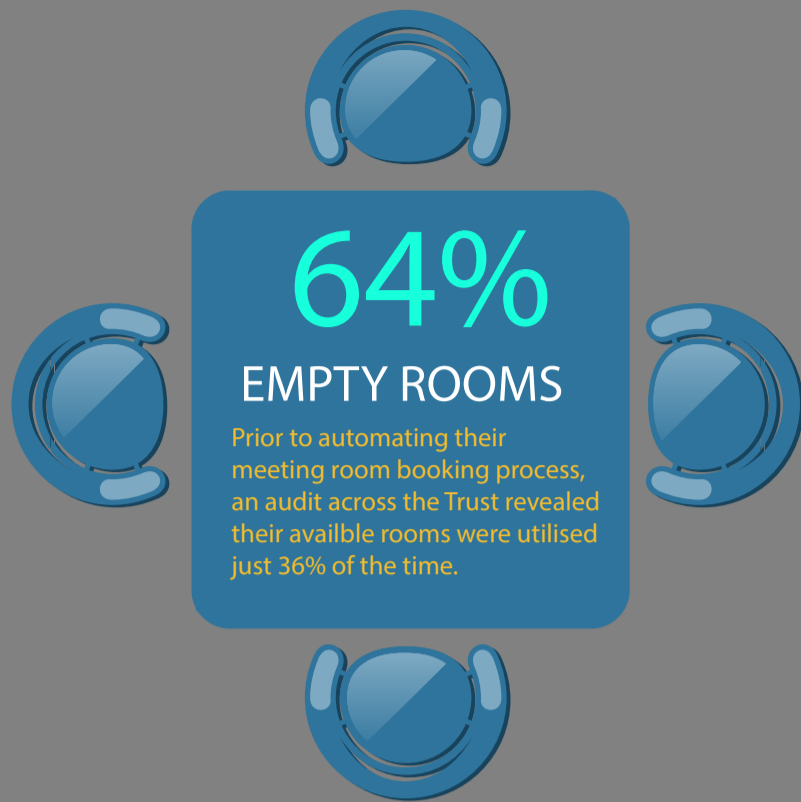


BEFORE



Coventry and Warwickshire Partnership NHS Trust provides mental health, learning disability and community health services to the people of Coventry, as well as mental health and learning disability services across Warwickshire and Solihull.

In order to reduce costs and minimise environmental impact, the Partnership set out on an initiative to rationalise estates and ensure that all their buildings are used as efficiently as possible in serving patients and staff.

Their mission was to implement an electronic booking system for meeting rooms, consulting rooms and hot desks that:

- would be accessible to all staff in the Trust
- gave clear visibility of resource availability
- optimised clinical and meeting room space
- reduced admin and clerical time spent on calls or staff searching for relevant rooms within the Trust.

AFTER

Working in conjunction with messaging and collaboration experts, Essential, the Partnership has implemented a room and facility booking solution that builds on its existing Microsoft Exchange environment.

The combined software and room screen solution has streamlined the resource booking process and given much better visibility of how their real-estate is being used.

USER ADOPTION: By layering on top of Microsoft Outlook the solution has led to easy user adoption. *The process of booking a meeting has been reduced to a few clicks within one screen.*

BETTER UTILISATION: A room description provides relevant information for staff, enabling them to book the most appropriate rooms and eliminate time spent chasing what facilities are available in each room or getting details on room capacity.

NO-SHOW ELIMINATION: A report of underutilised rooms and 'no shows' is monitored by senior administrators. This information is used to action any issues and highlight or escalate any concerns to the relevant groups.

Following implementation of the system the rooms are now visible to all staff and are bookable with a few clicks, reducing the underutilisation by 36% which is continually improving.

For more details on Essential room and resource booking solutions visit www.essential.co.uk



30%
IMPROVEMENT

Now meeting room utilisation has improved by 30% and this is getting better all the time.

4 DAYS
A WEEK
ADMIN SAVED

Since automating the booking process 82% of Receptionist time has been released.

This equated to 4 days a week.



83%
HAPPY USERS

A staff survey showed that over 83% of staff thought the new system for booking clinical rooms or meeting/group rooms was great to use.