

**PHILIPS**

Customer service

# Ensuring optimal system performance

For Stepping Hill Hospital's life-saving critical radiology department

## Who

Stepping Hill Hospital, run by Stockport NHS Foundation Trust, provides emergency, surgical and medical services for over 300,000 people living in the Stockport area as well as East Cheshire and the High Peak in North Derbyshire.

The Hospital's Radiology Department, headed by Stuart Cooper, Directorate Manager, comprises Consultant Radiologists, Advanced Practitioners specialising in head, MSK, chest x-ray reporting and GI studies, Radiographers, Specialist Nurses, Assistant Practitioners and Radiography Helpers, as well as student and apprenticeship radiographers.

The CT team managed by Lead CT Radiographer, Karen Andrew, is critical to the hospital's role as a specialist centre within the Greater Manchester region.



### Stepping Hill Hospital's CT Systems investments

**Emergency Department**  
Philips Incisive - 2022

**Outpatient Suite**  
Philips Ingenuity - 2020  
Philips IQon - 2021

**70+** Patients per day

**50-70** scans per day

 1 of 3 Regional **Hyper Acute** Stroke Care centres



Philips Incisive in the Emergency department

**Emergency & high-risk**  
general surgery centre

**Rapid Diagnostic Centre**  
for cancer

**Cancer services** rated  
among **best** in England

To meet the demands of being a regional centre, serving a diverse and growing population, the Hospital has invested significantly in recent years in CT systems from Philips. The Department needed systems that ensured optimal scan quality and consistency, at low doses, and that helped the radiography team process patients as efficiently and comfortably as possible, such as their Incisive system with its bariatric table and large bore, and Smart Workflow which uses AI to reduce patient positioning time and more consistent scan results.

## Challenges

The investment in state-of-the-art CT technology can only be fully realised if the systems are always ready for operation, enabling emergency and planned patient activity to be managed as efficiently as possible.

As everywhere in the NHS, Stepping Hill Hospital's radiology team are often not at full complement but having to cope with a growing volume of patients. Avoiding unplanned downtime of their CT systems is therefore imperative.

Given the time-criticality of the Hospital's thrombolysis treatment, needing to scan within the golden four-hour window from stroke symptom onset, the radiology team - and their acutely-unwell patients - rely on those systems' performance for potential life-saving or life-changing outcomes.

## Solution

When a radiology team is as passionate about delivering the best possible patient care, in the face of demand and resource pressures, as those at Stepping Hill, Philips most comprehensive service agreement, RightFit Uptime, was the obvious choice to ensure optimal performance of the Hospital's CT systems.



**Worry-free comprehensive support:** Uptime cover provides for the continuous monitoring of the live scanners, the remote diagnostics of technical issues and remote resolution where possible, and reliable priority onsite response 8am-8pm seven days a week when needed, plus the reassurance of no unexpected costs for replacement tubes and other system parts.

**8am -8pm  
7-day onsite  
response**  
for corrective  
maintenance



**Responsive engineering coverage:** Philips Field and Remote Service Engineers are contracted for weekends, uniquely amongst imaging system manufacturers in the UK, in recognition that weekend overtime does not provide the service reliability required to support life-critical systems.



**Remote diagnostics & resolution:** Live monitoring technology alerts Philips Remote Service Engineer team to any deviation from the norm for more than 100 parameters on the CT system. This allows Philips to identify and resolve issues before they disrupt patient care, often even before the radiologists are aware of a problem, meaning clinic lists and system availability for emergency care are minimally affected.

**1/3**  
CT system  
issues resolved  
remotely



**Minimally-disruptive maintenance visits:** When remote resolution is not possible, system disruption or downtime is kept to a minimum due to the Remote Service team's ability to diagnose the cause of issues, without needing to send an engineer to site just to fault-find.

