

# Flexibility in endoscopy integration

When an NHS hospital urgently needed a new endoscopic decontamination facility to help regain its JAG accreditation, there were a number of obstacles to overcome. Thankfully, the Alexandra Hospital in Redditch – part of Worcestershire Acute Hospitals NHS Trust - is now well on the way to achieving its goal. *The Clinical Services Journal* met endoscopy unit manager, **Marek Waliszewski**, to find out more.

The Alexandra Hospital was in a dilemma. With little capital funding available, an innovative solution was required to develop a new endoscopy reprocessing facility that would meet the requirements for JAG compliance, and ensure associated revenues from endoscopy procedures remained.

It was at this point the hospital approached Getinge to take on the project as a turnkey solution. The Getinge Managed Service (GMS), part of the Getinge Flexible Commercial Solutions (GFCS) offering, enabled the hospital to take advantage of total project management and transform a vacant clinical space into a new JAG compliant endoscopy reprocessing facility.

Marek Waliszewski, endoscopy unit manager at the Alexandra Hospital, explained the drivers behind the project: “We had endoscopic washers that were desperately in need of replacement. The staff had worked hard to keep them in working order but regular repairs and the associated down-time were impacting on our endoscopy capacity on the Alexandra site.

“As a result we approached various companies to decide which way we wanted to go with new washers. We began exploring the option of the Getinge Managed Service because the Trust had limited capital funds available. The best thing about the GMS was that it was paid a year in



arrears and was pre-set for seven years.

“In terms of activity, there was a lot of pre-work involved that we were looking to project manage and put through, and another benefit was that in the first two years there was an option to make changes to the GMS to future-proof the Trust in

terms of the activities we were doing.”

After several meetings between Getinge and the hospital, work commenced in April 2017, with the installation of a range of products, including three ED-FLOW Endoscope Washer Disinfectors (EWDs). The EWDs have two separate chambers and short cycles, offering the capacity to reprocess up to two endoscopes at the same time in a 23 minute cycle, and a quick loading and unloading process.

Infection control is about seeing the whole picture and, as far as possible, ensuring the risk of human errors are eliminated. Getinge’s solution; a hands-free operation. This procedure has several benefits. Firstly, it is easy and time saving for the operator, as there is no data to be entered, and all that is required is to load the endoscope and press the pedal. Secondly, it reduces the risk of human errors. Only the correct cycle for

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Tim Bryant, Getinge UK & Ireland



that particular endoscope can be used. The EWD cannot be started or unloaded without recording the correct user information. It reduces the risk of cross-contamination, and there is no button to push to open or close the lid. The user simply selects a cycle, enters their user information, starts the EWD or unloads the clean endoscope. It is a simple and safe solution. Future proofing of the department was also considered with the addition of piping and drainage installed to meet plans for a fourth washer as the capacity increases on that site with the addition of extra procedure rooms.

“In January 2018 we went live and, in terms of what we had and what we have now, there is simply no comparison,” Marek added. “Previously, we had a cleaning room between the procedure rooms – and over time it had become more space constrained. Now, we have a state-of-the-art decontamination facility.”

According to Marek a large amount of processing takes place in the new facility and this is rapidly increasing. “We are only going to get busier, so we’re shortly going to start building a new endoscopy suite adjacent to the new decontamination area. We will then need to employ more staff to manage the increased patient numbers,” he explained.

“Once we have rebuilt, we will have three procedure rooms, which can be used seven days a week. It was helpful to have the option of additional decontamination capacity with the Getinge solution as there is an option to increase the endoscopy unit to four procedure rooms in the future.”

### Getinge Managed Service

Among the benefits cited by Marek, one of the key values of the GMS is the strong lines of communication.

Marek observed: “There’s always someone to speak to. There’s the area services

manager if we need to report any problems; then there’s the service desk which, as part of the GMS, is a great support. We’ve had no issues with washers, which are serviced every quarter, and it hasn’t stopped us doing any activity – in fact the activity has increased. In terms of the wash cycles we’re doing, it’s increased quite dramatically.

“It’s been a relatively straight forward process, and any queries or problems we can easily take to the team. Going forward, the plan is to introduce another washer and add a fourth cabinet.”

Feedback from Marek’s team has been extremely positive. “They have told me how much better this working environment is compared to how we worked before,” he asserted. “My assistant, Katrina, said it’s a good environment, bright and incomparable with the previous working conditions.

“This is Getinge UKI’s first GMS project, and we work well together to iron out any issues. Essentially, this facility - and being able to work in it for seven days a week - has allowed us to maintain our two-week pathway.

“Without the GMS we would be lost. We would not be able to maintain the activity, and we always have staff in place to do the cleaning. Previously we had two rooms, now we have three – and some days we’re using four rooms. All this additional activity means we’ve been able to get a team together in the last six months and they’ve bonded well – they’re doing a good job supporting the endoscopy activity.”

