

## Client Profile

### *South Devon Healthcare Trust (Torbay Hospital)*

f2 has to date been developed in conjunction with South Devon, Cardiff and Plymouth NHS Trusts. Our working relationship with the NHS is fundamental to the f2 development process. Peter Depla the Head of Medical Electronics at South Devon Healthcare Trust shares his f2 experience with us.



*South Devon Healthcare Trust*

What has been your association with infoHealth?

*PD: We had been working with JADe, a joint venture partner in infoHealth over the last several years. They helped support our FACTS medical devices database, providing enhancements and developing a web based library module. The problems we faced as a department was dealing with the limitations of the FACTS system and not having full confidence in the other medical device management systems on the market as replacement options. The solution was working with infoHealth to develop f2 and through the process we were able to provide significant input to the screen layouts, the underlying business logic and data relationships.*

*What do you like about f2?*

*PD. f2 addresses the demands for current information in the fast-paced NHS environment, involving an integrated but flexible approach to all aspects of Medical Devices Support.*

*This includes asset management, device maintenance - repairs, scheduled service (ppm), auctioning of MHRA Medical Device Alerts, Service Level Agreements, and External Maintenance Contracts as well as invoicing. f2 incorporates comprehensive reporting which is now essential to effective medical devices management.*

*What are the benefits for South Devon Healthcare Trust?*

*PD: The strengths of f2 lies in understanding that although the management system is device centric there are requirements for a strong focus on customer lead enquiries and reporting. Being a totally web-based application allows for the ultimate in ease of deployment, with the database engine and application using the latest but equally proven Microsoft software tools. We have been impressed in how the infoHealth development team listens to the customer's requirements, requests and wish lists and together prioritise to produce an agreed strategy. The time of development from initial designs to first working product has been rapid and responsive over the last 2 years. infoHealth understands the peculiarities of the NHS where each locality and Trust can operate quite differently and sometimes similarly despite being part of the single largest employer in Europe - the NHS.*

*What does the future hold for f2?*

*PD. I can see f2 evolving into an integrated "One Stop desktop application for the busy Medical Device Support technician/department".*