



Case Study:

Mid Yorkshire Hospitals NHS Trust

PTS Consulting assists Mid Yorkshire Hospitals NHS Trust to improve its Contact Centre environment

The Client

The Mid Yorkshire Hospitals NHS Trust was formed in April 2002 and is a large acute hospital Trust, serving the communities of Wakefield District and North Kirklees, with a combined population of around 500,000. The Trust provides a complete range of general hospital services from three main hospital sites, in Wakefield, Dewsbury and Pontefract. The Trust has almost 7,000 staff, with an annual budget of £295 million and each year provides healthcare for:

- 69,000 inpatients (emergency admissions)
- 13,500 inpatients (planned admissions)
- 43,000 day case patients
- 565,000 outpatient appointments
- 180,000 patients treated in A&E
- 6,500 maternity deliveries

The Challenge

The Trust was concerned that low service levels were being experienced by telephony service users, patients and external health professionals trying to contact the Trust. This concern extended to calls to the main switchboard number and to the 'Choose and Book' and 'Follow Up Appointments' incoming numbers in the Trust Contact Centre.

The Solution

PTS Consulting carried out a full strategic review of the Trust Contact Centre and telecommunications services, including interviews with key stakeholders, meetings with suppliers and observations of both the switchboard and Contact Centre in daily operations. The findings of the PTS Consultants were documented in a management report with clear conclusions developed from the observations and strong practical short, medium and long term recommendations to improve management and service delivery. PTS Consultants then attended site to manage the equipment maintainer to carry out the immediate system configuration changes which had been recommended.

PTS Consulting recommended:

- The Contact Centre software capacity was increased
- The Trust call management system was updated and enhanced
- System training was provided for the Contact Centre Manager
- A new Telecommunications Services Manager was employed



- Structural changes to the way in which telecommunications services are managed within the Trust
- Further network analysis and ongoing planning once the short term recommendations had been implemented

The Benefits

As a result of the work carried out by PTS Consulting, the Trust is now in a stronger position to utilise modern and capable telephony platforms, which will underpin service aims and objectives and provide an improved service to the public and end users. Within the Contact Centre, employees are happier and more productive, with a decrease in staff turnover whilst switchboard staffing levels have been maintained, in line with PTS Consulting's recommendations. Ongoing supplier relationships have been improved and the development of a telephony strategy means that decisions are made from an understanding of longer-term goals rather than from a reactive position, as was previously the case. The lack of overall direction and potentially conflicted ownership of issues has been addressed and resolved.

The Verdict

A sound telephony platform and a relevant management structure for telephony services is now in place to take the Trust forward, building on the existing staff knowledge of and expertise in telephony applications.

James Rawlinson, Assistant Director of IT commented: *"PTS Consulting was asked to provide a comprehensive review of telecommunications management arrangements within the Trust and to review our under performing call centre. The whole process went very smoothly with the PTS Consultants being extremely knowledgeable and accommodating throughout the engagement. We now have a clear understanding of our telecommunications management arrangements and the call centre is meeting its performance targets."*

About PTS Consulting

PTS Consulting Group PLC (PTS) is one of the world's leading IT consultancies with a reputation for innovation and thought leadership. PTS is also renowned for its project management expertise. As the global leader in IT relocation projects, working with some of the world's largest companies, PTS has earned a world-wide reputation for independence, professionalism and quality of service. Headquartered in the UK and founded in 1983, PTS has worked in 43 different countries, 113 cities and employs 330 staff in the Americas, EMEA and Asia-Pacific. www.ptsconsulting.com