



Secure Messaging

Never miss a beat



Powered by



A touch of inspiration

Secure Messaging. It's your own communications hub at your fingertips. A secure, scalable, real-time clinical communication solution. And it can all be underpinned by the power of our network.

Secure Messaging can halve the steps in a hospital's workflow because you can access the information and the colleagues you need, whenever and wherever they're needed.

It's as easy to use as any messaging app. But it's also secure. You can send and receive messages, images and information. You can keep track of conversations and access patient details. Administrators and operators can contact your whole organisation or specific teams at the touch of a button. The result? You're always on top of your cases.

Time for a change

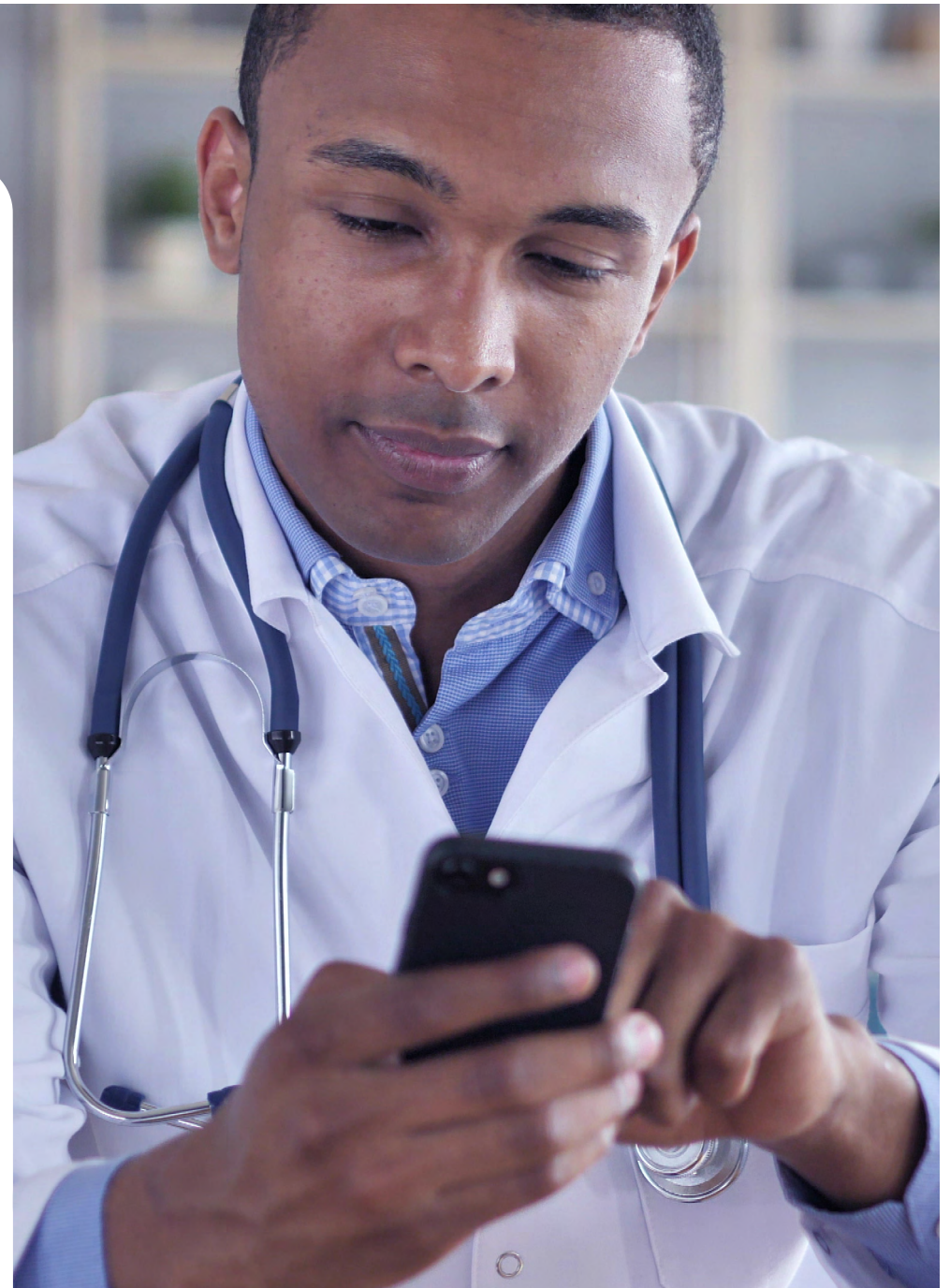
Secure Messaging is a communication solution that's delivered by us and is powered by Medic Bleep. It's ideal for NHS Trusts, health boards, hospital groups and integrated care systems, as

it's an end-to-end pager replacement solution. We've listened to the market, and by combining our product portfolio with first-hand healthcare expertise and clinically-led software from Medic Creations, we can now provide the pager solution that works for you.

