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GHX WEBCONNECT

GHX WebConnect Customer Case Study

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Salisbury NHS Foundation Trust has been a customer with Bunzl Healthcare for over 10 years.

Here we look at why the Trust has moved away from their previous ordering methods to order via GHX WebConnect...

Salisbury NHS Foundation Trust Profile

At Salisbury District Hospital, Salisbury NHS Foundation Trust provides a range of clinical care, which includes general acute and emergency services, to approximately 225,000 people in Wiltshire, Dorset and Hampshire. Specialist services, such as burns, plastic surgery, cleft lip and palate, genetics and rehabilitation, extend to a much wider population of more than three million people. The Duke of Cornwall Spinal Treatment Centre at Salisbury District Hospital covers most of southern England with a population of approximately 11 million people. Trust staff provide outpatient clinics in other locations in Dorset and Hampshire. Specialist staff hold outreach clinics in hospitals within the Wessex area and, in total the Trust employed 3,860 staff at 31 March 2012. This includes full and part-time staff.

The Trust also has a subsidiary company called Odstock Medical Limited. This was set up in 2006 to market worldwide its experience and knowledge of functional electrical stimulation and its own pioneering electrical devices. This is so that income generated could be used to further research and create new developments that help NHS patients in this country.

The Procurement Challenge

Previously, stock levels were checked manually and any products that were needed were marked off on an excel document. Orders to Bunzl Healthcare were then placed via fax or email. The manual ordering process that was in place was found to be time consuming, and occasionally orders placed by fax failed to reach the supplier as this technology can be unreliable. The Trust also had a number of issues around the control of stock levels and maintaining visibility of products.

The Solution

Bunzl Healthcare offered the Trust an alternative option of ordering products online through GHX WebConnect, a tool that enables healthcare providers to create online purchase orders and submit them electronically.

Using Internet access and a simple registration, buyers are able to order products online.

The Trust installed GHX WebConnect in November 2011, allowing them to order products online, and manage both their Catalogue and Inventory electronically.

Results & Improvements

Moving to the GHX WebConnect system has had a huge impact on the efficiency of the ordering process and the department as a whole.

WebConnect has helped to improve order efficiency through the use of barcode scanning and inventory management.

All stock lists are now electronically maintained and areas are bar-coded. This has increased efficiency and is helping to identify areas that need a change in stock levels.

The catalogue management tool has given greater visibility of products and as part of this process, the Trust has undertaken a catalogue review.

Since moving to the GHX ordering platform, benefits were seen in the following areas:

- Increase in materials management efficiency
- Increase in product usage & catalogue visibility
- Inventory management – ability to see who has stock of a product across the Trust
- Increase in efficiency of staff



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The new process of electronic orders placed via barcode scanning has reduced the number of issues the Trust has as an organization - stock lists can now be maintained electronically and this level of control and visibility is key. In fact, the Trust has increased product orders, which are now placed daily for multiple locations across the hospital.

The previous catalogue tool was based around loading excel spreadsheets - this process has been greatly improved and they can now offer supplier managed catalogues. Moving forward they will be using this approach for key suppliers.

WebConnect is easy to use and provides information that enables procurement departments to monitor and control catalogues, while allowing suppliers to maintain their own information. This enables closer working relationships with suppliers and benefits both parties through reduced administration costs.

Data is guaranteed to be correct and, as it uses the Bunzl Healthcare Sage price agreements, it is bespoke to each customer. Data is updated automatically each night to ensure the most up to date information is available to customers.

“The level of service provided by Bunzl Healthcare has been very good. This roll out was across 64 locations and to date we have not received a single complaint from our end users related to the change of the IT system. Many of our end users are unaware of the changes that were made as these did not impact on any part of their service. “

Robert Drag, Contracts Manager, Salisbury NHS Foundation Trust

In order to register for a WebConnect account, please contact David Morris on:

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