**80%+**  
CT systems  
fixed first time

*"Philips have been very proactive at looking for the solution. If the issue has required the Engineer to come to us, their visit has always been well prepared with the required part already shipped so they have the issue fixed in one visit. Plus, they always do their best to fit around our staff and patient list schedules for minimum disruption. Breakdowns happens with all systems at some point, but the difference with Philips is that a system is unlikely to be down for more than a few days."*

Karen Andrews, Lead CT Radiographer



**Tube reliability:** Philips' VMRC tube quality is such that they guarantee tubes for the life of the CT system\*, an industry first. A typical system requires at least three replacement tubes during a 10-year lifetime, requiring up to a week's downtime each time to allow for parts delivery and fitting. With Philips' tube reliability that downtime is avoided.

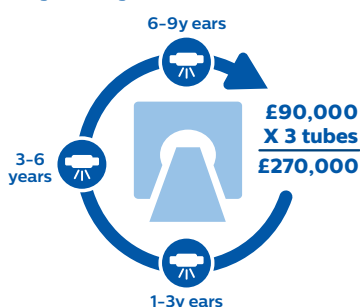


**Replacement tubes at no additional cost:** In the unlikely event that a replacement tube is needed, under Philips Tube-for-Life Guarantee, it would be replaced at no additional cost. The live system monitoring would flag up any decline in tube performance, allowing for investigation and required maintenance to be planned, minimising impact on clinic lists.

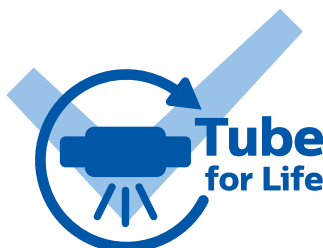
Having responsibility for multiple urgent response services with patients needing timely diagnoses, it is important for the Radiology Department that CT system downtime is a rare occurrence and, if it does happen, to not be prolonged by internal capital-funding approval processes.



**Possible cost of replacement tubes for your system = £270,000\*\***



**With Tube for Life replacement tube cost = £0**



\*Life of the product is defined by Philips as 10 years.

\*\*Actual operating costs for customers vary significantly because many variables exist (such as CT make and model, hospital/imaging center size, case mix, system usage). The potential savings identified estimates the avoidance of purchasing replacement tubes over a 10-year useful life of a CT system, based on an average selling price of £90,000 per replacement tube and estimated tube life of 3 years. There can be no guarantee that all customers will achieve this result.

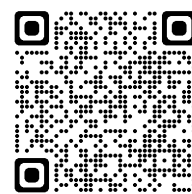
[www.philips.co.uk/healthcare](http://www.philips.co.uk/healthcare). 4522 991 67351 September 2021



Philips Clinical Application Specialists ensure that customers get the most out of their imaging system investment. Lisa Boardman, a former NHS Diagnostic Radiographer Lead, is the Philips Application Specialist who supports Stepping Hill Hospital. "Lisa is a great support for the department, helping to keep the team up-to-date on our Philips scanners, including on-going support for the radiologists in the use and application of spectral scanning.", said Karen. "We have also benefitted from 1:1 support from Philips European specialists and Business Unit Clinical Science team, who share learnings from the global Philips community that can benefit us and add to what we do here."



Karen describes the Philips' Customer Service Portal as "a great resource". She uses it to easily and conveniently log system issues: "Even though it's online, you know that the case is being dealt with, from the notifications from the portal as the case progresses". She especially values the benefit of having all system reports in one place and visibility of planned maintenance in the Portal calendar.



## Outcome

**Stepping Hill Hospital's overall CT scanning activity is 15% higher** than pre-COVID times, but despite this growth in demand and the resourcing challenges, the radiology team have ensured optimal patient outcomes for the Trust as evidenced in nationally published datasets.



**A-rating  
for stroke care**

Scan timeliness KPIs  
**significantly exceed**  
the national average

**Top 10 for 2-week  
wait pathway** for  
All Suspected Cancers

**Sentinel Stroke  
National Audit Programme<sup>1</sup>**

**NHS England Cancer  
Waiting Times<sup>2</sup>**

1. SSNAP - Site (strokeaudit.org)

2. Statistics » Provider – based Cancer Waiting Times for Q4 2022/23 Final (england.nhs.uk)

