

RSM Tenon

Barnet PCT adopts innovative policy deployment solution

Barnet Primary Care Trust



The trust

Working closely with the London Borough of Barnet Council to ensure all aspects of health, social and other care is available, Barnet PCT serves around 367,000 people. The PCT has 180 GPs across 72 practices and around 1200 staff including community nurses, therapists and dentists and ensures that they are planned and managed by people who understand local needs and are accountable to patients and the public.

The requirement

A recent risk management audit raised the issue of employee policy understanding. This, coupled with the increasing regulatory requirements of the NHS, helped Barnet PCT to recognise that the procedures that they had in place to address these issues may not have been the most effective. This audit helped the PCT identify the need for new methods with which to improve policy awareness and acceptance by their employees across the organisation.

The solution

To help Barnet PCT adhere to NHS regulations and ensure that their employees understood and accepted their policies, RSM Tenon proposed **4policies** - a proven software package which is in use by over 450,000 users across the country and that can be deployed to an intranet, or via the internet directly to the employee's desktop. **4policies** has allowed Barnet PCT to provide a 'Policy Resource Centre' where all employees can review policies as often as is necessary and record employees acceptance of the policies. The software will also automatically notify any PCT employee when policy change occurs - ensuring that all staff are up to date with any regulatory or organisational change. Managers at the PCT can at any point and, at a glance, determine individual employees' awareness and acceptance of policies.

The outcome

Abeeda Ladha, Barnet PCT's Systems Risk Manager, has been extremely pleased with **4policies** as it has transformed how the organisation deals with policy awareness:

"Prior to using **4policies** many staff complained that they were unaware of policies should any incidents occur. The software has addressed this issue for us. RSM Tenon has been extremely professional, and worked closely with our IT department to ensure there were no problems during the roll-out phase. Every step from the initial consultation through to training on the system has been handled extremely well, and we are delighted with our new system, and the opportunities it affords us.

We rolled out the first policy on risk management in October, and the feedback has been excellent with staff asking questions and showing genuine interest in the system without feeling burdened by it."

With access to a dedicated customer support team, Barnet PCT is safe in the knowledge they are in good hands.



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