

# Decision Time

See. Know. Do.

## Western Health and Social Care Trust - Customer Story

The Western Health and Social Care Trust (WHSCT), established in 2007, provides health and social care services across the west of Northern Ireland. WHSCT employs approximately 12,000 staff, spends around £680 million annually in the delivery of health and social care services and serves a population of around 300,000 people.

Their aim is "to provide high quality patient and client focused Health and Social Care services through well trained staff with high morale."

### Challenges

WHSCT faced numerous challenges, like many public sector organisations, in managing their largely paper based process for Trust board meetings and Corporate Management Team meetings.

- A very labour intensive process that relied heavily on supplies of physical items; printers, photocopiers (especially colour copiers), printer paper, binding materials, binding machines and non stock items. For Trust board meetings (11 per year) over 40 papers had to be photocopied and bound 19 times for participants.
- The collation of papers from many contributors was a time intensive process and the late receipt of papers would have a knock-on effect to the production of the final pack. This often led to missed deadlines for the internal post rooms which meant trips across the city to the post office. The greatest impact of these delays was the late arrival of board packs with board members, and the subsequent reduction in preparation time that Trust boards members were afforded.

## At a Glance

### VALUES

Our purpose is expressed through four key ambitions underpinned by a commitment to ensuring compassionate care in all we do.

We are committed to making the Western Trust area a:

Great Place to Start Life,  
Great Place to Live Well,  
Great Place to Grow Older,  
Great Place to Work.

### SECTOR

Health

### LOCATION

Northern Ireland

### SIZE

Approx. 12,000 staff

### DECISION TIME USERS

40 Meeting Licences



- Huge volumes of papers had to be printed and bound - often this process would take over entire office spaces and equipment. Large scale printouts often meant that the pack had to be bound in two separate volumes, leading to increased pressures on the physical distribution of the packs.
- Senior executives had limited access to the papers via a centralised document repository system, which 'created more problems than it solved'. Preparation time for meetings was limited and making changes to papers would often cause the old system to crash.
- The storage of archived confidential board packs, which in some cases went back 20 years, was becoming an ever increasing problem from both an information security and cost perspective.

**"Putting the packs together was pressurised, frustrating, labour intensive and expensive."**

**Madonna McGinley, Executive Assistant to the Chief Executive**

## Decision Time in a Nutshell

- Easy to use, highly intuitive software ensures adoption by the board.
- Well prepared and informed attendees produces more engaged and productive meetings.
- Better focus due to the smooth running of meetings.
- Last minute changes are easy to incorporate so packs are distributed earlier.
- Reduced administration saving significant time for the meeting organisers.
- Exceptional training and support allowed for a seamless transition.

## Time for Change

Against the above backdrop of issues it was apparent that changes had to be made to drive necessary improvement to working practices and to bring costs under control. No "new" system or process would be adopted unless it met and surpassed some important criteria.

Any new system would need to:

- Outperform, in terms of stability and flexibility, the then current system, which interfaced with a SharePoint installation.
- Satisfy the varied requirements of a broad audience that included Trust board members, senior Trust executives and meeting organisation staff.
- Increase and improve the preparation time for Trust board meetings for the board members.
- Be cost neutral or preferably cost saving.

## The Solution

The introduction of Decision Time was greeted with instant acclaim. The Decision Time implementation team worked very closely with meeting organisers, meeting participants and the Trust's IT department to ensure the on boarding and transition to the platform was smooth and seamless. **"We knew it wasn't a temporary solution for the Trust, it was the solution. It is a must have tool for any organisation, it's very 21st century and I wish we'd had it years ago!"**

**Madonna McGinley, Executive Assistant to the Chief Executive**

WHSCT opted for a self-hosted implementation which required more input from Decision Time's technical team but this too was a smooth process. Each of these customer groups have roundly praised the efforts of the Decision Time team.

**"Decision Time were really flexible in their approach, scheduling and rescheduling the rollout and training sessions to suit the ever changing diaries of Western Health colleagues. Decision Time made the impossible, possible!"**

**Nadene Aspel, Software Solutions Manager**

## Outcome

Following the successful introduction and establishment of new practices around the use of Decision Time, significant progress has been observed in realising the improvements in working practices and financial goals.

**"The automatic generation of the meeting pack was an instant hit and being able to access all the papers from anywhere at anytime has provided so much more flexibility."**

**Geraldine McKay, Director of Acute Services**

With the software reducing the time it now takes to collate, construct and distribute board packs, substantial improvements have been recognised. These savings in time, gained primarily by meeting organisers, have translated into additional time gained for Trust board members to prepare for their meetings. Anecdotal evidence is reporting several days being saved each month.

Huge financial savings are also being made and it has been confirmed that the paper and printing budget alone has halved since the introduction of Decision Time. Such is the intuitive nature of the system that Trust directors have been able to adopt the platform without the need for lengthy training sessions and with little recourse to the customer support team.

Senior Trust executives have glowingly described how much more effective and productive they are before and during Trust Board and Corporate Management Team meetings since its introduction.

As with lots of things in life, word of mouth about the benefits that users have experienced has spread around WHSCT and this is starting to create a groundswell of demand - reflected in the plan to roll it out beyond the initial scope. Colleagues in WHSCT not yet exposed to Decision Time are asking when they will be given access. The adoption of the new processes and practices, supported by the system, is gathering real momentum at the highest level.

## Support

First class product support, especially during the early phase, is critical.

The experience of the Western Health and Social Care Trust clearly illustrates the commitment that Decision Time has to providing customers with the best experience possible.

Working together ensures a smooth and fully flexible on-boarding process, while the intuitive nature of the system removes the need for lengthy training sessions.

### Want to know more about Decision Time?

Request a Demo by emailing [info@decisiontime.co.uk](mailto:info@decisiontime.co.uk) and we'll guide you through all the helpful ways our software can transform your organisation for good or visit our website at [www.decisiontime.co.uk](http://www.decisiontime.co.uk)