

Concordia Health has been providing high quality primary care services across London and the South East for over 10 years.



Their GP practices deliver accessible, innovative care, addressing health inequalities and reducing secondary care spend, while also providing a large number of secondary care services in both hospital and community settings.

Working closely with local healthcare, social care and voluntary sector providers, Concordia continually develops primary care solutions that are highly valued by patients, clinicians, Clinical Commissioning Groups and the local community.

INCREASE IN EFFICIENCIES

The software has made us more efficient in our day-to-day operations and monitoring requirements for our business.

CARE QUALITY IMPROVEMENTS

We've been able to improve processes and policies, enabling us to deliver an even better provision of high quality care.

CUSTOMER SERVICE

The Radar team are extremely responsive to the needs of the customer and have provided us with really proactive approach to support.



With Radar we are able to better demonstrate to our customers how we manage and track issues. This system has been very useful in demonstrating this to the CQC as well. We met with several providers, and chose Radar based on its flexibility and its ability to robustly track through issues, tasks and actions.

Richard Shama, Medical Director



The challenge

Due to their rapid business growth, Concordia's existing system for tracking governance issues was no longer fit for purpose, so they needed a new, scalable solution to keep pace with their business requirements.

How Radar helped

Since adopting Radar, Concordia has seen real operational efficiencies and an increase in productivity – as staff now have more time to complete other tasks, rather than wasting time collating data for just one report.

With better access and confidence in their data, Concordia are now able to better demonstrate how they manage and track issues and make improvements within the business.

Radar now drives accountability through assigning tasks and actions to specific staff, whereas previously there was no system in place to achieve this.

The Results

- Training compliance has been monitored and improved.
- Complaints and incidents are recorded, monitored and responded to accordingly.
- Lessons learned from these incidents can now be easily acquired/reviewed with all supported data.
- Audits were created, and improvements have been delivered based on the data gathered.
- On demand reports are now easily generated for training, compliance, audits and any significant events.