

Kingston Hospital

Improving operations and workflow

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Kingston Hospital NHS Foundation Trust is a district general hospital supporting around 350,000 people in Kingston, Richmond, Elmbridge (Surrey), Merton, Wandsworth and Sutton. In its most recent Care Quality Commission (CQC) review, it was rated as “Outstanding” for overall quality and leadership.

As a shared objective, Kingston Hospital NHS Trust has committed to deliver care that connects organisations, within systems and partnerships alongside their pledge to be sustainable and deliver high quality care.

To enable success, key management from the main reception area was highlighted as an issue impacting on time and resource, where there was too great a reliance on manual processes including recording key locations on paper. This was a particular problem out of hours.

A more automated management solution was required, to provide Security Managers with instant accountability amongst staff of who had keys in their possession, enabling the smooth running of the hospital and continuation of excellent patient care across all its facilities.

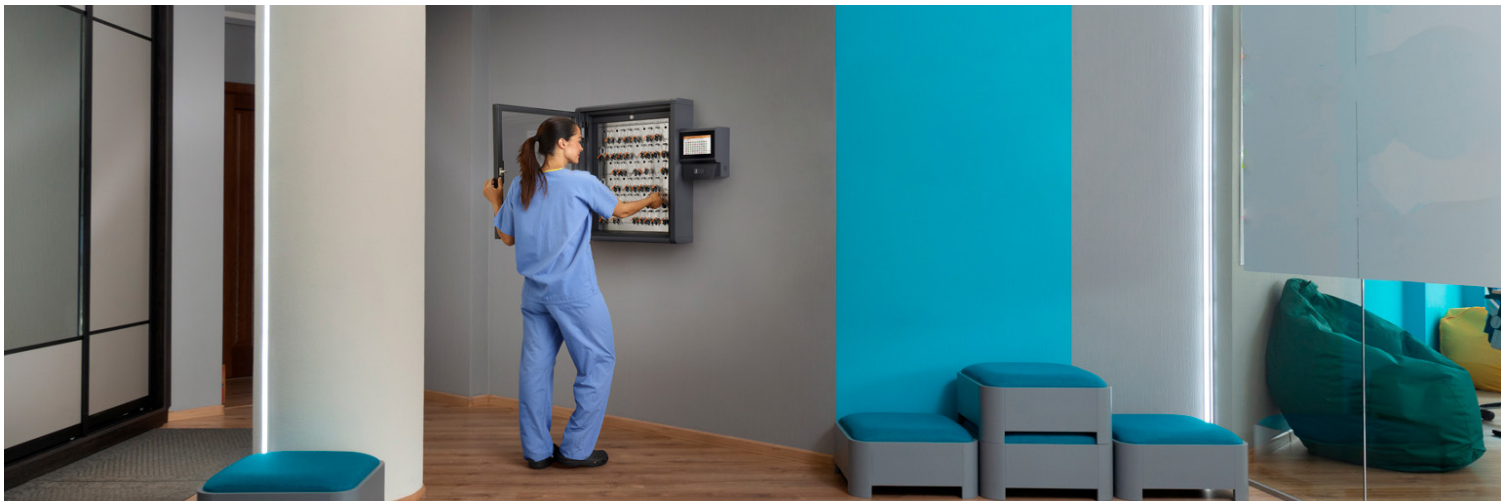
Liam Topham, Security Manager at Kingston Hospital NHS Trust said:

“Hospitals such as Kingston present a complex security. With 48 different buildings covering a large site, and many keys in operation, it was

becoming a challenge for our already busy reception area to manage and ensure their safe return, especially at staff handovers.

“We needed a smarter solution, but one that was simple operate and quick to respond, with no disruption to the hospital running, Traka presented standalone resources designed to meet the specific needs of the hospital with excellent technical support. The added security benefit is the audit control with alerts sent to our security teams if keys haven’t been returned. The cabinets have been well received and staff especially happy with the time being saved.”

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Kingston's Hospital has installed Traka's intelligent key cabinet, with accommodation for 50 keys to operate across the hospital. With specialist software allowing for central management control, full audit trail is available installation of all key transactions. This has already saved the reception area time and resource allocated to key management, allowing more focus on patient care.

"Within Kingston's security portfolio, the adaptability of the Traka technology allowed us to work with the Security team to supply a bespoke solution. Not only can the systems look to enhance key management across the site, but also improve communications, operations and workflow. The audit trail capability adds to better management of keys, and this all combines to operate 24 / 7 / 365 for the ongoing benefit and security of all staff, patients and visitors."

Traka's system offers controlled access to hospital keys by swipe card – for medical and administrative staff this is their ID card (in this instance – but it could equally well be PIN code or even biometric reader in highly secure environments). Traka then provides for further control of key permissions such as restrictions

on specific keys that an individual can access; or 2nd and 3rd level key authorisation for access to critical areas; time limits and curfew functions (for example for catering staff or cleaning staff on restricted hours), even the booking out of keys in advance to ensure that a facility is kept available.



For more information on Traka's specialist key management and equipment management solutions, please visit www.traka.com



For further information or questions, please don't hesitate to contact Ben Farrar, Traka Market Development Manager on:

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