



Staff.Care Implementation Case Study

Central Park Surgery

Central Park Surgery is based in the Harold Hill area of Romford, providing many clinics including Chronic Diseases and a wide range of medical services including Antenatal/Postnatal Care and Childhood Vaccinations. They also provide minor surgery, Joint Injections, Warfarin Clinic, etc, and the GPs are experienced with specialities including Dermatology, Rheumatology, Diabetes and Family Planning.

The surgery is also a teaching practice for medical students in conjunction with UCL, Kings College as well as Barts and London.

Both NHS and Non-NHS services have been successfully provided for over 30 years, across their community, by their dedicated team.



The Project & Key Directives

The surgery heard about Staff.Care from Hurley Group and highly recommended SMI having implemented Staff.Care a few years ago. They needed a better solution for managing their staffs' holiday requests, holiday balances, staff rostering, tracking and recording sickness as well as ensuring all staff training and staff records are updated and managed accurately.

The current paper-based systems in place were simply not working. Hours of administration time was being spent recording leave and sickness, checking balances of holiday for staff and trying to maintain training records.

Staff recruitment, appraisals, booking training, recording sickness was a huge administration process with no cohesive systems in place with zero integration, sometimes meaning entering the same information in multiple locations. Hours of time was spent by the Practice Manager doing basic administration rather than more productive, beneficial tasks.

“trying to keep track of everyone’s holiday requests, holiday balances, managing rosters, tracking and recording sickness and ensuring all training was kept updated was a nightmare” says Laraine Knights, Practice Manager

The Implementation

Once SMI were satisfied we could provide everything the surgery needed a Planning Meeting was arranged to ensure all Key Objectives were met and discuss the project priorities.

Sean Wright from SMI led the project from start to finish, providing the project plan, training, guides and configuration aspects for the surgery. The whole project was completed via regular 'remote' sessions to fit in with Laraine's availability.

As the surgery opted for a fully Hosted Service, there was no IT involvement at all. SMI provide a complete service including a state-of-the-art UK based data centre, server maintenance, back-ups, security and data protection. All the surgery needs is an internet connection. This also allows staff to have access to Staff.Care via an 'easy to use' Mobile App. Staff.Care can be accessed from anywhere (with the necessary security) which also appealed to the surgery, as staff can access all the functionality from home. This was a major advantage during the recent covid pandemic for SMI customers. *“Sean was amazing, he is so friendly and the most helpful trainer I have ever worked with, he explained everything in simple terms and nothing was too much trouble”*.

“Initially I didn't realise Staff.Care could be tailored to our own specific requirements, so the fact that every member of staff works different shifts and different days, Staff.Care can manage this, absolutely fantastic ”

says Laraine Knights, Practice Manager

The Benefits of Staff.Care

The main benefit the Surgery achieved is managing everything staff related on a single software application. Staff.Care now manages holidays, sickness, training records, appraisals, risk assessments, policies and more. Because Staff.Care is provided as a fully hosted service, staff can access Staff.Care from anywhere allowing managers to update staff records from home and reallocate shifts.

The rostering and HR suite has enabled the surgery to streamline processes and drive efficiencies.

What was the Cost savings?

"The time saved implementing the holiday and absence recording has saved me many hours a week. Keeping everything HR based on-line is so much better, saving time and allows me to update records away from the office. I think as time goes on, we will notice more and more money savings too. Time savings equate to costs savings, Staff.Care now drives efficiency".

What was the Time saved?

"Many hours! It's so easy to keep track of holidays and absence now. Before I would get a paper request, I would then have to check paper files to see if anyone else was off, then go to the staff holiday file and manually deduct the hours and then mark the main holiday rotas, then inform the staff member. Staff.Care now does this automatically with a few clicks of a mouse. I love it and so does the staff"

And Staff? What was their reaction?

"The staff love Staff.Care. They each have their own App on their phone which tells them how much holiday they have left, they can book holiday and get alerts when it's been authorised or their rota has changed. It's very user friendly".

What else was achieved?

"This was something the surgery was in desperate need of but they didn't know it until we introduced Staff.Care. I was really struggling to cope at the beginning of this year and all I can say is that Staff.Care has made a huge improvement to my time management and organisation".

"We now have a concise onboarding, training, sickness, absence and HR monitoring system. Live Dashboards ensure nothing is forgotten in the future. Staff.Care is highly configurable to suit our requirements now and in the future. I know if I need anything, the friendly SMI Support Team are there to guide and advise me. I just need to ask".

Advice for other organisations?

"Like anything, when you start to use something new it can be daunting and it feels strange using a different system but it very soon became second nature. The support from SMI is super amazing! The staff are all lovely especially Sean. My advice, Go For It, you will not regret it" says Laraine Knights, Practice Manager.



SMI's thoughts:

"Laraine was clear with her direction and what she wanted to achieve by implementing Staff.Care, we just helped her accomplish it! We are really happy she freed up her time to do more productive tasks and lovely to hear that both Laraine and all the staff love Staff.Care! Laraine's positive approach to just give new tasks a go between training sessions, following and updating guides and ask questions of myself and the team really was the key. I personally really enjoyed this implementation especially welcoming Laraine to the SMI family" says Sean Wright, Staff.Care Project Lead



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