

Case Study: Derriford Hospital, Plymouth

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Tim Deller,
Derriford Hospital, Plymouth

How Planet has provided a pain-free transition to better information and control for the Derriford Hospital's Estates Department.

Part of the Plymouth Hospitals NHS Trust, Derriford Hospital has over 1,000 beds and is the major acute hospital for the South West peninsula and provides general hospital services to more than 450,000 people in Plymouth, East Cornwall and South West Devon. When the time came to selecting a new system to replace his existing WIMS software, Tim Deller of the hospital's Estates Department wanted a system with a solid reputation within the NHS, and chose Planet from Qube Global Software.

A pain-free transition

Tim and his Department are responsible for all the mechanical and electrical elements of the estate, the fabric of the buildings, and management of the different properties. He recognised that it was time to upgrade to a more innovative and user-friendly system, and was keen to make a rapid transition to minimise disruption to the operation of the department. The new system would effectively become a 'one-stop shop' for several different departments to share information quickly and easily.

The selection process for new software can be lengthy and complicated. Tim knew that the system he chose had to be cost-effective and offer a quick return on investment for his finance department. At the same time, a key requirement of the Estates Department was the system's ability to perform a number of complex FM tasks. Last but by no means least, Tim needed to ensure that the staff who would ultimately be using the system would find it easy to learn, user-friendly and configurable to their own requirements, making the transition from WIMS as pain-free as possible. Help Desk. The task is now allocated to an engineer via radio and dealt with as quickly as possible.



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Planet wins the vote

As the first step in a thorough selection process, Tim spoke to several NHS Trusts that had already made the move from WIMs to alternative systems and investigated a number of possible options. Following a careful evaluation of the responses from a number of prospective suppliers, Planet was short-listed along with one other product, and eventually won the vote from Tim and his team.

The decision was based on four key factors: first and foremost, Planet’s extensive functionality meant that it was capable of fulfilling all of Derriford’s requirements. Secondly, Planet was recommended to Tim by John Stewart of nearby Mount Gould Hospital, which was already successfully using the product and could stage a demonstration of live data for staff from the Derriford site. Thirdly, the opinions of the selection team – the eventual users – played a significant part in the decision. They preferred Planet over the alternative system because it was user-friendly and flexible, its screens were simple to understand, and they were impressed with the way in which screens could be drilled down to display more and more information. Finally, Planet’s strong reputation within the NHS helped to secure Planet as the favourite at Derriford supported by the fact that over 60 Trusts were already using the system.



Better information and control

The system was implemented in 2004 along with the Help Desk, Planned Maintenance, Stores, Purchasing, Property Management, Projects and Intranet modules. Planet is now being used across the Stores, Estates and Finance departments to manage a number of key areas: details of contractors have all been entered into Planet along with service level agreements enabling Tim to review contractor costs and performance; stocks of building consumables such as door hinges and light bulbs are all stored in Planet, enabling the Stores department to track and replenish stock levels quickly and easily; vital property information is all stored within Planet such as lease expiry dates; schedules of planned maintenance have all been created. "One of the best features of Planet is the ability to produce a graphical representation of planned maintenance," says Tim. "We didn't have this option in the previous system, and it is a huge help." He also confirms that the accuracy of financial information has improved: "We now have instant access to information we did not have previously," he explains. "So much detail is now entered into Planet that the information we have now is more accurate than before. Previously, the Finance department could allocate invoices from their budget but now they have a record of all invoices coming in, they know exactly what they have spent right down to the last penny."

An integrated, 'one-stop shop' solution

Following such a thorough selection process and successful implementation, Tim and his team are delighted with Planet and are well on their way to achieving the integrated 'one-stop shop' solution they were looking for, with a number of tangible improvements. "The amount of time it is taking to enter in new data is so much quicker than the previous system," he says. "What used to take us a week is now taking less than half the time!" "We have been lucky that we have been able to get staff on board with the new system from the very beginning, which has worked for the good of the entire department." Tim concludes. "The implementation of the new Planet system has been a success for us and we are happy to support it."

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What is Planet?

Facilities management software which has been implemented in over 300 organisations across industry, commerce, NHS and the public sector. We focus on developing IT solutions that deliver real business benefits and provide the information that facilities managers and FM contractors need to optimize their operations.

If you need to divide your buildings, assets and staff into separate regions or client contracts, Planet simply and efficiently filters your data. Local users work only within the data of their assigned area whilst global users have access to all areas for centralised reporting, help desk functions and state-of-the-art mobile solutions.

Planet will enable you to:

- Provide a responsive facilities help desk
- Manage planned and reactive maintenance
- Keep control of your contractors
- Optimise your use of space
- Provide web-based facilities information to customers
- Ensure a safe working environment
- Quote and invoice clients
- Provide your workforce with mobile data tools



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