



Norfolk and Suffolk Health and Care Awards 2026

Analogue to Digital Award

Digital Transformation Team & Waste Management Team

West Suffolk NHS Foundation Trust

The Exchange Hub is a bespoke digital platform developed to replace the Trust's outdated, manual process for managing surplus equipment. Previously, items were often stored, misplaced, or discarded without visibility, leading to inefficiencies and unnecessary waste. By working collaboratively with clinical, estates, procurement, sustainability, waste, and digital teams, we designed an intuitive, user-friendly system that allows staff to view, request, and repurpose available equipment in real time without the need for training.

This initiative directly supports the transition from analogue to digital by transforming a fragmented and inconsistent process into a transparent, streamlined system. The Hub enables better resource utilisation, reduces unnecessary purchasing, and supports the Trust's circular economy goals by keeping items in use for longer. It empowers staff across all departments, improves access to equipment, and embeds sustainable practices into everyday operations.

Beyond delivering a digital tool, the project demonstrates strong leadership, creativity, and a commitment to improving both efficiency and staff experience. It has also driven a cultural shift towards more connected and resource-conscious ways of working.

The impact is measurable and growing. The platform includes digital estimation logic to track financial savings, waste reduction (kg), and carbon savings (CO₂ kg), all of which have consistently increased over the past two years. As awareness grows, more teams actively participate, regularly listing and requesting items. The Exchange Hub is now becoming embedded in routine practice, delivering sustained financial, operational, and environmental benefits across the Trust.