



Case Study

Leeds Teaching Hospitals NHS Trust

QL-570HC



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Challenge:

Leeds Teaching Hospitals NHS Trust was looking to introduce an electronic pathology and radiology order communications system and needed a high quality labelling solution that would connect seamlessly to its software information system.

Solution:

Brother's QL-570HC Professional Labelling printers could provide the high quality, reliable solution the trust needed to roll out across the 179 GP practices and five hospitals in the region.

Benefit:

The trust's pathology system is now fast and efficient. Staff can print labels for pathology tests in an instant, reducing administration time and eliminating potential mistakes and duplication, ensuring a better patient experience.

“After testing different makes of label printers, Brother's QL-570HC was the best option, meeting all of our needs. It produces fast, high quality labels, even when tested to the extreme. Using only Brother original supplies means we can control the purchase of consumables, guaranteeing quality across all of our sites and maximising efficiency. It works seamlessly with Sunquest ICE and has an automatic cutter which means we can print the two different sizes of labels we need for the electronic pathology system without changing label rolls.”

**Craig Calvert, Project Implementation Lead,
Leeds Teaching Hospitals NHS Trust**

Overview of customer and their challenges

Encompassing 179 GP practices and five different hospitals in the Leeds and Bradford area, Leeds Teaching Hospitals are one of the biggest trusts in the country and offers a full range of specialist and general hospital services with good clinical outcomes for patients.

The trust was looking to introduce an electronic pathology and radiology order communications system using Sunquest ICE but needed a reliable, efficient and high quality labelling solution that would help reduce administration time and reduce potential errors and duplication.

Previously when clinicians requested patient pathology tests they would often hand write a test request card and the phlebotomist or nurse would hand write labels for the sample tubes. The process was slow and laborious, and because the system relied so much on hand written requests, there were plenty of opportunities for error. Sunquest ICE is a well proven web-based software suite delivering a comprehensive range of software applications for use in primary and secondary care NHS Trusts. The electronic system would mean clinicians could tick the relevant tests they wanted on screen and, connected to a labelling device, they would be able to print out the details of the request including a barcode containing the relevant patient data.

Craig Calvert, Project Implementation Lead at Leeds Teaching Hospitals NHS Trust, said: "The print quality and ability to print accurate barcodes was critical to the whole system working effectively. Our staff manage in excess of 3 million pathology samples every year, and even if just 1% of the barcodes couldn't be read, that's a lot of tests to repeat. So you can see why quality and accuracy was paramount for us.



"Brother's labelling solution has enabled Leeds Teaching Hospitals NHS Trust to implement a highly efficient electronic pathology system. The labelling devices work seamlessly with Sunquest ICE and provide the crucial high quality barcode labels for the whole process to work. The results have been impressive, reducing administration time and costs, improving efficiency and helping to eliminate the potential for clinical errors and duplication. It is an important part of our continued drive to improve efficiency and deliver safe, high quality care to every patient."

**Craig Calvert, Project Implementation Lead,
Leeds Teaching Hospitals NHS Trust**

Brother's Solution

Leeds Teaching Hospitals NHS Trust rigorously tested a variety of different labelling devices but only Brother's QL-570HC could meet all of their needs.

Brother's QL-570HC Professional Labelling Printer is quick, versatile and reliable. The high quality print resolution makes the QL-570HC perfect for printing quality images, text and barcodes onto labels for a wide range of uses. And with an integrated automatic label cutter it means you can use continuous label rolls and still create almost any sized label without changing the label roll.

Conclusion

Since implementing the automated pathology system, Leeds Teaching Hospitals NHS Trust has significantly reduced the time taken to process pathology tests resulting in a faster turnaround of reports.

Craig Calvert, Project Implementation Lead at Leeds Teaching Hospitals NHS Trust, confirms: "Overall the pathology

lab has seen a significantly increased through-put. Previously booking in staff would take around one hour 15 minutes to process a batch of tests. Now the information is accessible from barcodes printed on the labels, the process takes just 15 minutes. With thousands of samples being processed every day, they've reduced administration time by 500%."

As well as the considerable time saving benefits, the performance and quality of the labels guarantees accuracy, negating risk and improving the patient experience by minimising the need to run retests.

Craig Calvert continues: "The feedback we've had from staff is very positive. The initial view has been that the electronic pathology system cuts down on duplication and mistakes, which means fewer tests for patients in many instances. Staff are delighted with the label printers. They are easy to use, easy to load and have a small footprint, which is an important factor on many of our sites where space is an issue. And because we can print the different sizes of labels needed for the test cards and the sample bottles from the same label roll there is no wastage."



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