

How specialist archiving and information management helped increase security at the same time as decreasing administrative costs for the NHS.

The Problem

"We went through a period of rapid expansion and took responsibility for several large and busy departments, this put a huge strain on our Medical Records team. We suddenly started to struggle with the space and the amount of requests coming from different parts of the business created a very difficult environment for our team.

I had concerns that mistakes would start to be made, which I could not allow to happen.

We needed help with both our active files as well as older, less active records that just needed to be stored securely.

The cost of employing new staff, coupled with the inadequate working environment meant that I had to look elsewhere for solutions."

The Solution

"Having been recommended FileBase by a colleague who works in a different type of business, I decided to get them in to discuss our issue and see what their recommendation was.

After an initial consultation in which I found them to be very experienced and practical, they drafted a very thorough proposal.

They recommended an approach and pricing that combined both active file management for our most intensive daily movement of records as well as a storage solution for the records we knew would never move.

They also took on all of the archiving of patient records, which meant that I could free up two members of staff to work on their core projects, things that had started to slip as a result of the increased workload on the records side.

They were very flexible and worked with us to develop the strategy which we then used as part of an internal piece of work to map out our RM policy for auditors."

The Result

"I managed to reduce costs by outsourcing the archiving, storage and retrieval of our records which went down particularly well with the trust and has changed the way we approach our records management.

It allowed our team to get back to doing what they do best and made the office environment a better place to be.

We now have a very efficient process in place and can retrieve files within the hour when we need them. FileBase are very diligent and get on extremely well with our team to ensure that the process works as it should.

We also have a more robust solution in place now that we know they are better organised and controlled in the right kind of environment."

"FileBase is a genuine business partner of ours".

Medical Records Manager, regional health authority

