



QL-550

brother
at your side

Customer

A GP practice split across two sites in Hook and Hartley Wintney in Hampshire.

Challenge

To find an electronic alternative to hand-writing labels for request forms for blood and urine tests, X-rays and sample bottles.

Solution

The surgery trialed Brother's QL-550 labelling machine, which has transformed the way GPs produce labels during consultations.

Benefit

The machine offers a fast, easy and versatile way to print labels directly from a PC – freeing up time to spend treating patients.

Conclusion

Each of the practice's 12 GP consulting rooms and four nurse rooms now has a QL-550 machine for use during consultations with patients.

together

Hook & Hartley Wintney Medical Partnership

Brother Labeller Saves Time for Busy GP Surgery

Hook & Hartley Wintney Medical Partnership is a busy surgery split across two sites in Hampshire. The practice is a partnership of 10 doctors and provides a range of clinics as well as GP consultations. It serves 16,100 patients and sees around 280 patients a day.



Challenge

Like all GP surgeries, a large number of consultations with patients require the ordering of hospital investigations. This can include blood or urine samples which are sent to labs for testing, or requests for x-rays.

Labels are required for each of these, containing varying amounts of information about the patient. For example, request forms require detailed information including the patient's name, address, NHS number and telephone number, the doctor's name and NHS code and surgery name and code. Smaller labels are required for sample bottles with patient name, NHS number and telephone number.

Until the surgery approached Brother, all labels were written by hand – a task that took up valuable minutes during consultations. The surgery wanted to shift to a label-printing machine that was compatible with the GPs labelling software, EasyLabeller.

Solution

Brother recommended the QL-550 thermal label printer, which can print directly from a PC. The machine can print on both die cut peel-off labels or continuous length tape and its thermal print technology means no toner, ink or ribbon costs. It also comes with an automatic cutter.

Patient information is extracted directly from the clinician's software system, iSOFT Premiere, and imported into the EasyLabeller package from where the label is printed.

The machine is also able to print a unique 2d barcode for sample labels. This barcode is scanned by the hospital laboratory on delivery, allowing it to access the patient information.

Dr Chris Hunter said: “We were very keen to move away from a system whereby we were hand-writing each of the labels and the QL-550 seemed to offer us the perfect solution... it’s ideal because it can print straight from EasyLabeller software and the process of labelling up sample bottles and request forms is now fast and easy.”

He added: “Most importantly it means we no longer have to carry out the tedious and time-consuming task of writing the labels out by hand. I’d say on average this can save me one-and-a-half minutes during a consultation – which might not sound a lot but in the context of a 10-minute consultation it can make a real difference.”

Partner at the Surgery, Dr Chris Hunter



Benefits

All clinical staff now have access to a QL-550 machine which has transformed the way labelling is carried out. A total of 12 GP consulting rooms and 4 nurse rooms are equipped with label printers.

Dr Chris Hunter said: “It’s ideal because it can print straight from EasyLabeller software and the process of labelling up sample bottles and request forms is now fast and easy.”

He added: “Most importantly it means we no longer have to carry out the tedious and time-consuming task of writing the labels out by hand. I’d say on average this can save me one-and-a-half minutes during a consultation – which might not sound a lot but in the context of a 10-minute consultation it can make a real difference.”

“This machine means we now have more time to do the things we’re supposed to be doing – that is being a doctor or a nurse – as opposed to carrying out clerical work.”

Dr Hunter also says the large label capacity means rolls are need replacing every four to six months.

Conclusion

The practice is delighted with the performance of the QL-550, which has brought benefits to clinical staff and patients alike.

Dr Hunter adds: “The purchase of these machines has probably got the best response reception from users of all the IT innovations we have introduced in the practice over the years.”

QL-550



- Direct thermal print technology
- Up to 300dpi print resolution
- Roll media consumables
- Die cut & continuous labels
- 62mm maximum label width
- Up to 90mm per second/50 labels per minute printing speed
- USB interface
- PC driven
- Word, Excel and Outlook compatible
- Built in adaptor
- Automatic cutter
- 1 year return to base warranty



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www.brother.co.uk