay windows charging. They can just pop to the cart swap the battery and away they go again. No disruption, no arguing and they can just use them 24/7.'

'Feedback from our IT own team is they are easier to manage, they are more reliable, no downtime and the staff like using them.'

'With the deliveries, it was done in a phased approach, so every fortnight we had a delivery of the carts. They were ready imaged with our windows image. So when they arrived we wheeled them off, asset marked them, they went onto the wards, that way we had very little storage in the IT department, less clutter it was a much quicker process for the staff.'

'We chose the Parity Infinity Carts because they had a wide screen which staff liked to use because it was easy to see. They are clinical grade so they are easy to clean. They are ergonomic so we could easily adjustable the height for smaller people or tall people. They also have hot swappable batteries so they could run 24/7 with minimal downtime.'

Ian Coe - EPR Project Nurse

"The Venus Infinity Carts have been essential for the success of this project"

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'I think the Venus Infinity carts have been essential for insuring that the nursing staff were able to use the electronic health records effectively. They allow the nurse to stay near the patient's bedside and that's essential delivering patient care.'

'I think the Venus Infinity Carts have been essential for the success of this project so far. It's been really important to ensure that the nurses stay as close to the patients as possible whenever they are recording care and the work station on wheels (WOW) allows us to do that.'

'That's the advantage you get of having a big screen, so the advantage of the WOW's is the big screen, the amount of how much information you can see. Whereas a lot of the small handheld devices you can see so little. You can see more information in one go.'

'We are really happy; seriously, we are more than happy with the way they have been performing.'

Dr Mohanraj Suresh - Consultant

Infinity Carts are - "actually helping us achieve our Digital Roadmap for 2020"

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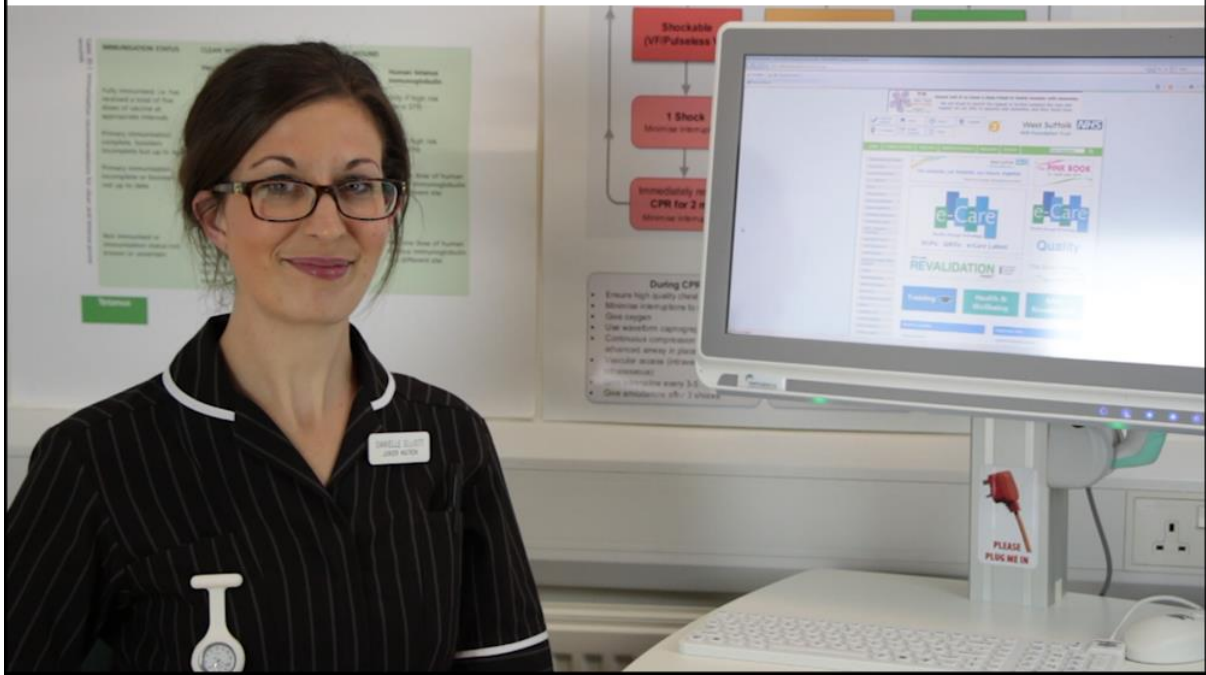


'We liked Venus Infinity Cart because it's easy to move around in the ward environment. The screen is wide as you can see and it's really useful for us to see patient information on E—care quite clearly. The one thing I really like about it is the swappable battery so we never run out of power when we are working in a clinical environment which makes it a bonus point. It's actually helping us achieve our digital roadmap for 2020.'