Indeed, Secure Messaging goes far beyond pagers, providing a faster, more reliable and more efficient way of communicating with colleagues and teams.

Above all, it saves precious time: so you can spend more of it with your patients. Junior doctors have saved up to 48 minutes per shift, and nurses 21 minutes.

Isn't it time you explored the future of healthcare communications?



A world-class network

We believe healthcare organisations deserve the best. Like a solution that taps into the power and reliability of our network. It's part of something much bigger. Something that won't let you down.

We've been working closely with the NHS for many years, and we're the trusted network for the UK Emergency Services. We have the experience, we have the technology, and with our project management office, we can get you up and running quickly. And reliably. With the best connectivity.

And we don't compromise on security. It underpins Secure Messaging and our network. We invest £3.7bn each year so we can continue to provide the best possible network.

3,000 security experts and 40,000 devices monitor our network constantly.

We're the network the UK relies on. And we'll continue to meet the demands of digital Britain. Always on. Always secure. Always there.



The only network in the UK offering 99.999% availability.

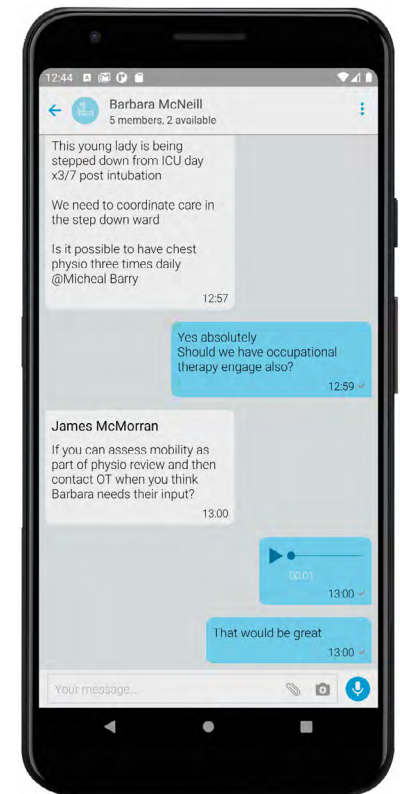
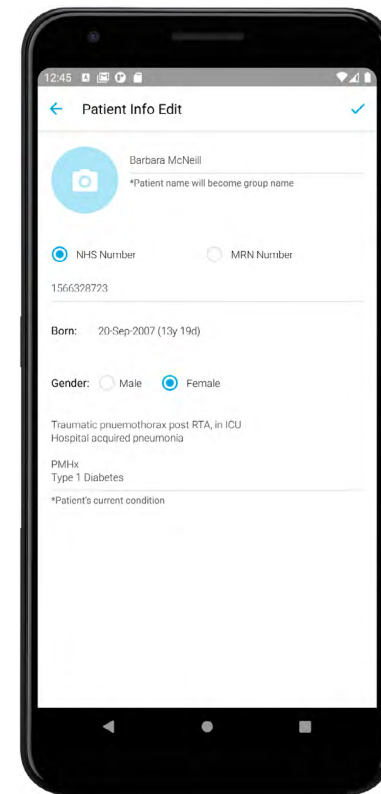
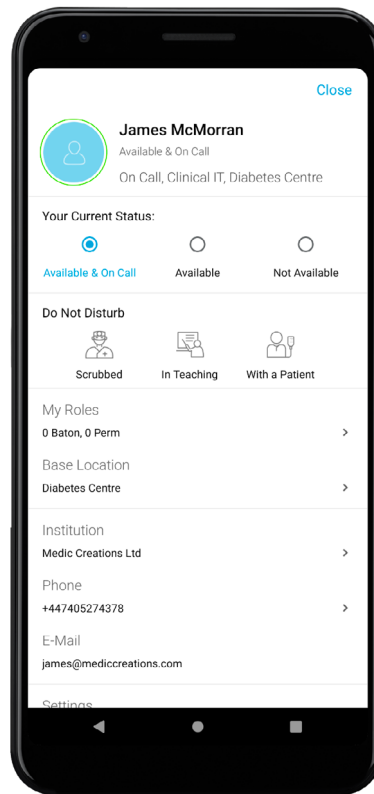
Out with the pagers, in with Secure Messaging

How does it work?

Secure Messaging is an app that supersedes conventional pagers, which only allow one-way communication. It's the solution to the government's mandate to stop using non-emergency pagers by the end of 2021.

The design and development of the app has been clinically led. Information and communications have been integrated into a single collaboration tool, designed to boost productivity and quality of care. As a result, it helps healthcare professionals to communicate more efficiently and treat patients more effectively. And it enables clinicians to spend more time with their patients. Through our strong relationship with the NHS, we continue to engage with clinical users so we can keep on improving the app to ensure that it meets changing needs.

