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# Healthcare News



Mailbox Healthcare - 3rd Quarter 2010

## Making Efficiency Savings Pay

With the dreaded axe being swung evermore frequently within NHS trusts, the idea of efficiency savings is becoming more and more prevalent, and it is down to healthcare suppliers within the private sector to up there game to help Trusts to meet their targets.

Mailbox's Medstor storage system has always designed to make the end user savings through the elimination of over-stocking, and out of date stock, as well as reducing time spent locating items, but now more than ever these benefits are being noticed by Trusts who are experiencing real savings and quickly following implementation. As the political and economic climate shifts and changes we to as a company need to stay focused on what has always been our goal, saving our customers time and money.

Salisbury NHS Foundation Trust, who have been long-time valued customers of Mailbox, are a fine example of an NHS Trust who have seen genuine savings through

the Medstor system. Though we have around 95% area coverage of the Hospital, one area which, until recently, had eluded a Medstor makeover was the Endoscopy Unit. Logistics Manager, Andy Wollaston explains the impact the system had on the area. "By installing Mailbox into the Wards that we cover as Materials Management we have been able to consolidate storage areas, which has resulted in decreased stock levels and as an example one of the areas that we have taken on we have decreased stock value by 70%.

By using mailbox the stock is more visible and the staff are able to locate the products far easier than previously, also the weekly stock checks are easier to carry out which

has resulted in increased efficiency and has helped to enhance the Materials Management service that we provide.

This has helped us to come runners up in the Service Improvement Awards 09, the only non clinical service to have ever been shortlisted."

This experience is being mirrored across the country, as Trusts look to drive savings through effective material management. If you are yet to explore the benefits of the Medstor system then arrange a local Sales Manager to visit your Department or Ward to explain to potential returns on your investment.

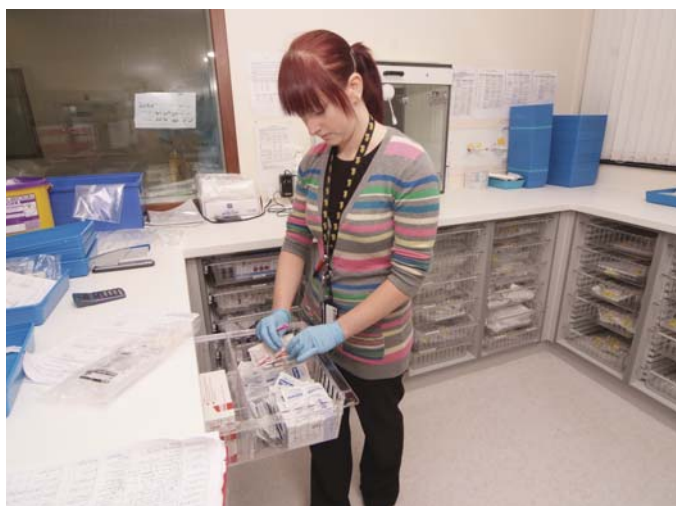


**Steve Wolf**  
South West Area Manager



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## Designed to Reduce Risk and Error



Leighan Freeman – Senior Technician



**Darren Blore**  
National Sales Manager

The 'Aseptic Dispensing Unit' within the Pharmacy department at Good Hope Hospital, recently underwent an aesthetic refurbishment programme. The Unit which hadn't been touched for the best part of 22 years was given the investment to bring it in line with the increasing high standards

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# “The Productive Operating Theatre”

“The Productive Operating Theatre” programme was launched across NHS England back in September 2009. It is the latest programme in the “Productive Series” which includes ‘Productive Ward’, ‘Productive Mental Health Ward’, ‘Productive Community Hospital’, ‘Productive Community Services’ and ‘Productive Leader’.

The programme encourages multi-disciplinary working within theatres. It can save time and improve the working lives of staff, ultimately improving patient experiences. Initially piloted at the Royal Devon & Exeter NHS Foundation Trust, Heart of England NHS Foundation Trust and West Middlesex University Hospital NHS Trust, the 4 main aims of the programme were to increase the safety and reliability of care, improve team performance and leadership, add value and improve efficiency and to enhance patient experience and outcomes. The benefits were soon realised!

For the patients there were reduced waiting times meaning reduced pain.

For the staff there were improved job satisfaction, a reduction in errors and an improvement in reliability.

An improvement in efficiency meant

improved start times, reduced turnaround times, avoided overruns and increased ‘Touch Time’.