Danielle Elliot - Junior Matron (Surgery).

"Fantastic from an Infection Control point of view"

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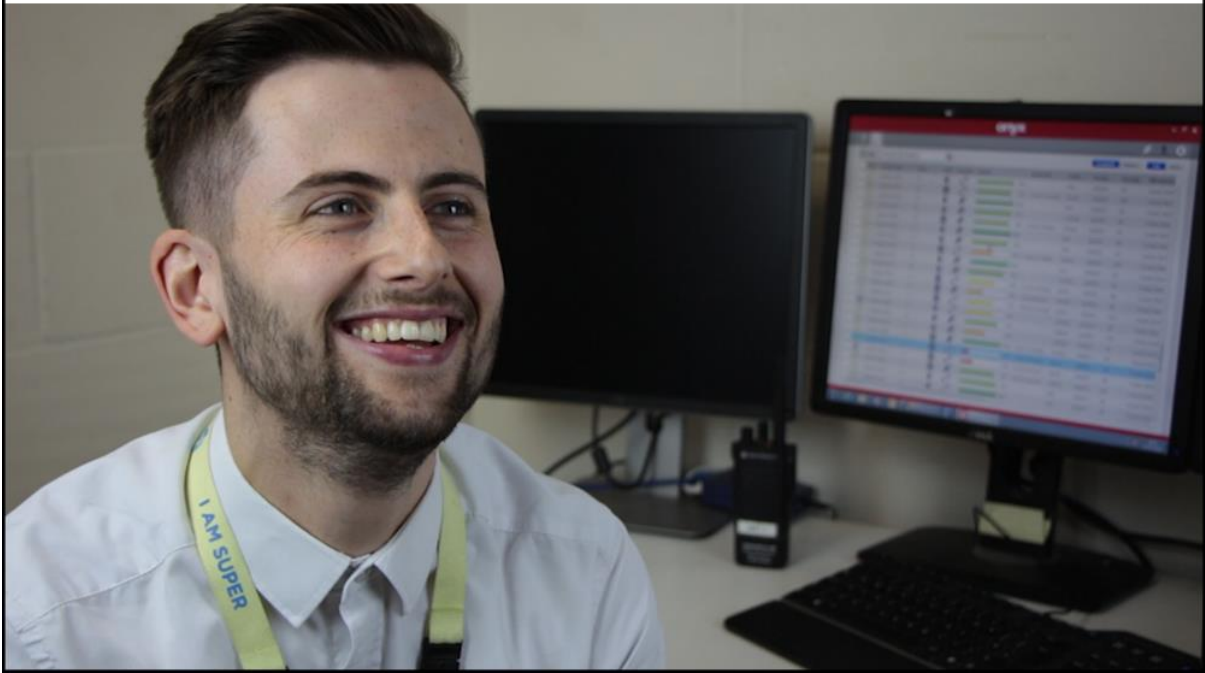


'Yes the new system is going down really, really well, staff are using it very well now and confidently. They are really engaging with the patients which is our main criteria really so that the WOWs are able to come next to the bedside and staff are able to show the patient what they are doing and why. They are able to show their blood pressures and show them their results and put them on directly rather than going back and forth to the bedside which is very important. Staff and patients seem to have adapted very well to them. They are easy to move which is great in and out for a busy ward and easy to clean which is great from an infection control point of view. The height differs as well for different staff so all around I think they have gone down really well.'

Josh Wigley - EPR Project Technician

The Infinity Cart Battery Management Software -
"Dramatically saves time for the technicians"

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'The software dramatically saves time for the technicians having to triage issues with the WOW's because of the functionality of the battery monitoring system we can see exactly what WOW's are disconnected, whether there are problems with batteries and whether there are issues with specific wards in training on how to use the WOW's properly.'

Derek Lambert - EPR Project Technician

"Our Mobile Computers saves me
at least two hours a day"

West Suffolk **NHS**
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'Having the ORION software and having visibility of the whole estate of our mobile computers saves me at least two hours a day.'

