

# PHILIPS

## Customer Service



## Philips Customer Services supports busy MRI departments at Lancashire Teaching Hospitals NHS Trust

A strong relationship between Lancashire Teaching Hospitals NHS Trust and Philips Customer Services is proving invaluable in helping to reduce unplanned equipment downtime and future-proofing systems.



This case study demonstrates the high quality of Philips overall service delivery, from room planning, installation, applications training and equipment maintenance.

### Who

Lancashire Teaching Hospitals NHS Foundation Trust serves the population of Lancashire and South Cumbria and consists of Royal Preston Hospital and Chorley & South Ribble Hospital. The Trust is a regional specialist centre for neurosurgery, major trauma, renal, vascular cancer diagnosis and treatment, disablement services, adult allergy and immunology treatment. With a mission to provide excellent care with compassion, the Trust has three important strategic aims: to provide outstanding healthcare to local communities, to offer a range of high-quality specialised services and to drive innovation through world-class education, training, and research. Philips Health Systems is working with the Trust to achieve these aims.

Royal Preston Hospital provides a full range of services including emergency (A&E), critical care, general medicine, and several specialist regional services, including cancer, neurosurgery and neurology, renal, plastics and burns, rehabilitation, and is the major trauma centre for Lancashire and South Cumbria. Royal Preston Hospital has around seven hundred beds, an operating theatre complex, outpatient suites, and education facilities.

Chorley & South Ribble Hospital also provides a full range of services, including A&E, critical care, coronary care and general medicine services. The hospital has around two hundred beds.



Chorley & South Ribble Hospital



Royal Preston Hospital

# Challenge

With a commitment to excellent patient care, the MRIs at Royal Preston Hospital and Chorley & South Ribble Hospital are used for over **12 hours every day**. Keeping downtime to a bare minimum and future-proofing their systems, is important to keep their busy departments running.

# Solution

## Philips' MRI equipment

The Trust has invested in two Philips' Ingenia 1.5T systems at Royal Preston Hospital and a Philips Ambition 1.5T system at Chorley & South Ribble Hospital. The Ambition 1.5T scanner is the latest addition to Philips MRI portfolio and based on a revolutionary fully sealed BlueSeal magnet, which means the user can enjoy helium-free MR operations.

Paul Lowe, Principal Lead MRI Radiographer at Preston Royal Hospital, is responsible for budgets, the structure and strategy of the MRI unit.

Paul Lowe says, *"In total we carried out approximately 49,000 MRI scans last year. We are a busy department with lots of patients. We scan a lot of poorly patients. Most of our outpatients go to either the neighbouring hospital, where the Ambition is, or to the mobile scanners we have. Our two systems here at Royal Preston are predominantly used for inpatient scanning. I rely heavily on the Philips scanners to accommodate all the hard work."*



Paul Lowe Principal Lead MRI Radiographer at Royal Preston Hospital:

*“The hardware and software are easy to use, easy to teach and easy to adjust. The scan is quick and the image quality sharp. This fits perfectly with what we want to achieve.”*



MRI team at Royal Preston Hospital



# Philips Customer Service and Solutions delivery

Designed to maximise operational efficiency and reduce unplanned equipment downtime, Philips offers much more than simple upkeep of technology. Committed to helping drive performance, usability, and interoperability by keeping technology sustainable and reliable. Philips can offer everything from the room planning via dedicated Project Managers, the installation of the equipment by Engineers, the maintenance of the systems and service response to upcoming issues via Engineers to training on hardware and software configurations via Applications Specialists.

The Trust opted for Philips' highest level of service support across all of their Philips MRI scanners, Philips RightFit Service Agreements. For the new Ambition system, it has also invested in Technology Maximizer, a hardware and software refresh programme, designed to complement Philips' RightFit Agreement portfolio, providing a cost-effective way of managing ongoing technology upgrades, aiming to keep medical equipment up to date.