### Working collaboratively

Marek describes working together with Getinge as “a pleasure,” and that the company has been responsive. “I’ve been in endoscopy for nearly 27 years and I’ve realised that when you work together with a company, you’re more likely to get to the right solution.

“Getinge is a huge business, so if there ▶

## The Redditch project

The Getinge Managed Service is part of the Getinge Flexible Commercial Solution which includes a broad spectrum of products throughout the whole clinical pathway, from the ICU to the Operating Theatre, to the SSD and Endoscope Reprocessing Department. All capital equipment includes fully comprehensive service cover and can include any consumables, connectors and chemistry. Building and enabling works can also be included.

The Alexandra Hospital GMS includes the following installations

- 3x EDS8 drying and storage cabinets (ESC)
- 3x EdFlow (EWDs)
- 2x compressors
- 1x RO unit (Duplex)

- Connectors
- Chemistry and consumables
- Tables
- Transport trolleys
- Rise and fall sinks
- Sink dosing and flushing systems
- Chemical storage cabinets
- Vacascope (transport system)
- TDOC track and traceability
- EWD and sink chemistry
- Service and validation (fully comprehensive)
- Microbiology testing
- Weekly Testing (inc TVC)
- All building and Enabling Works (turn key solution)
- Project management
- Room design and consultancy

are any issues the company has the resources to put things right. With being the first GMS in the UK, we've been able to get a few little extras which has been helpful – such as label printers, which makes barcoding much easier. It's attention to detail like that, that make all the difference.

"The company has been extremely proactive, and 90% of the process has been fine. In terms of the KPIs from historical quarterly meetings, they were all reached in response times – 95% – and we haven't had any problems.

"Some of the preplanning was very good. For example, we have a peracetic acid chemical store that can hold up to three months' stock and, because it's carbon filtered, it reduces risk for the staff. All of these things benefit staff and make such a difference."

Another benefit of the GMS is that it enables the Trust to revisit it, changing and adding items. "We have a yearly rolling call off for all the chemistries," Marek explained. "With our new spreadsheet we can simply call this up, and this allows us to shorten procurement – giving us the opportunity to free up time for pre-planning. We can add accessories, such as tubing or trolleys and, again, there's no need to contact procurement."

### Expansion opportunities

The GMS has allowed the Trust to arrange the provision of all the required equipment for current volumes, and there's a built-in expansion capacity. Overcoming any equipment concerns, all performance risk has been transferred to Getinge, and the Trust is currently running the new department at 127% of its forecast activity, seven days a week with an uptime of 99%.

"Now that the GMS contract is in place, the partnership between Getinge and the Trust can just grow as much as we want it to," Marek concluded. "As a Trust we need to make sure we've thoroughly established what is needed – and when. We know then we can approach Getinge and they will source that.

"Initially, we had no money for the enabling works, so that was all part of the GMS as well. We couldn't have achieved that in the traditional way and, at the time, this was important because it would have been difficult to manage.

"As we go through the years, we have the option to extend the managed service and, with the seven year agreement, we can sit



down with Getinge at year five and discuss what we want to do at that point. We can review the equipment, what the throughput is, and if there's anything else we want to include. We also have the option to extend that to 12-15 years and include new equipment.

"Ultimately, the GMS is enabling us to future-proof the endoscopy service at the Alexandra Hospital for our patients."

### A strategic partner

Tim Bryant, commercial strategy director at Getinge UK & Ireland, commented: "Getinge has developed a suite of bespoke solutions in response to the lack of capital monies that many NHS Trusts have, meaning their demand for new equipment and infrastructure replacement far out strips the money available.

"Worcestershire Acute Hospitals is one of these Trusts, where Getinge sat down with them to listen to the challenges they have that were specific to them, and then Getinge went away and designed a tailored solution around their individual needs, to help them unlock the much needed investment to build a new endoscopy reprocessing facility.

"Getinge worked as a strategic partner providing a great deal of insight and support to Worcestershire to ensure the solution delivered exactly what the customer required today, as well as ensuring the solution was future proofed to meet their ongoing needs for the medium to long term, allowing the solution to grow with the customer and helping to deliver continued efficiencies throughout the life time of the contract.

"Ultimately this is a strategic partnership between Worcestershire Acute NHS Trust and Getinge, not just for the short term but for many years to come."

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Marek Waliszewski, Alexandra Hospital, Redditch

**GETINGE** 

Getinge UK Ltd.  
i2 Mansfield  
Hamilton Court  
Hamilton Way  
Oakham Business Park  
Mansfield NG18 5FB

Tel: 01773 814730  
Email: [ukmarketing@getinge.com](mailto:ukmarketing@getinge.com)  
Website: [Getinge.uk](http://Getinge.uk)