

Croydon University Hospital

Brother thermal label printers save Croydon University Hospital time and money.

Croydon Health Services NHS Trust provides care across the borough for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

The challenge

Within the Trust's Pathology department, they had two label print vendors producing their blood labels. The 20 printers are now out of warranty and becoming uneconomical to repair, the current vendors have also put the price up on the device even though the model of printer has changed in the last 5 years. Another issue staff have raised is space within the testing area and multiple times the printers have been pushed off the work bench and broken.



The solution

Brother's end user sales team met with the staff and discussed their requirements.

After carefully listening to them and seeing first-hand the pain points, the product proposed was the RJ-2140 due to its unique features.

- Rugged design
- Extended warranty
- Battery powered for portability
- Compatibility with IOS and Android for future proofing.

Results

After initial testing of the device and configuration of label size the printer worked and the customer was really happy with the solution.

"We have looked at many printer vendors over the last 10 months for use in the pathology department and decided to test the Brother RJ-2140 Rugged Jet thermal printer because of its convenient size, compatibility and extensive warranty. It's simple yet effective printing has helped save our clinicians valuable time, allowing them to better treat and care for patients."

Peter Norris IT Head of Testing and Integration Croydon Health Services NHS Trust

Due to COVID-19 taking over all other projects within the trust, they have rolled out the device to all the temporary COVID-19 wards - April 2020