

Team Name:
BSO FPS eBusiness & BSO PaLS Customer Helpline Collaborative Partnership

Nominating Manager:
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Digital Stock Requisitioning for GP Practices

SITUATION

- GP Practices ordered printed stationery and general medical sundries. 5214 product lines ordered 2017 / 18
- 3 versions of requisitions, 3 different ways these were sent / received. Fax, email, postage
- Forms weren't up to date, Many of the product codes on older versions were incorrect and needed checked prior to input
- All paperwork had to be manually filed
- End to end process took up to 10 working days
- Sometimes confusion for customers if they had the wrong version of the requisition.
- PaLS CHL staff recognised the challenges they faced and the need for an improved solution
- FPS eBusiness were able to offer to provide assistance in developing and implementing a solution based on both PaLS and contractor requirements



TASKS

- Standardised ordering process to have one central form easily accessible to all.
- Reduced processing times for improved customer experience
- Pushed towards a paperless service, creating savings and reducing the workload pressures on the CHL
- Transformed dated processes to facilitate customer service improvements
- Utilised available technologies and seamlessly migrate to an online facility without disruption to the service



ACTIONS

- A desire to move towards a paperless service and modernisation brought together the two Corporate Service Teams to work in collaboration to enhance both internal processes and customer experience
- FPS & PaLS staff brainstormed together and came up with an online digital ordering solution accessible by all GP Practices
- eBusiness engaged with ITS to scope system functionality and limitations and developed final agreed solution using an agile approach
- FPS & PaLS worked in partnership throughout to ensure maximum benefit to both BSO and contractor
- Practice Managers robustly tested the online system during a pilot phase and provided valuable feedback to help system refinement before go-live
- FPS and PaLS co-ordinated a seamless rollout to contractors in April '18



RESULTS



- Product updates are available to all 335 GP practices instantly as all forms are live
- Product ordering stats are readily available with the availability of Electronic reporting
- No additional financial costs were incurred as solution developed with already available resources
- The risk of customers ordering the wrong product or the receiving officer inputting the incorrect product details has been significantly reduced
- Cost and storage benefit as hard copy requisition books are no longer required to be stocked and supplied

