

## Success Story

**Organisation:**

Clyde Directorate

**Sector:**

Pathology

**Solution:**

Q-Pulse

**Success:**

Compliance with CPA regulations successfully achieved and maintained



*“As I work across 4 sites and 4 disciplines, I couldn’t manage without Q-Pulse”*

**Ann Lockhart,**  
Quality Manager at the Directorate.

## Q-Pulse provides Clyde Directorate with a dynamic QMS

In putting a compliance management system in place, making sure that such solutions can be implemented within a specified time frame is vital. In implementing their Q-Pulse system, Greenock-based Clyde Directorate selected services from the solution’s developers, award-winning Scottish software company Gael Ltd.

As part of NHS Greater Glasgow and Clyde (NHSGGC), the Directorate were preparing for visits by the CPA, which were taking place for the first time for most departments. With 260 users at 4 sites along the west coast of Scotland, the Directorate needed Q-Pulse up-and-running quickly and reliably.

“As I work across 4 sites and 4 disciplines, I couldn’t manage without Q-Pulse,” says Ann Lockhart, Quality Manager at the Directorate. “Not only does it store all of the information I need, including documents and audit reports, but it’s also a constant reminder to staff that they have a dynamic QMS which needs their input.”

“Gael’s customisation service tailored our Q-Pulse system to suit our way of working, and we set up wizards to help with error logging, preventative action logging and improvement ideas, as well as logging health and safety issues,” continues Ann. “In addition, the administrative tools and techniques given in training helped me to better understand the power of the system.

“I’d advise anyone in the process of implementing Q-Pulse to get Gael in to guide them as part of the project, and to make full use of the services available, especially customisation.”

With Q-Pulse fully implemented, the Directorate now plan on increasing their use of the system to manage other areas of the organisation, as well as compliance with the Scottish EQA scheme for cervical cytology. During the Directorate’s ongoing integration into NHSGGC – Scotland’s largest healthcare system – users can rely on Q-Pulse in making sure that their transition is as seamless as possible.

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For more information, contact us now on +44 (0) 1355 593400 or at [info@gaelquality.com](mailto:info@gaelquality.com), and let us take the work out of your implementation today.

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