

# NHS West London Mental Health, Case study

## Time Attendance with Biometric terminals

### Organisation

The United Kingdom National Health Service (NHS) Since its launch in 1948, the NHS has grown to become the world's largest publicly funded health service. It is also one of the most efficient, most egalitarian and most comprehensive.

The NHS was born out of a long-held ideal that good healthcare should be available to all, regardless of wealth, a principle that remains at its core. With the exception of some charges, such as prescriptions and optical and dental services, the NHS remains free at the point of use for anyone who is resident in the UK. That is currently more than 63.2m people. It covers everything from antenatal screening and routine treatments for long-term conditions, to transplants, emergency treatment, and end-of-life care.



**Business Sector**            Healthcare

**Number of employees**    The NHS employs more than 1.7m people. Of those, just under half are clinically qualified, including, 39,780 general practitioners , 370,327 nurses, 18,687 ambulance staff and 105,711 hospital and community health service medical and dental staff.

### Key Targets

- To record accurately the attendance records of support staff working a large variety of shifts 24hrs a day 7 days a week
- The need for accurate Biometric identification of staff for attendance.
- Requirement for the biometric method to be 100% usable by all staff.
- The biometric solution should be minimal contact to help maintain high hygiene standards

### Products supplied

- Allday Time Manager system



- PalmReader Biometric terminals including Fujitsu Palm Secure technology



### **Allday Time Systems Ltd**

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## Benefits

- Positive identification providing accurate attendance records
- Solution is usable by all staff.
- Easy access to calculated attendance records for local managers
- Improved security.
- Centralised system support.
- Cost saving on consumables

## Relationship

Allday Time Systems Ltd have been supplying an increasing number of NHS trusts with their time recording needs for many years and currently supply over 80 NHS trusts in the UK.

## The Business need

Allday Time Systems were approached by West London Mental Health and asked to provide a new Time Attendance solution to record the attendance data of the hospital support staff. Across the sites covered by the trust including

- **Broadmoor Hospital**- one of only three high security mental health hospitals in England.
- **The Cassel** – a specialist inpatient service for people with personality disorders.
- **The Gender Identity Clinic** – the largest service of its kind in the world and the leading provider of care for people who have issues around their gender.
- **West London Forensic Services**- providing high quality mental healthcare in low and medium secure environments.



The intention was to first replace the existing old card based attendance systems. The proposed solution needed to use the latest Biometric technology giving maximum security and accuracy but also be hygienic in nature.

## The solution

The proposed solution of the Allday Time Manager system was discussed and this was complemented by the use of the PalmReader Biometric terminal, a terminal which takes full advantage of Fujitsu Palm Secure technology giving maximum Biometric identification security. The System proposed could easily handle the complex and varied 24hr working requirements the system could also provide live roll call reporting straight from the site managers desktop. Shift managers can access the Employee status panel which highlights any unusual staff absences that need addressing.

## The result

The System was initially installed at 11 locations across the sites covering approximately 400 support staff and with approximately 30 managers able to access the solution.



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