

Floor walking

Ideal provide a total training service to support NHS Trusts, private hospitals and health systems suppliers throughout the UK. We have successfully partnered with numerous Trusts to help ensure the smooth running of their health systems implementation projects.

Through working exclusively in the healthcare sector, we are fully aware of the possible challenges which clients face with project implementation, especially at the critical go-live period.

In addition to delivering a wide variety of health systems training services and health informatics courses, through our pool of experienced health systems staff, we can provide a professional floor walking service.

We have run numerous floor walking projects throughout the UK on systems such as Cerner Millennium, RiO, iSoft and PACS.

We listen to what our clients tell us and in response to requests for assistance at this challenging stage, we have built up a team of high quality floorwalkers to help ensure client's health systems projects are successfully implemented with the minimum of fuss.

All our floorwalkers are required to meet our strict selection criteria. Our floorwalkers have in-depth health systems knowledge which enables them to provide the technical support required. They are experienced, accurate, responsive and reliable problem solvers. Their expertise lies in identifying, resolving and explaining issues to health systems staff. Their guidance and support can make all the difference to ensure the smooth roll-out of health systems projects.



Carole Shuff, Programme Manager at Musgrove Park Hospital selected Ideal as their service provider, "We recognised the enormous impact a good floorwalking team has on the success of project implementation and working with Somerset Health Informatics trainers and the training guides produced we felt we could provide an excellent support service."

With Ideal's previous track record and experience in Cerner implementations, we felt confident in the service offered and would certainly consider working with them in the future."

Neil Stevens, Head of Somerset Health Informatics Service and Programme Director for the Cerner Project was delighted with the professional, smooth running and controlled implementation programme. He said "The support we received during and post implementation was of high quality".

Michael Taylor, NPfIT lead at Musgrove Park Hospital said "We were very satisfied with the service provided by Ideal."