

## CASE STUDY:



## NHS Tayside Strengthens Procurement Process with SEC<sup>3</sup>URE Commercial Visitor Tracking Service

To strengthen its procurement process, NHS Tayside has recently implemented the IntelliCentrics SEC<sup>3</sup>URE visitor policy compliance and enforcement service.

SEC<sup>3</sup>URE enhances the management of commercial visitors (CVs) - such as healthcare company representatives and contractors - and therefore protects clinical time for patients.

It is the first Board in Scotland to employ the fully managed tracking service for CVs and potentially paves the way for other Health Boards to follow suit - creating a consistent access policy across the country.

The project was driven by NHS Tayside Theatre and Clinical Service management teams who identified the need to introduce safeguards around CV activity.

As a result, SEC<sup>3</sup>URE has been implemented in the Procurement Department of the region's biggest hospital and teaching facility, Ninewells Hospital, the University of Dundee's Medical School and Perth Royal Infirmary.

Its introduction replaces the Board's paper-based CV management service, which had been in place for the previous five years.

*"The benefits of SEC<sup>3</sup>URE also complement the Board's Releasing Time to Care initiative, which aims to ensure that clinical staff spend as much time as possible with patients. Issues of cold calling where staff often feel obliged to meet with those CVs who turn up unannounced - have also been overcome."*

**Judith Willis, Deputy Head of Procurement  
NHS Tayside**

Judith Willis, Deputy Head of Procurement at NHS Tayside, explains: "We believe that commercial visitors add value to our services and, in several instances, are an essential support to our core business.

"However, it was evident from conversations with nursing staff that unannounced visits were still taking place - resulting in diary management challenges and distractions from patient care. In an attempt to address this, the Procurement Team in Tayside worked with the Theatre Management Team to facilitate the introduction of the IntelliCentrics SEC<sup>3</sup>URE service.

"It gives us the monitoring capabilities that we need to ensure that visits, and subsequent procurements, are undertaken in line with our Board-wide policies.

"And, of course by stipulating a range of essential credentials that visitors must adhere to, there are the additional benefits of enhanced infection control - and subsequent patient safety.

"Moreover staff now feel empowered, upon encountering an "un-badged" CV on site, to either direct the CV to the Procurement Department where the protocol will be fully explained or alternatively the visit will be politely declined.

"A major attraction to the service was the absence of any investment required by the Board – making the implementation of SEC<sup>3</sup>URE low risk. If it didn't deliver benefits, the service could simply be unplugged. It has, however, been active since the beginning of the year and so far it appears to be working well for us.

"Not only is CV activity managed, but infection control is also strengthened by ensuring that any such activity complies with the required credentials. This is vital in areas where our most vulnerable patients are being cared for.

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"The implementation of SEC<sup>3</sup>URE was extremely well supported by IntelliCentrics and their provision of communication material to roll out to relevant parties was invaluable. As a result we've encountered very little resistance from those CVs requiring access to restricted areas.

"And in terms of staff feedback, the service could not have been any easier to implement or use. After brief but very comprehensive initial training by IntelliCentrics, all operatives were confident in using the service. In the rare event that further support is required, we just give IntelliCentrics a call."

Azadar Shah, Managing Director of IntelliCentrics UK, said: "By letting the SEC<sup>3</sup>URE service take on the burden of managing CVs, NHS Tayside has the necessary tools to ensure the most effective adherence to its procurement and safety policies and the best use of clinical time."