

CASE STUDY

Theatre Performance & Forecasting Software

Transforming Surgical Theatre Management for Great Western Hospitals NHS Foundation Trust



Great Western Hospitals NHS Foundation Trust

Theatre Software Implementation

Spring 2023

Number of sites in scope: One

Target: Six-week implementation of theatre productivity software

Project length: Six weeks

Result: **Software implemented within 6 weeks along with standardised and bespoke reporting**

With 16 operating rooms and 125 weekly elective care sessions, Great Western Hospital NHS Foundation Trust in Swindon performs 250 to 300 surgeries weekly across several surgical specialities.

Managing a high volume of sessions has been a challenge, the most critical being the lack of daily visibility into theatre performance, impacting resource allocation, patient safety, and overall hospital efficiency.

Four Eyes Insight was invited to support the Trust by implementing the Productivity Software, which led to marked improvements in operational visibility and efficiency.

About the Trust

Great Western Hospitals NHS Foundation Trust is one of the largest in the South West region providing acute hospital services and community health services across Wiltshire.

The high-volume operation demands efficient management and precise coordination, which is crucial for ensuring patient safety and satisfaction.

Targets for the Trust: achieve **112%** of 2019 cases, increase day cases to **85%**, and reduce on-the-day cancellations.



serving a population of over

750,000+



5,500



staff employed by the Trust

16



surgical theatres



14,000+

procedures performed over

6,500 sessions annually

Challenge

Grappling with the challenge of needing daily visibility into theatre performance, the Trust required improvement of effective resource management and overall hospital efficiency.

Great Western targeted Four Eyes Insight to support by:

- ✓ Developing a robust solution that enhanced operational visibility.
- ✓ Implement the software solution within an ambitious six-week timeframe.

Why Four Eyes Insight?

Having previously worked with the Trust, Four Eyes Insight had established its credibility in the industry with deep knowledge, extensive experience, and a proven track record of delivering effective solutions within demanding timeframes.

Solution



Designed by clinicians for clinicians, our Theatre Productivity Software modules offer an innovative web-based platform for monitoring and improving the efficiency of your elective theatre pathway. Helping organisations reduce waiting lists by maximising elective theatre utilisation and enhancing the patient scheduling process.

Our software supported Great Western Hospitals NHS Foundation Trust with:



Daily view of theatre performance



Bespoke reports



Standardised report outputs



Automatic email summaries



Improved resource management



Streamline operations



Improved efficiency



Access to expert customer service

The Four Eyes Insight Response

In response to the challenges faced by the Trust, Four Eyes Insight presented a comprehensive, strategic approach that put collaboration and customisation at the forefront of the project.

Active Engagement

Active engagement was initiated with the Trust's Data Team, fostering a collaborative environment that facilitated a clear understanding of their specific needs and goals.

This partnership allowed for the seamless integration of Four Eyes Insight's software into the Trust's existing systems and procedures.

Automation

The automation of all data feeds was a key aspect of the Four Eyes Insight response. Fully automating these feeds ensured real-time data availability and enhanced the accuracy and speed of decision-making processes.

This automation also reduced the potential for manual errors, improving the overall data quality.

Training

Extensive training was undertaken to ensure staff could understand and use the software confidently and to its full potential.

Equipped with the training and tools to enhance operational visibility and set on a path towards achieving performance targets.

Support

A robust customer support system was implemented, including a regular feedback loop with the hospital team, allowing Four Eyes Insight to address any issues or concerns quickly and make required adjustments.

This commitment to customer service ensured that the hospital had ongoing support throughout the implementation process and beyond.

“They are very responsive to queries and improvements to the reporting structure, responding within 24 hours and resolving issues within a working week.”

Results

The partnership between Great Western Hospitals NHS Foundation Trust and Four Eyes Insight has reaped meaningful benefits, setting new standards for operational visibility, efficiency, and performance tracking.

One of the most significant improvements has been the comprehensive increase in operational visibility. The Trust now has a daily updated view of historical and projected performance, improving the management and planning of hospital operations.

The software's ability to create standard and customised reports, as well as email notifications, has increased this visibility. These data and notifications enable the hospital to address performance adjustments as soon as they occur, keeping the management team informed and responsive.

Efficiency has also been improved, with the Trust seeing a considerable 7% increase in touch time utilisation, resulting in the accommodation of an additional 182 cases per week.

“

Four Eyes Insight has provided the Trust with detailed reporting – historical and upcoming activities refreshed daily. This has enabled the Trust to 'deep dive' into individual specialities, theatres and surgeons, providing key analysis to aid improvement work.

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Increase in operational visibility



7% increase in touch time utilization



treat an additional 182 cases per week

About Four Eyes Insight

Supporting Elective Recovery for the NHS

Using the combined power of people, data and technology to get to the root cause of elective care pathway inefficiencies; Four Eyes Insight supports all NHS organisations involved in the delivery of care.

With a wealth of experience across the elective care pathway, underpinned by our intuitive software, Four Eyes Insight offers a wide range of tailored programmes and support to bring robust governance and improved productivity across many core clinical areas.

Contact us to book a demo:



020 3880 1247



www.foureyesinsight.com



info@foureyesinsight.com

