



East Sussex Healthcare
NHS Trust

EVOTIX

90%
Fewer Emails.
6 Hours Back.



Case Study

Industry

Healthcare

Employees

8,000+

East Sussex Healthcare NHS Trust delivers 24/7 care across two acute hospitals, three community hospitals, more than 100 community sites and in domiciliary settings.

With over 8,000 staff, East Sussex Healthcare NHS Trust provides a full range of hospital and community services including emergency care, surgery, maternity, outpatient clinics, rehabilitation and support for long-term conditions.

From Inbox Chaos to CAS Control

While the Trust was already using Evotix as a secure platform for creating, managing, reviewing and internally publishing non-confidential health and safety compliance records and risk assessments, as well as internal OHSMS audits, its **Central Alert System (CAS)** was still managed manually.

CAS circulates critical safety alerts, but without a central system, oversight was challenging and the risk of key actions being delayed was a foreseeable risk.



We had some real problems with traceability and an over-reliance on emails.

Actioning an email immediately isn't always realistic, but not doing so could create a backlog and no reliable way to see what had and hadn't been processed. That was not sustainable."

Jennifer Newbury

Head of Health, Safety and Compliance

The team needed a solution that was fast, adaptable and could be reliably audited. Given existing service users' familiarity with Evotix, the team explored possible adaptations within the solution.

"We needed a solution. We needed to establish a robust program with resilience that could hold and protect a corporate history, and we needed it quickly," Jennifer said.

Configured for Clarity

For the Trust, it wasn't just about recording and storing information. It was about making sure the right people got the right information, took the right action and nothing slipped through the cracks.

With that in mind, Senior Health and Safety Advisor Chelly King supported the team in adapting Evotix's existing functionality to establish processes that fit the needs of the Trust and national standards for CAS.



We've really exploited automated notifications and notification groups. The process we've now got in place wouldn't work without those."

Chelly King

Senior Health and Safety Advisor

Chelly didn't hesitate when asked how much of the configurability they'd used. "A lot. Everything."

That flexibility is paying off. "Now people are asking better questions and feeding back concerns," Chelly said.

She sees the bigger picture too. "It's promoting consistency and efficiency, and we can already see the quality improving."

Managing CAS via the Evotix platform has made this possible.



The Impact

The shift was instant.



90% fewer emails



Six hours of admin
time saved per week



Reporting time cut
from days to **3.5 hours**



Four monthly reports
now generated with
minimal manual effort



Faster procurement
decisions based on
manufacturer recall history



Clear accountability and
auditability across teams



The assurance I have
now is immeasurable.”

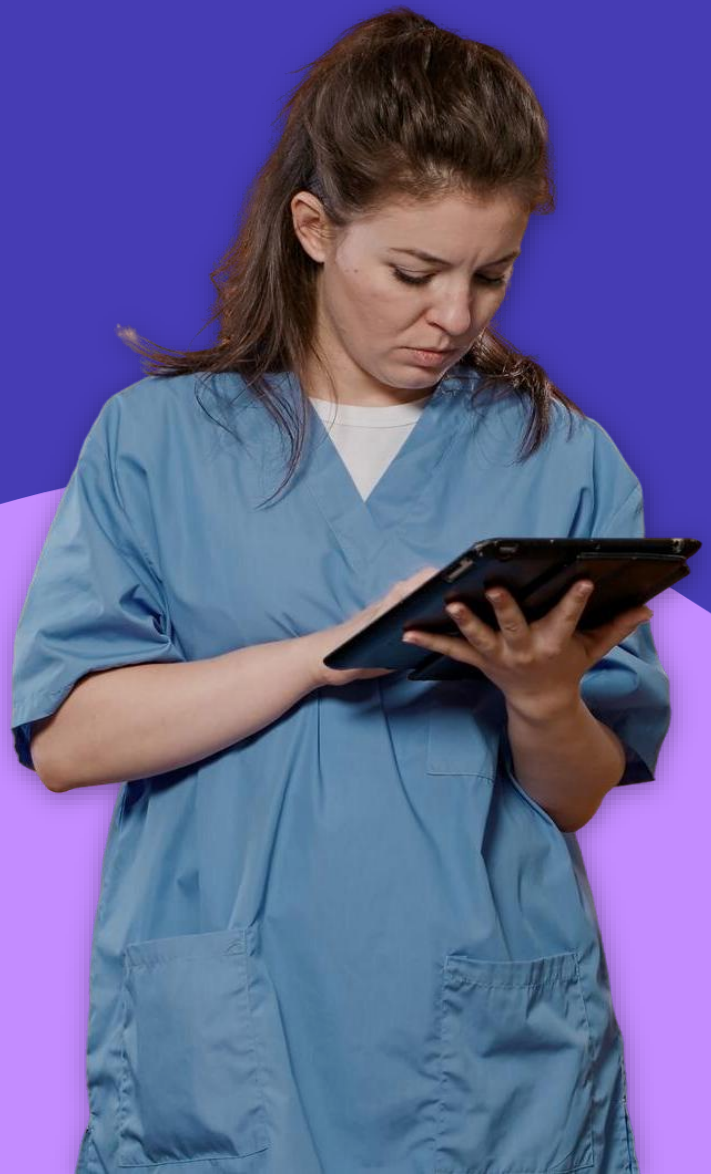
Jennifer Newbury

Head of Health, Safety and Compliance

“I’ve got things right in front of me.
They’re on a dashboard. I don’t need
to manipulate the data or count
anything manually.”

She added, “I now have assurance of
progress because key personnel get a
notification linked to activity and
deadlines. **I’m completely enamored.**”

The team is now exploring tracking the
cost of recall activity across the Trust,
something they had never attempted
before.



Final Reflections

For trusts still relying on emails and spreadsheets to manage critical alerts, Jennifer doesn't mince words.



You need to open your eyes. What would it cost if you didn't recall that patient with an implantable device? What would be the human cost? The litigation cost?"

Jennifer Newbury

Head of Health, Safety and Compliance

That urgency is part of what makes Evotix so effective. "The system does not forget," said Jennifer. "It will come back and haunt you until that action is completed."



Out of the systems available, in my opinion and our contracts team's, Evotix offers the best return on investment."

Jennifer Newbury

Head of Health, Safety and Compliance





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Let's chat

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Our Evotix team is passionate about applying market leading technology to create safer, smarter workplaces, partnering with organizations that value people's safety, communities and the planet.

As safety professionals and long-term leaders in the Verdantix EHS Green Quadrant, our deep and practical insight addresses your evolving needs, helping you achieve your health, safety and sustainability goals.

**Evotix: your all-around
partner for the journey.**

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