



Customer Case Study



1. Before buying SHE, what specific situation was identified, how was it identified and what problems or pain did it cause either you or the company?

The Trust merged with another Trust 2 years ago giving us three sites to manage. Both Trusts had a paper based health & Safety management system at this point. It was clear immediately that a paper based system run by two staff for 7500 staff over three sites could not possibly be regarded as credible. Risk assessments would run into thousands and keeping on top of them would only be possible with an on-line system. Paper system assessments would sit on a shelf instead of being instantly available from any pc screen in the trust. With the SHE programme - review reminders make sure managers stay on top of their responsibilities and the action manager allows you to watch this from your office chair.

2. Why did you pick a solution from SHE Software?

Price did come into it, but compared to the incident system we have here SHE is very inexpensive. Use of the copy function saves so much clinical time and the cost saving outweighs the cost of the programme. We needed a system that was simple for clinical staff to use and we didn't have time to spend developing a system we wanted a proven winner that was ready to trot.

3. How has the problem identified been solved?

We are using programmes that cost much more but deliver a lot less; SHE is a relatively easy sale in a small business case.

The simplicity of the system and the fact that it is configured with you and supplied ready to use makes the training very easy. We were set up in three days and had one day of training from SHE and that was all we needed, (actually I don't think we needed the one day, sorry SHE).

4. How can this be substantiated?

The cost as I have stated are minimal given the time saving element of the programme. You also have to remember the new level of compliance of the company and the higher degree assurance for the board. I have done 1-2-1's with the Chairman and the Secretary who consider this package as essential in the management of Health & Safety in the trust. It also helps that they can log into it at any time and see for themselves the activity around audit inspection assessments and can easily produce a report.

5. What advice would you give to prospective users when looking at similar systems?

Get two looks at the programme. Talk to SHE and get a presentation and then talk to an NHS user and get their view. After that you will be in a good position to produce a business case to get the funding for this programme.

It's a step by step process, check out the programme to see what it will do for you, and see what help you can get from current users. If it all looks good at that point the thorny issue of funds comes next. If you can get past that and yes it is a case of spend first save later, set up and integration will be the least of your worries.