*“Futureproofing is a big deal and is especially important in the current climate. Everything offered to us by Philips in the past has been influencing my decision to purchase Technology Maximizer.”*

Paul Lowe Principal Lead MRI Radiographer  
at Royal Preston Hospital

## Room design planning

Hand-in-hand with the flexible, individually tailored service agreements, Philips Site Planning Department can provide space planning and site preparation services tailored to specific needs. Using the equipment specification and local architectural information, site-specific drawings can be prepared that can be used to help visualise the room layout and help estimate construction costs. 3D visualisation of the site can also be created, showing the exact room environment.

## RightFit Service Agreements: tailored to the customers' individual needs

At Philips, we understand different circumstances require different levels of support. Philips RightFit Service Agreements allow customers to choose between levels of service support, fitting in-house capabilities and individual clinical, operational and financial goals.

## Technology Maximizer

Technology Maximizer allows customers to invest in the future of the service they want to provide for their patients, maximising their investment by delivering (IT) hardware and software upgrades through their maintenance service contract, keeping the system technology state-of-the-art during the system's lifecycle. For a predictable subscription fee, customers can have the latest available upgrades for a fraction of the cost of purchasing them individually.



**MRI departments as busy as Royal Preston and Chorley & South Ribble require speedy Engineering support when needed, to keep downtime to a minimum.**

Paul Lowe explains: “Our scanners are mainly used for twelve hours in the day and also during the night as we have an on-call service. They are busy all the time, as there is a huge demand for both inpatients and outpatients. Therefore, we need to restrict downtime to the minimum, as that has implications for patients and staff.”

# Excellent On-Demand Engineering Support

Paul Lowe on Philips' Engineers: *"I honestly cannot speak highly enough of the Philips engineers that visit us. Every time one of Philips' Engineers arrives, it's like having a member of the team here. If we ever have any problem, it's dealt with immediately. They attend the site, are friendly and professional. In fact, it's just like they are part of the team and are treated as such by us. He continues "Likewise with the Application Specialists who visit us. They are all excellent. We have contacted the Applications Specialists on a number of occasions when staff has struggled a bit and they've always responded rapidly."*

Philips has a dedicated team of Remote Service Engineers, who can assess issues remotely and a team of Field Service Engineers, who attend sites for installations or any other required maintenance work.



## Rapid Engineering response to issues on site

Paul Lowe elaborates on an example of support in action: *"For instance, there was an MRI quench some time ago. When the Engineer rang me to say it was working again, I questioned him as I couldn't believe that he had fixed it in such a short amount of time. It was unbelievable."*

*“ Every time one of the Philips' Engineers arrives, it's like having a member of the team here. They are absolutely first class.”*

Paul Lowe Principal Lead MRI Radiographer  
at Royal Preston Hospital

## Remote Monitoring Services

With proactive remote monitoring services, Philips can predict and deal with issues to prevent them from occurring, speedily resolving issues when needed, to increase system availability, and enhance performance of critical healthcare assets.

Paul Lowe explains *"We also had a couple of quenches recently. It was the Engineers telling us we had a quench. They are excellent. I could not believe the scanner got up and running again so quickly."* The Trust is able to maximise its investment in Philips' Service agreement, with positive proof in terms of service delivery.

*“ Every interaction, every single conversation we have had with someone from Philips has been ten out of ten – from Sales to After-sales, to the Engineers and Applications Specialists.”*

Paul Lowe Principal Lead MRI Radiographer  
at Royal Preston Hospital

### Key Benefits of Remote Monitoring

**24/7 Proactive monitoring:** Continuous system analysis allows our experts to detect anomalies before they impact system performance – protecting you against lengthy downtime and unexpected cost.

**Alert Response:** Alerts generated by the system itself indicating that key system parameters critical to exceptional performance are out of specification. Our remote service engineers aim to resolve a potential issue before you place a service call.

**Remote triage diagnosis and resolution:** With our remote diagnostics, systems can be diagnosed remotely without impacting your workflow. Remote service scheduling allows you to give access to your system at a convenient time

**Software updates and upgrades:** Automatic software updates and upgrades can be distributed and installed without workflow interruption, ensuring your system is always running on the latest release.

