



Mawdsleys

Dedicated Hospital Solutions



EFFICIENCY SAVING SOLUTION CASE STUDY



Efficiency Saving Solutions

Mawdsleys and Guy's and St Thomas' NHS Foundation Trust work together to make efficiency savings with Mawdsleys Dedicated Hospital Solutions.

Guy's and St Thomas' NHS Foundation Trust in London was looking for efficiencies within its procurement function at Guy's Hospital. Hundreds of phone calls were being made every week to chase products which had gone short, or had been incorrectly supplied by wholesalers. In 2015, the Trust and Mawdsleys looked to find a way to significantly reduce the amount of time being taken up by this. Working together, a solution was identified, called Enhanced Customer Care, which was refined and developed to suit the bespoke needs of the Trust.

More recently, a trial was conducted to see if further efficiencies could be sought by adding on another of Mawdsleys' solutions, Green Lane Service.



“Working in partnership with Mawdsleys this past four years has been extremely beneficial in terms of saving time for the hospital. The level of service we receive is second to none and we can relax knowing Mawdsleys will deal with any issue lines for us. I was also delighted with the accuracy of Mawdsleys' orders during the month-long Green Lane trial and the undeniable time and cost saving benefits. Enhanced Customer Care from Mawdsleys has made a massive improvement to efficiency in our hospital, and the Green Lane service will only increase this even further.

”

Muhitur Rahan

Trust Principal Pharmacy Technician for Procurement

What is Enhanced Customer Care Service?



Utilising the skills of the Mawdsleys Customer Service team, already boasting a first-rate service, a solution called Enhanced Customer Care was implemented in Guy's Hospital. This involved the hospital being allocated its own dedicated Mawdsleys Customer Services Representative who:

- Actively looks at the hospital's list of back orders on a daily basis and seeks alternatives;
- Calls or emails the hospital at an agreed time every day to update on back orders and alternatives, and process orders;
- Advises on shortages and MCS information as well as short-dated stock;
- Quickly deals with any queries on orders, deliveries, invoices, etc.

What is the benefit to my hospital?

Enhanced Customer Care has been in place for over four years now, and has consistently resulted in a large reduction in the time taken making phone calls and following up on supply issues. The average time saved is 85%, or an average of 98 minutes per day based on the number of working days in the three-month testing period, as shown below:



Average time saved
98 minutes per day
(85%)

	No. of lines ordered	No. of lines with supply issues at Point of Order	Staff time spent to deal with issue lines (minutes)
Before using Mawdsleys Enhanced Customer Care	3,839	347	6,940
Using Mawdsleys Enhanced Customer Care	3,839	347	1,041
Saving over 3-month period			5,899

Average based on 60 working days in the test period

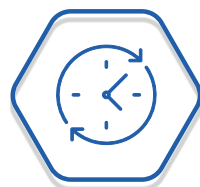
What is Mawdsleys Green Lane?

Mawdsleys Green Lane is an efficiency-saving process giving hospitals the confidence to book in stock from Mawdsleys with reduced checks, because they know that Mawdsleys have carried out an additional accuracy check before sending the order. The service is a partnership between the hospital and Mawdsleys, and is bespoke to the individual needs of each hospital. For instance, some hospitals may want an Advanced Shipping Note to be sent as part of the process, and some may want specific information or reporting.



What is the benefit to my hospital?

In the study with Guy's and St Thomas' NHS Foundation Trust, it was concluded that Mawdsleys Green Lane delivered an 83% reduction in the time taken to process orders, which equates to over one hour each day in the pharmacy store. This could free up Goods-In staff, and allow the hospital to reinvest the time to contribute to clinical services and patient care.



Average time saved
68 minutes per day
(83%)

If we use Mawdsleys Green Lane how can we be absolutely sure of the accuracy of our deliveries?

Mawdsleys already has very high order accuracy levels, but Mawdsleys Green Lane means an additional accuracy check will be made prior to delivery to you. We make this check so that you don't need to, saving your staff time, and giving you the confidence that your deliveries will be received On Time In Full. We do all this under a Technical Agreement with your hospital.

	Time taken to process deliveries (minutes)		Cost per day to process orders (based on band 3 hourly rate)	
	Per Day (Average)	Per Year (projected)	Per Day (Average)	Per Year (projected)
Without Green Lane	81.67	21,944	£15.79	£4,242.51
With Green Lane	13.61	3,657	£2.72	£731.47
Saving	68.06 (83%)	18,287 (83%)	£13.07 (83%)	£3,511.04 (83%)

Average and annual projection based on the 31-day test period

In Summary

In using Mawdsleys Enhanced Customer Care and trialling the Green Lane service as part of an NHS-led study, Guy's and St Thomas' NHS Foundation Trust saw:



With Enhanced Customer Care Service

85%

Reduction in the time taken
to chase up issue lines
on orders

98

Minutes per day.
Average time saved per day
dealing with issues

With Green Lane Procedures

83%

Reduction in time taken
to process deliveries
in Goods-In

68

Minutes per day.
Average time saved
per day in Goods-In

2.5 hrs

Total saving of over
2.5 hours per day in
staff time to reinvest



The Mawdsleys Difference



Expert staff with
comprehensive
product knowledge



Marketing team
product launches are
communicated effectively



Customer services team
with industry knowledge and
technology to manage customer
orders and special requirements



Market leading stock
levels in all depots
ensures efficient
supply



Dedicated regional hospital
account managers keep 100%
transparency between hospitals,
manufacturers and distributor



Manufacturers' product
gets to market quickly
and efficiently



In-depth experience
of NHS tendering and
contracting



MHRA approved
warehousing

Find out more

If you would like to pilot the solutions with us to see if they will produce the time-savings or efficiencies required for your hospital, we would be delighted to organise this for you.

email us on: customer.services@mawdsleys.co.uk or call 0844 736 9016 or visit mawdsleys.co.uk