

Case Study

West Walk Surgery

Implementing The Surgery Network business platform delivers cost savings and smoother operations at West Walk Surgery

“Overall I am delighted with The Surgery Network. The forecasted savings are being delivered, far less time is being spent ordering and it’s easy to keep track of everything.”

- Elaine Smith, Practice Manager



The Surgery

West Walk Surgery is a non-dispensing practice in Yate. It has 13,200 patients and 9 GPs and the Practice Manager is Elaine Smith.



The Challenge

When Elaine joined West Walk Surgery she could see straight away there were a number of issues with their purchasing processes and costs. Elaine explained: “No one was on top of ordering medical consumables. It was left to the nurses to place the orders and they just used the same supplier for everything. As well as taking up the nurses’ time, it was clear we were paying too much”. Elaine contacted Tracy Hole from The Surgery Network to see how they could help.

Practice Financial Review

Tracy agreed to undertake a Practice Financial Review and visited West Walk Surgery to gather information on their historic spend on Medical Consumables, Medicines, Facilities, Office Products and IT.

She then visited again two weeks later to present the results to Elaine and the GP Partners. The review confirmed what Elaine suspected: that the surgery was paying considerably more than necessary for purchased items.

Practice Financial Review

Before signing up a new member, The Surgery Network conducts a comprehensive Practice Financial Review. The review takes into account the purchase history over the last 4-6 months and compares this with the prices available via The Surgery Network platform to give a forecast of the potential savings. There is no cost to the surgery and no commitment.

New Business Platform

Tracy proposed that the surgery adopt The Surgery Network's business platform. Elaine: "Deciding to implement The Surgery Network's business platform was an easy decision for us. The Financial Review made clear that there were considerable savings to be made and the simplification of purchasing processes would mean we were more in control".

Tracy set up the surgery's account then trained the staff in its use during a 2 hour workshop delivered at the surgery, at the end of which they placed their first order.

The Surgery Network Business Platform Developed specifically for GP surgeries, the business platform streamlines much of the day-to-day operations and makes available to surgeries supplies at greatly reduced prices. The platform features:

- Purchase management and control
- Prescription Services Reimbursement tools
- Stock control, client invoicing, management tools and reports

The Surgery Network's support team ensured everything ran smoothly and any issues with new suppliers were resolved. Elaine: "As we were using some new suppliers there were some teething issues, but the support manager was brilliant and dealt with the suppliers on our behalf."

Implementing the new system also gave Elaine the opportunity to make other changes. "I gave the admin staff responsibility for purchasing to free up the nurses' time. And the integrated management tools enabled me to streamline the administration of order processing and payments of invoices".

The Outcome

West Walk surgery has already benefitted in a number of ways:

- **Efficiency improvements:** reduced time spent on ordering by all staff and clinical staff time freed-up
- **Reduced staff stress:** streamlined processes simplify operations and reduce issues arising from staff absence
- **Cost reduction:** 20% - 30%% savings achieved across most item categories
- **Greater control:** management reports provide greater control and the central support team greatly assist with managing suppliers

Going forward, they will benefit further from new features that are constantly being added to the platform. For example, tools to help reclaim reimbursement income from Prescription Services have recently been added.

Elaine: "The platform pays for itself as the cost savings far exceed the membership fee. But it's the other benefits that make the biggest difference. The admin team are better able to provide what the clinical team require and achieve cost savings, and the nurses are happy to be able to spend more time focused on patients".

The Surgery Network

Dedicated to improving performance, our business platform and expert team deliver solutions that achieve cost savings, increased revenue and improved efficiency

For more information contact us on 01722 580085 or visit www.surgerynetwork.org