

RISO, the ideal solution to patient communication



“Putting it simply, the RISO helps me to do my job and therefore helps staff and patients alike.”

Valerie McGrath

Publication Officer for NHS Forth Valley



The Client

In the health sector, information and communication is vital for the delivery of services that really do affect the lives of people each day.

Everyday people, those who are receiving medical treatment or care, are the ones who need to know about services that affect them. They need the information quickly, in an accessible manner and in a way that helps them understand what they need to know.

And it is print that is vital to this process, as this customer testimonial firmly demonstrates.

The Challenge

NHS Forth Valley is one of 14 regional health boards in Scotland, and it serves a population of around 300,000, including communities across Central Scotland and the cities of Stirling and Falkirk.

Annually, the board controls an annual budget of around £500 million, employs around 7000 staff and manages one of the most modern acute hospitals in Europe, and a network of community hospitals, health centres and day centres.

"We've had a number of models and RISOs are getting better as they evolve."

Valerie McGrath

Publication Officer for NHS Forth Valley



The Benefits

From specific patient information sheets and posters, to booklets used at patient forums, displays, and regular get-togethers, printed materials are used daily by NHS Forth Valley.

Valerie McGrath is the Publications Officer for NHS Forth Valley, and it is a RISO ComColor GD7330 that is a vital tool in her communication armoury.

The RISO ComColor GD7330 is a cost-efficient and ultra-fast colour printer, capable of 120ppm. It makes an ideal choice for organisations that require high-speed printing to be done in-house, but don't want the high costs often associated with toner devices.

In fact, Valerie has two printers at her disposal, but while one is used for everyday ad hoc printing, it is the RISO that is the preferred choice when it comes to printing in volume. It regularly produces more than 5,000 documents a month.

But, it's not just the speed and ability to print volume that impresses Valerie. In particular, it is the device's ability to print booklets that make it stand out for Valerie as it helps her to do her job.

"We have previously used RISOs, with excellent installation and support provided by Prytec who are a RISO Advanced Partner. When we are ready to upgrade, we have consistently done so with new RISOs," says Valerie.

"We've had a number of devices over the years, including duplicators and earlier ComColor inkjet models. The RISO ComColors have evolved over that time and now print at very high-speed, the cost per page is incredibly low and the print quality is perfect for our requirements.

"While we have a printer that a number of people can use, we only allow a select few to use the RISO and this is for the volume printing. It produces hundreds of finished booklets for us in a straightforward way. Otherwise it would be a long and laborious task for us to staple sheets together.

"It's important that our healthcare professionals can provide patients with information when they need it, particularly when it comes to treatments and assessments. This is where the RISO helps us."

Organisations like NHS Forth Valley love the fact that the RISO offers on-demand printing, so when people need materials, they can be printed almost immediately. There's no need to plan and negotiate printing costs with a print company, and there's no need to stockpile materials until they are needed at a later date.

In effect, printing in-house makes the working environment more efficient, and saves time, space and resource.

It's the low-cost colour printing too that Valerie particularly loves about the RISO. "Most of what we do is in colour," says Valerie. "This is because printing in colour does not cost much more than printing in black and white. This really is beneficial to the patients as we find that information is more clearly conveyed and understood when it is in colour."

Valerie concludes: "Putting it simply, the RISO helps me to do my job and therefore helps staff and patients alike."



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