A key element of ‘The Productive Operating Theatre’ is highlighted as ‘Consumables and Equipment’. Levels and timing of top ups need to be planned including stock usage requirements, stock levels and storage replenishment systems for surgical kit and consumables. This is where Mailbox came in to play.

Mailbox was chosen as the preferred supplier with the ‘Medstor Modular Storage System’ and was asked to assist with the design and implementation of all ‘Consumable’ and ‘Tray’ storage requirements at the ‘Heart of England NHS Foundation Trust’.

David Coley – Procurement Director said ‘We chose Mailbox as they clearly had the knowledge and expertise along with a complete system range to fulfill our need



**Darren Blore:**  
National Sales Manager

Jonathan Homer – Stores Manager added ‘Through improved systems and control, we have seen initial savings on stock reduction plus we will continue to see recurrent annual savings’. Using the Clear Tray System, Tray Dividers & Labeling system has allowed us to maintain much more accurate stock levels and improve our overall stock management. In particular, it has allowed us to monitor and rotate the products on a more regular basis, eliminating the wastage of Time Expiry Products, saving money”.

Case studies developed at test sites who have implemented ‘The Productive Operating Theatre’ have found that outstanding improvements in both cost and quality of care have been achieved, providing a compelling argument for change. The programme is now being rolled out nationally with a little help from Mailbox.

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## Designed to Reduce Risk and Error

required within the department and the rest of the hospital.

Mailbox consultants surveyed the area and discussed user requirements. The main objective was to improve the overall layout of the unit to maximise workbench space and storage throughout.

Chief Pharmacy Technician – Beena Mistry said ‘The new layout has massively improved the efficiency of the unit. The increased bench space, storage capacity along with the uncomplicated divider system, has allowed us to separate specific types of drugs much more safely and this has enabled us to carry out more ‘Clinical Drug Trials’. The ‘Clear and Concise’, ‘User Friendly’, labelling system has also reduced ‘Risk’ and ‘Error’ and has permitted a complete ‘Lean Practice’ throughout.

Mailbox Sales Manager – Darren Blore added ‘The System, along with the new layout has gone down really well with everyone concerned and due to the success; other areas within the department are now considering investment’.

**MEDS+OR**  
by Mailbox

## Institute of Decontamination Sciences Preview

29th Nov - 1st Dec 2010  
Hilton Hotel Blackpool



Attending for the first time at IDSc; Mailbox is proving a reliable partner for storage and logistics systems for the transportation of instruments and medical & surgical consumables. Their package offers “proven best practice products” from their Manchester manufacturing facility plus the very latest ranges from Europe resulting in choice of specification and flexibility of pricing.

Their Sterilisation system features, fine mesh baskets, wire baskets, instrument trays and a whole host of UN approved carts and trolleys for both internal and external transportation and can be linked into a package which includes product identification and traceability, site surveys and layout drawings plus business case cost savings. Mailbox are materials management & handling experts - offering an unparalleled choice of both products and services for your sterilisation needs- let them take the strain.





**Savings**

## in time & space... ..not to mention the money

On the cover of the October 2007 edition of Health Estate Journal, UK manufacturer Mailbox Mouldings led on the strength of its materials management systems, the longevity of its product range, and its ability to deliver long-term savings, ensuring best practice and value for money.

In the October 2008 edition the company showed how implementation of its HTM 71 materials management system was not only helping aid the fight against hospital-acquired infection, but equally enhancing both product storage and working environments, resulting in a general improvement in housekeeping, and driving down costs.

A year later, **Mailbox** highlighted an "undersold" system advantage of its modular storage system in releasing nursing time to care – in line with NHS Institute for Innovation and

Improvement Productive Ward and Theatre initiatives to drive improvements and raise efficiency.

To October 2010, and the theme is "Saving space, time and money".

**Mailbox** sales director Allison Seabourne said: "While we all know a famous Doctor with a licence on space, time, and money, **Mailbox** continues its work with healthcare professionals, architects, and building contractors up and down the country, implementing modular storage systems in conjunction with materials management programmes that

continue to deliver savings in all three areas, time and again."

"Space may be the final frontier, where only the bold will go, but its value to any enterprise is increasingly important.

Time – if traded as a commodity – would be priceless, and money – 'a necessity, not a nicety'. Never before has the utilisation of space, personnel, and funding, been under so much pressure to deliver.

**MEDS+OR**  
by Mailbox

## Peterborough City Hospital goes posh!



**Jeremy Masson:**  
**East and Home Counties**  
**Area Manager**

Greater Peterborough Health Investment Plan to build a modern, forward-thinking healthcare service in the city which provides the best service for patients. Mailbox is doing all it can to help with the Health Plan's vision, as well as the five-star service...

