

OUT OF HOURS SERVICE DESK

A Case Study

**"This has been
an invaluable
service to the
Trust"**



The Problem

in 2013, Southport & Ormskirk NHS Trust identified a need to provide support to clinical staff working at night, over the weekend or on a Bank Holiday who may experience IT issues.

Unable to offer this service from existing resources, an agreement was reached with a local IT provider for an out-of-hours IT service.

A review of this service was undertaken in 2017, by Southport & Ormskirk Trust, who subsequently entered into an agreement with St Helens and Knowsley Health Informatics Service, (now Mid Mersey Digital Alliance, or MMDA) to provide an out-of-hours IT service from 4.30pm to 8.30am Monday to Friday and full weekend cover, which proved to provide improved value for money and service levels than the current supplier.

**SDI ACCREDITED
SERVICE DESK
SUPPORTING YOUR
STAFF**

**ASSURANCE THAT IT
ISSUES ARE LOGGED
AND DEALT WITH
"OUT OF HOURS"**

**COMPREHENSIVE
HANDOVER TO YOUR
OWN STAFF**

**REGULAR REVIEW TO
ENSURE SERVICE
LEVELS ARE BEING
MET**

The Solution

A schedule of KPIs was agreed to cover the Out of Hours operational periods with IT Support handed back to Southport & Ormskirk each weekday morning.

The MMDA Out of Hours team had access to Southport & Ormskirk's Active Directory, enabling the Out of Hours team to unlock accounts and change passwords upon verification of identity.



"This has been an invaluable service to the Trust as we were unable to offer support from existing resources. It enables our clinicians to continue to work unhindered at night and weekends.

Each weekday morning, any unresolved calls are passed back to our Service Desk to compete"

Arthur Rigby

Deputy End User Services Manager,
Southport & Ormskirk NHS Trust

The Outcomes

This partnership is now very much embedded and works well, providing reassurance to Southport & Ormskirk Trust staff that IT Support is available 24 hours a day 365 days a year, and patient care does not stop when IT issues arise.

Quarterly review meetings take place to monitor service performance and discuss areas of that may be of joint interest in the future.

Because patient care never stops

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