



Case Study: Sandwell General Hospital

Justin Mitchell, *Deputy Head of Procurement*
Sandwell and West Birmingham Hospitals NHS Trust

The challenges of securely destroying confidential information

Sandwell and West Birmingham Hospitals NHS Trust provides integrated care services to 530,000 people across three main sites and a further 200 plus locations. The Trust places utmost importance in safeguarding the sensitive information of patients – both children and adults – that access its services. Within the Trust, a dedicated Risk Management and Governance team ensures that the highest standards of data protection are met. Selecting a trusted document destruction service provider is a key part of that process.

Service-driven solutions to meet high standards

“Protecting the confidential information of the many staff and patients that are involved in the Trust is an essential part of what we do here.

Information security and securing a reliable and efficient document destruction supplier is only one aspect of my varied responsibilities working in the procurement department, but it is a fundamental part of maintaining the high standards expected of the Trust by the public and by the relevant regulatory bodies. For the Trust, it is important to balance a high quality service with one that is cost competitive and Shred-it ticked all the right boxes for us.”



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– Justin Mitchell

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Training and support to assess risk management

“From day one, Shred-it have assisted and guided us through the information security process, particularly when we were carrying out the initial audit. The team carried out a detailed audit with the pathology department, highlighting areas where data could be more effectively managed and helping us to improve our confidential waste management system.”

Confidence in servicing high-volume needs

“As we are a large healthcare organisation with many stakeholders involved at multiple locations, we generate a large volume of waste which is efficiently dealt with by Shred-it’s reliable staff, all of whom are a real asset to the business. With a visible presence across the sites, the Shred-it team operate as trusted consultants to the Trust.”

Peace of mind with a secure end-to-end Chain of Custody

“Knowing that our patient records and other sensitive information are destroyed on and off site with a full audit trail gives us complete reassurance. Having a Certificate of Destruction helps to show that we are abiding by the high standards expected of public healthcare bodies.”

Protecting confidential information and the environment

“Additionally, with sustainability being at the heart of both our organisations, having paper waste recycled helps the Trust work towards reducing its carbon footprint.”



To learn more about Shred-it’s services or to book your FREE Data Security Survey, contact us at shredit.co.uk | 0800 028 1164