Mailbox (Stamford Products Ltd) has been awarded the contract to supply and install their Medstor Material Management Systems throughout the brand new, state-of-the-art acute general hospital being built for the City of Peterborough in Cambridgeshire. Due to open in November 2010, this 612 bed facility will include 18 operating theatres, a high tech diagnostics unit, an emergency care centre, women and children's unit and a cancer unit. The new hospital will have an emergency care centre with separate children and adult treatment areas, a high proportion of single rooms and four-bedded bays with en-suite bathrooms, a full range of therapy

services, high tech radiology services and spacious public areas.

All these departments will soon be benefitting from the amazing high density storage capabilities associated with the Mailbox System in addition to enjoying the massive revenue savings that can be gained from our highly efficient stock control storage system. The Mailbox Storage System is used regularly throughout the country as part of the Productive Ward Initiative (WOW Scheme). The first Peterborough patients, due in mid November, will immediately feel these benefits as the Mailbox System also helps to release nurses' time and increases their availability

for direct patient care.

The Trust's chief executive Nik Patten said: "We are all working hard to become not only bigger but better too. That includes providing excellent patient care that is streamlined, integrated, consistent and responsive."

The trust's chairman Nigel Hards said: "I think it is looking like an absolute flagship for the city but it is vital that five-star facilities are met with five-star service."

The Hospital is the largest building project seen in the city since the cathedral was built more than 800 years ago, it marks the final piece in the jigsaw that forms the £335m

### Utility Ward Trolley from Mailbox



**M4953**

1034 x 452 x 970mm.  
Complete with liners, 2 Swivel and 2 swivel braked castors and 2 stainless steel work surfaces.

**£497.88**

plus vat. excludes trays

# Bespokey Dokey

Mailbox were called in by Ursula Garrett the Clinical Co-ordinator for Anaesthetic Support within main theatres at St Mary's Hospital in Paddington, Ursula was keen to improve the eight anaesthetic rooms bringing them up to date and improving the storage within them. Working in conjunction with anaesthetist, Glenn Arnold they were interested in the high specification American range Starsys by Metro and with a little help from Metro UK who assisted with the overall specification to ensure maximum system compliance and flexibility a best practice configuration was settled on.



**Anthony Fincher**  
London & the South East  
Area Manager

South East was quick to add that all the carts for Nyasha were built up in our manufacturing facility in Manchester mainly to minimise any on site disruption but also as the units were all bespoke, staff at Mailbox wanted to ensure a perfectly delivered product.



It was decided that with all areas organised to the same layout, staff working in any room would be familiar with the uniformed product placements ensuring maximum staff efficiency.

Each area including a matching anaesthetic cart were installed by Mailbox one by one over consecutive weekends, working with the trust to protect their busy procedure schedule and helping to minimise any disruption to their working environment.

Earlier this year Medstor were called on again by Ursula, happy with the previous scheme and committed to achieving the same high standard of equipment specification into their plans for a new Trauma Theatre and Recovery

Unit. Ursula along with Recovery Sister Nyasha Chironga had very clear ideas on exactly what system the needed for their staff.

Their new individual trauma bays had been completed slightly smaller than anticipated so Nyasha was keen to specify a reduced system footprint to help maintain the internal workings of the space. Nyasha was also specific that all fourteen carts had to be slightly reduced in height as members of staff weren't the tallest but once again with careful profiling a best practice solution was formulated to ensure a uniformed solution, then over to Tom Howe the Trust Equipping Officer to facilitate the delivery and build. Anthony Fincher Sales Manager for the

**BS 4875-8 (1998)  
strength & stability  
Certification for  
Mailbox Cabinets**



Issued  
by



**M6417M**

1790 x 655 x 499mm. Complete with liners, 2 Swivel and 2 swivel braked castors. Excludes trays

**£299.00** plus vat.



## Utility Ward Trolley from Mailbox

**M4951**

366 x 452 x 970mm.  
Complete with liners, 2 Swivel  
and 2 swivel braked castors and  
1 Stainless steel work surface.

**£284.72**

plus vat. excludes trays



## Utility Ward Trolley from Mailbox

**M4950**

668 x 452 x 970mm.  
Complete with liners, 2 Swivel  
and 2 swivel braked castors and  
1 Stainless steel work surface.

**£302.30**

plus vat. excludes trays