



How Rendezvous helped a major NHS Trust move to agile working

Executive summary

With two acute hospitals, nearly half a million patients to look after and running a number of services out in the community, Epsom and St Helier University Hospitals NHS Trust is a busy organisation that needs to run smoothly 24/7.

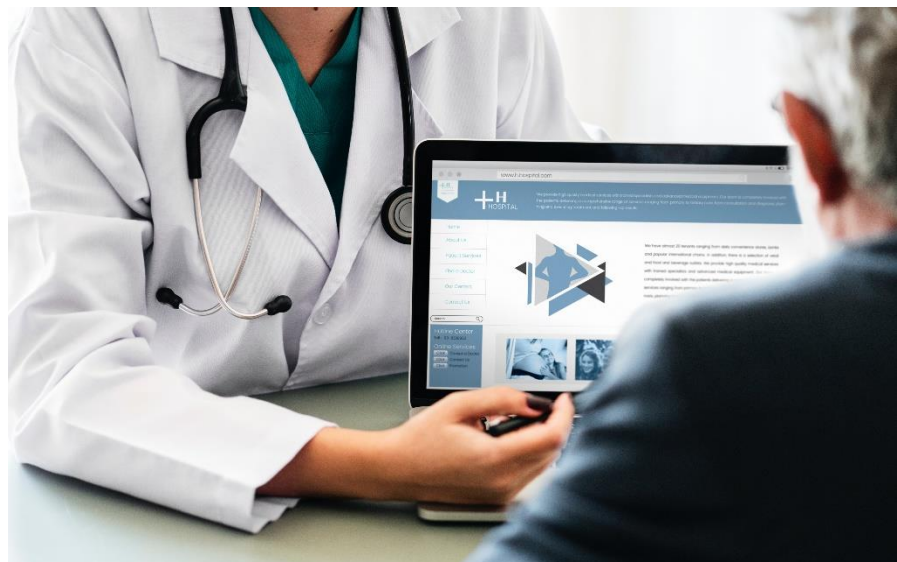
Organising more than 5,000 staff and spaces, ranging from meeting rooms to lecture halls and hot desking areas is a mammoth task. With a move to more agile working methods taking place, designed to save costs and improve efficiency, the Trust turned to NFS for help.

Rendezvous Workspace from NFS now helps the Trust's staff find and book the rooms they need easily and efficiently, so they can spend more of their valuable time providing high-quality patient care.

Why NFS?

The Rendezvous room and desk booking system from NFS was selected, following an extensive evaluation process which included visiting Rendezvous users.

NFS and the Trust then successfully embarked on a partnership to evolve the Rendezvous solution to meet changing needs across the Trust.



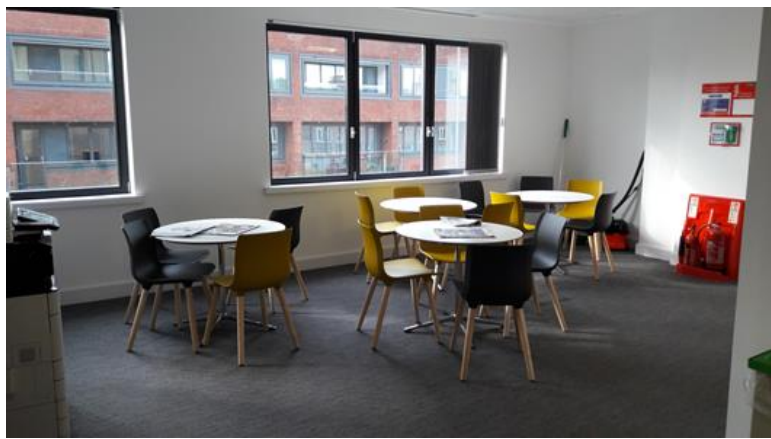
The challenge

The Trust is moving to a more agile and cost-effective mode of working for its staff, which requires an efficient method of helping people find and book the meeting rooms they need.

Previously, meeting room bookings were handled manually on spreadsheets and paper.

With 5,000 employees working across different sites, and facilities ranging from meeting rooms to lecture halls, booking and managing meetings was difficult and could be time consuming.

The Trust was looking for something that was easy to use with more resource management and reporting functionality than just an Outlook calendar.

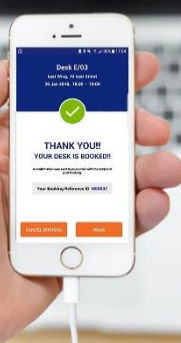


Customised for users

The Trust offers health services to over 490,000 people in South West London and North East Surrey. It operates two busy general hospitals, Epsom Hospital and St Helier Hospital, and runs services from other locations including Sutton Hospital.

St Helier Hospital is home to the [South West Thames Renal and Transplantation Unit](#) and [Queen Mary's Hospital for Children](#), while Epsom Hospital houses the South West London Elective Orthopaedic Centre.

Both Epsom and St Helier hospitals have accident and emergency services, and maternity services. As teaching hospitals, they play a key role in the education and training of tomorrow's doctors, nurses and other health professionals.



“Working in a busy NHS Trust, the time of our staff is precious. We needed a room booking system that was easy to use, could get the job done quickly and be transparent enough so that all staff can see which rooms are available, and when.”

- Terry Murphy, Assistant Director of Property

Epsom & St Helier University Hospitals NHS Trust

The Trust has two different types of Rendezvous user, with different needs – administrators who need full access to all the facilities, and other employees who need self-service access to just some features.

So NFS set up the system with one fully-supported link for admin staff, while other employees use the QuickBook app for easy self-service. Anyone who needs to make a booking can locate the space they need, such as a meeting room and put in a request for authorisation. The customisation goes into highly granular operational information on space.

6 ways the Trust benefits

- 1. Customised use** – the system caters for different levels of Trust user
- 2. Speedy self-service** – employees access it easily via the QuickBook app
- 3. Time-saving** - permitted users, e.g. nurses, can book space they need without further authorisation
- 4. Value for money** – no expensive hardware was required – NFS hosts Rendezvous securely in the cloud
- 5. Efficiency savings** – Efficient agile working means savings on non-clinical services, so more can be spent on the clinical side for patients
- 6. Business continuity** – [Rendezvous Workspace](#) is supported by the NFS 24/7 helpdesk and the cloud deployment delivers 99.8% system availability using the robust Microsoft Azure cloud hosted service.



What happens next?

To enhance the booking service further, NFS developed a room and desk booking App, incorporating QR code scanning, suitable for both IOS and Android, which is now in use as the growing community of mobile users need to locate and book space.

The QR code functionality will support cost effective check-in for booked space, providing valuable insights into resource utilisation.

Looking to the future

Assistant Director of Property, Terry Murphy says: “The room booking system has contributed to the journey the Trust has started in moving forward to a more agile working environment.

“It has also allowed the Trust to better use its space and increase utilisation of the meeting rooms.

Now that the Trust has started the agile working journey it will look to consolidate and improve space utilisation whilst at the same time improving the working environment.”