

# Benenden Hospital Trust reaps the benefit of great support

## Benenden from the Beginning

Benenden Hospital Trust was opened in 1907 by an Association founded by trade unions, friendly societies and the then 'Benenden Healthcare Society'. Today the hospital retains its independent and charitable status whilst providing first-class treatment for a wide range of specialties. It can boast up-to-date facilities and equipment to undertake a full spectrum of imaging procedures. "It is regarded as an excellent facility, now expanding its capabilities to provide new state of the art CT and MRI", said Jeremy Harrington, Imaging Lead, who has been at the hospital for 25 years.

## PACS Comes to Benenden

The Canon PACS ("Rogan" - as it was then) was installed 10 years ago by ISN who are Canon's authorised reseller and support partner in the UK and, "It revolutionised the operation of the Imaging Department", said Jeremy, "The workflow became incredibly organised and we became the epitome of efficiency. With images stored electronically, today we have over 2 Tb RAID 6 storage with everything-on-line (EOL), and reporting undertaken by a team of on-site sessional consultant radiologists - lead by Dr Lesley Apthorp - providing an outstanding service to clinicians, 24/7, for their inpatient charges", he stated.

Benenden utilises the IEP (Imaging Exchange Portal), a National Data Sharing Network, web-based application for secure transfer of patient images and reports, using N3, and powered by Sectra. Four years ago Benenden IT migrated to a 'hypervisor infrastructure' and storage to run most of its hospital IT solutions reducing the number of servers from 45 to just 8, thereby saving money, increasing efficiency and resilience. All this bearing in mind that the Society HQ remains in York. "Canon PACS was the first application we virtualised and it was a great success; plus we were a very early technology adopter in the medical field", said Gill Howgate, IT Manager.

Benenden also makes use of CDs for patients to take away images, this area is handled almost exclusively by Louise Paulin - PACS Lead Radiographer- who is also responsible for the Imaging Department's QA issues. "In fact we have very few", she said. "We have found the Canon PACS easy to use, intuitive and very reliable and the PACS/RIS integration has always meant interoperability of systems holds no fear for us. As new equipment from a variety of suppliers comes on line, e.g. the AppleM digital mobile, ISN have been able to seamlessly



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- Jeremy Harrington, Imaging Lead, Benenden Hospital

interface it on to the PACS / RIS network and our service levels have been maintained and most importantly our service to the hospital physicians has been unaffected", Louise stated.

IEP enables patients with images elsewhere on the N3 network to have consultations at Benenden and it has enabled many patients to have treatment at the hospital without the need for further imaging or further exposure to radiation. Conversely imaging is often done at Benenden with images dispatched elsewhere on the IEP network.

## Managed Services Partnership with Canon Technology

“To make a success of the new infrastructure, we have to have a great working relationship with our suppliers and ISN has been a model of help and consistency. Their staff are comfortable with this arrangement and the ‘can do relationship’ with their service group has enabled the new arrangement to succeed for the benefit of the patient, always our goal”, Gill Howgate explained.

“Our relationship with ISN dates back to the early days of the PACS, which they designed and installed. The Canon PACS has been both robust and dependable, interfacing with our legacy RIS, and has continually met all of our requirements in what is a rapidly expanding Imaging Department. ISN has provided outstanding service through their Helpdesk and field service team, maintaining our crucial up-time well in excess of stringent SLAs; unplanned down time for us is almost as unheard of as it is unacceptable”, Jeremy concluded.

Kieran Archer, Chairman of ISN said, “We have worked with Jeremy and his team over many years and they have always appreciated our efforts. It is very much a team approach that has operated here; we work closely with the Benenden staff to address any issues; they have spelt out how important near-zero downtime is and we have done our level best to deliver on that, with the help of their IT support. The Canon Technology has been exemplary and made our job much easier, this has not gone unnoticed by the IT team at Benenden”.

### About ISN

**Intuitive Systems & Networks Ltd (ISN) offers design, implementation and ongoing support and maintenance services** across the complete range of Canon (formerly Rogan) Medical IT solutions tailored to suit individual organisational needs and budgets in the radiology field.

**From highly-available and feature-rich PACS and RIS systems to innovative cross-platform connectivity with our XDS toolset**, ISN provides services across both public and private sectors in a flexible and cost-effective manner.

**Our pedigree builds upon over a decade within the medical industry using tried and tested medical software systems from a leading European software developer.** This, coupled with our roots in the wider systems-integration arena, results in a highly competent and effective organisation which is capable of delivering a best-of-breed, end-to-end solution for the modern medical environment.

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## An Educated Choice and the Future Looks Bright

Before choosing the Canon PACS the team at the Benenden Trust considered a number of available options and as Jeremy Harrington said, “It was the workflow management, coupled with the web-based access, overall ease of use and system flexibility that made the difference and as a local support company ISN has provided us the peace of mind we need”.

The future for the Canon PACS is summed up by Medical Director – Dr John Giles, “We have a great working relationship with Canon / ISN and long may that continue; the fact we talk little about PACS is a credit to our suppliers and our IT department, who work very closely with ISN’s team to provide the comprehensive 24/7 service we have come to expect from them”.

“As our £47million new build comes on line in 2017 we are anticipating an easy integration with new high tech CT and MRI in particular and for my clinical colleagues I just want PACS / RIS to operate 100% to enable us to get on with the treatment and care of the patients, which is our business.

Benenden’s success flows from having excellent software and equipment, operated by excellent staff in an environment that is conducive to delivering great care. At the heart of that must be a PACS that seamlessly interfaces with all modalities and other hospital administration and information systems to deliver images and information throughout the institution. I am delighted to say we have that with Canon / ISN”.