



## case study

Watford General Hospital



### Location

Watford General Hospital

### Organisation

West Hertfordshire Teaching Hospitals NHS Trust

### Number of Cameras



1

Mobile



4

Fixed

### Type of Studies

Simulation

### Contact

Bruce J Kerr Simulation Manager



**smots™ : Can you give us an overview of your system ?**



**Bruce J Kerr Simulation Manager**

We have three fixed smots cameras in the simulation room, one fixed smots camera in the debrief room and one mobile smots camera. smots control centre is installed on Trust pcs in the control room, debrief room, simulation office and two lecture theatres. A smots recorder is located in the control room. All hardware is linked using the Trust network. This allows us to stream footage from the simulation room to any pc in the Trust that has smots control centre installed on it.

This has been particularly useful for regional sessions where larger numbers of delegates are in attendance and footage can be streamed to the lecture theatres. Two of the cameras in the simulation room are equipped with speakers and microphones. One camera in the simulation room is linked both to a wireless transmitter, providing an audio feed to an earpiece which is worn by the assistant/faculty member in the simulation room and the telephone, allowing delegates to listen in on any phone conversations.

The control room is equipped with audio speakers, which allows audio from the smots cameras to be monitored. A microphone in the control room provides an audio feed to the manikin and/or the ear-piece in the simulation room.



**smots™ : What do you like about smots™ ?**



**Bruce J Kerr Simulation Manager**

Tempting to say everything! Easy of use, functionality, flexibility and option to add more cameras.

The user interface is intuitive and easy to configure and operate. The quality of the cameras is excellent, as is the quality of the sound. The definition from the cameras at full zoom is fantastic. We have had no major issues since installation and the few minor issues that we have encountered have been immediately fixed remotely by the team at Scotia UK. The system is extremely reliable and we have had no disruptions to service.

It is extremely easy to scan back through footage from multiple cameras within the last thirty one days and find a segment you wish to download, save and edit. smots viewer makes the process of reviewing footage even simpler. One camera in the simulation room is linked both to a wireless transmitter, providing an audio feed to an earpiece which is worn by the assistant/faculty member in the simulation room and the telephone, allowing delegates to listen in on any phone conversations.

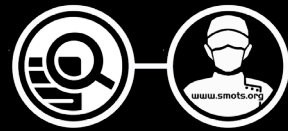
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**Bruce J Kerr Simulation Manager**



## **smots™ : How has the process been for you ?**

### **Bruce J Kerr Simulation Manager**

The process from design to installation has been superb and the small friendly team at Scotia UK are consummate professionals. From Gordon (CEO) to Stuart (Director) - who installed our system - the communication, attention to detail, advice and support has been second to none. The after-sales service has also been excellent. Everyone you deal with at Scotia UK seems to be very "hands-on" and knows the system inside out.

The team at Scotia UK maintained excellent communication with the Trust IT department and found solutions/work-arounds to any issues encountered with the Trust infrastructure. They showed remarkable patience in some very challenging situations and installed the system on schedule. We are very happy!

"Everyone you deal with at Scotia UK seems to be very "hands-on" and knows the system inside out."

**Bruce J Kerr Simulation Manager**



## **smots™ : Any surprises ?**

### **Bruce J Kerr Simulation Manager**

We have been pleasantly surprised at how smoothly the installation went and what a huge difference smots has made to the quality of the simulation based education we provide. We have been able to run quite complex endoscopy simulations connecting the endoscopy simulator, the patient monitor and two camera feeds to smots, allowing delegates to get a four-screen view of every aspect of the simulation.

The other surprise and quite refreshing, is that you genuinely feel that once you purchase smots you are a customer for life and that there is always someone at the end of the phone that can offer support and advice. This is our second installation within five years. Our original system from a different supplier had multiple issues and was not fit for purpose within four years of installation. We didn't realise how bad it was until we replaced it with smots, which we cannot recommend highly enough!