CASE STUDY

KingsPath
Clinical Diagnostic Pathology Services

King's College Hospital NHS
NHS Foundation Trust

key facts

➔ Kings College invests over £8m in new services

➔ Improvements in reporting identifies problem areas

➔ Flexible call times modifications for 24 hour support

➔ New confidence that all work is recorded

If you have any queries, would like a quotation, or to arrange a trial please contact **sales@sitehelpdesk.com**

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KingsPath, King's College Hospital NHS FT

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Meeting all your pathology testing and diagnostic needs.

King's College Hospital NHS Foundation Trust is one of London's largest and busiest teaching hospitals with over 6000 staff. It boasts a unique profile of strong local services and provides a focused set of specialist services.

KingsPath offers a comprehensive, clinical diagnostic pathology service to King's college Hospital, (the recently-built Blood Sciences Laboratory carries out almost 7 million tests per year), other NHS trusts (over 75,000 specialist tests performed annually for over 600 external customers), Primary Care (70 GP practices) and the independent sector. In addition, they support clinical and research trials in association with partners in the private and public sector. Having just invested over £8m in enhancing its services the IT department required a system to support the new facilities.

Laboratory Information System (LIS) Consultant, Simon Harris explains that a new helpdesk system was urgently required to support the increasing number of separate IT systems, manage the increase in support staff, and to meet the increasing demand for more comprehensive and timely reporting on Service Level Agreements.

Ease of Use and better resource allocation.

Simon commented that "The easier logging process has meant an increased levels <u>and</u> quality of data capture. The flexible yet logical method of categorising calls means that we can better identify areas of increased activity and focus resources accordingly."

Kings College hospital purchased the basic **sitehelpdesk** application in October 2008 but as Simon explains, this did not meet all their needs 'out of the box'. As they provide a 24/7 support service remotely from the main site they needed a way of logging calls retrospectively to accurately reflect the timescales involved. "At the time of purchase we were told this feature was in development and we were given access to a 'beta' version of the function within a very short time of the system being installed."

"The system has been very well received by both support staff and managers. Call templates allow operators to quickly and conveniently log frequently encountered issues with a corresponding confidence that all work is being captured." Added Simon.

Meeting the demands in a changing environment.

One of their biggest growth areas in the past 12 months has been in the field of Toxicology, and this looks set to continue for the foreseeable future. KingsPath is also developing services and providing 'whole-system' processes capable of providing systematic integrated testing and reporting for the diagnosis and management of leukaemias, lymphomas and related blood disorders, in line with the National Institute for Clinical Excellence (NICE) guidance on cancer services.

"In times of rapid change we have found flexibility in the sitehelpdesk ready-to-use reports and charts gives us the opportunity to drill down to details within specific areas that may be causing concern." commented Simon.

"We have also been very impressed with the timely and helpful support responses to questions posted via the sitehelpdesk.com support website." Concludes Simon.