

James Paget University Hospitals NHS Foundation Trust

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NHS Foundation Trust



In establishing a framework for continuous improvement, professional services from Gael Ltd helped James Paget University Hospitals NHS Foundation Trust to implement a robust, scalable infrastructure that should ensure a clear road to achieving excellence in compliance management.

James Paget University Hospitals NHS Foundation Trust serves around a quarter of a million people in the Great Yarmouth, Lowestoft and Waveney areas. The Trust provides acute hospital care at James Paget Hospital and community hospital care at Northgate Hospital in Great Yarmouth and Lowestoft Hospital in Lowestoft.

The Trust selected professional services, including implementation and training, from the developers of Q-Pulse, Scottish software company Gael Ltd. The services helped the Trust in establishing a framework for the continuous improvement of the services that they provide.

'The services that we received from Gael allowed us to successfully transition to the latest version of Q-Pulse,' explains Lesley Anastasiou, Pathology Quality Manager at James Paget Hospital. *'Building training and customisation into the project from the outset ensured that Q-Pulse and the resource that it provides could be seamlessly integrated with our existing systems.'*

'As well as using Q-Pulse for Clinical Pathology Accreditation (CPA) within Pathology, we also use Q-Pulse in Mortuary for Human Tissue Authority (HTA) and in Theatres to help meet Medicines and Healthcare products Regulatory Agency (MHRA) requirements for the storage of tissue for human use.'

'In working with us to implement Q-Pulse, Gael reviewed the systems that we already had in place to identify how and where Q-Pulse could add greatest value to our day-to-day quality management system (QMS) activities and actions.'

'The customised training also helped us to increase awareness of Q-Pulse and its capabilities amongst staff, which has made it easier to encourage the use of Q-Pulse within the Trust. This was a result partly of Q-Pulse's user-friendliness, as well as Gael's professional and customer-focused approach.'

'The increased access to QMS actions that Q-Pulse offers has led to increased ownership of the Trust's QMS. This has enabled us to continually improve our processes and the services that are built on them, to more closely align our QMS activities with the Trust's vision of excellence in compliance management.'

“Q-Pulse and the resource that it provides could be seamlessly integrated with our existing systems.”

Lesley Anastasiou
Pathology Quality Manager
James Paget Hospital

**For more information, contact us now on
+44 (0) 1355 593400 or at info@gaelquality.com, and
let us start taking the work out of your implementation today.**