

## ELCOM and NHS Greater Glasgow & Clyde working together to help families

# Glasgow Child Health e-P2P Solution



### THE LANDSCAPE

NHS Greater Glasgow & Clyde (NHS-GGC) provides medical consumables to support the treatment of children at home.

The traditional process was complex and multi-layered.

First, parents and carers would contact their local health centre to ask for fresh supplies. A health visitor would clarify the request and prepare paper requisitions to be forwarded to the procurement department by post, fax, or even hand-delivery. Upon receipt, the Procurement staff would register, prioritise and process the requests through PECOS. Suppliers would then deliver to the NHS Greater Glasgow & Clyde (NHS-GGC) Central Distribution Hub for subsequent delivery to the local Health Centres, where parents would have to go and pick up them up between 8am and 5pm.

The challenges for the patients and their carers were numerous:

- Children discharge home with insufficient supplies
- Increased stress and anxiety for the parents / carers
- Parents playing phone tag to order supplies
- Parents having to be available to physically place orders and collect supplies from Health Centre (restricted by normal working hours)
- Unfamiliarity with the types of supplies

There were challenges for the professionals too:

- Increased work load for Health Visitors as they manage orders
- Regular emergency orders to procurement – Incurring delivery surcharges
- Practitioners having to “borrow” supplies from other areas, such as acute services, to meet children’s needs

Although, in 2016, 98% of orders were electronic, the remaining 2% still represent overall 700 paper indents per week, from which the Child health orders had to be extracted and fast tracked.

### THE CHALLENGE

How to overcome the traditional barriers of TIME, TRACEABILITY and COORDINATION and implement a programme to ease the process while successfully supporting patients.

### THE OBJECTIVES

1. Drastically reduce the time lapse (traditionally 10 to 22 days), between submission, the process of the paper requests and the moment the patient receives supplies.
2. Secure traceability of Parents’ requests
3. Optimise the coordination between the three hand over points (Supplier – Distribution Hub – Health Centre)

### CLIENT:

NHS GREATER GLASGOW & CLYDE

### THE CHALLENGE:

How to overcome the traditional barriers of TIME, TRACEABILITY and COORDINATION and implement a programme to ease the process while successfully supporting parents.

### THE SOLUTION:

Purchase-to-Pay

### THE RESULTS:

Families could fit ordering around their lives, not around availability of professionals. Due to its undeniable success, the initiative is expanding to other services. More than 929 Unique Items ordered Online, 5,500 Order Lines Placed and 75 Suppliers Used.



### THE SOLUTION

Clinical staff at NHS Greater Glasgow & Clyde (NHS-GGC) sidestepped 'normal' practice and, instead, gave 300 families direct access to ELCOM Technology.

Each family has a restricted catalogue of items, which they can access through their laptop, smartphone or tablet. Their orders are automatically processed through ELCOM technology and channeled through the NHS Clinical approval routes to the correct budgets and code.

*"The benefits of this approach shouldn't be measured in terms of business efficiency, although it did save time and money. The benefits are much more significant than that as the time freed up by this online ordering process means that carers get to spend more time on their real job – being a mum or a dad – and that's priceless."*

Pete Loughlin  
Purchasing Insight Magazine Dec 2015

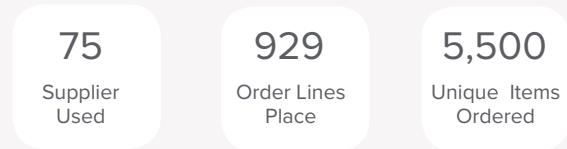
### THE AWARDS

The Child Care Programme received a Highly Commended in the EXCELLENCE IN PUBLIC PROCUREMENT AWARDS Scotland 2015/16, recognising excellence in Public Procurement.

The Child Care Programme received a Highly Commended in the EXCELLENCE IN PUBLIC PROCUREMENT AWARDS UK 2016/17, recognising innovation, excellence and Achievement. Go Procurement Innovation or Initiative of the Year Award – for Social Care.

### THE RESULTS

This initiative started in March 2017 and results are already outstanding. The benefits were multi-layered. Families could fit ordering around their lives, not around the availability of professionals. And professionals didn't have to source supplies, place orders or deliver clinical supplies last minute. With their workload reduced, they could focus on delivering high-quality nursing care.



#### THE BENEFITS for patients and families:

- Patient confidentiality is secured
- Same day collection & delivery is now possible
- Alternative Delivery Point arrangements is offered
- Next day return if unable to deliver at 1st attempt
- Electronic Proof of Delivery is captured and made available

#### And for Procurement, this means:

- No more paper chase
- Reduced lead times
- Restricted catalogues and order quantities enforced
- Correct items delivered every time
- Improved MI at a patient level
- Reduction in emergency ordering of supplies
- Easier communication with families about changing descriptions or quantities

Success has brought positive consequences: the child-care model is expanding in 2017-18 to other clinical services such as the Diabetes Care and the Child Smile Programme.

For further information visit [www.elcom.com](http://www.elcom.com)

As the world's first cloud-based procurement technology company, we at ELCOM have focused decades of know-how on pioneering flexible proprietary technology with one aim: to help our clients simplify, optimise and energise their whole Supply Chain. Since partnering with MIT two decades ago to create our best-in-class procurement technology, we have transacted over \$100 billion and, to date, optimised business for more than 150,000 clients worldwide. Our expertise is rooted in decades of experience in simplifying IT complexity to meet customer needs. You don't adapt to our software; our software adapts to you.