Secure Messaging uses text and voice messaging, image and multimedia attachments, or direct telephony. Its software can be scaled to meet the needs of trusts, integrated care systems and sustainable transformation partnerships. It's the first solution to replace all non-emergency pagers in an acute hospital trust and global digital exemplar (GDE), enabling healthcare personnel and clinicians to save time and work more effectively.



How is it used?

Here are a few examples of how different people might use the app.

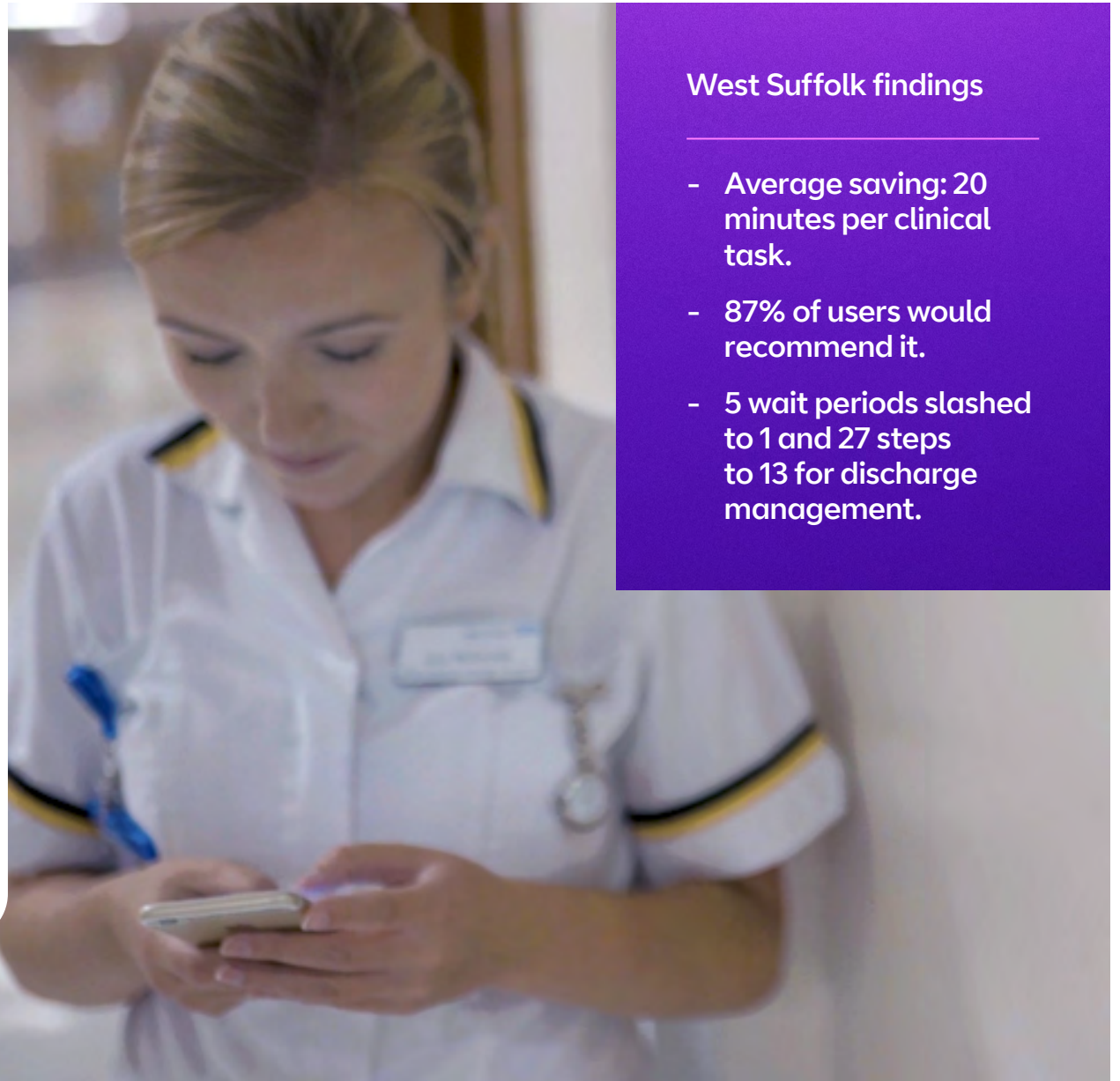
Administrators can broadcast important clinical guidelines and operational notifications or emergencies to all users or select groups. Anyone who's unavailable will be alerted that there's a message waiting for them on the app.

Clinicians can create a multidisciplinary group chat that will help to ensure the smooth discharge of a patient.

Junior doctors who need help can search for a senior colleague in the app directory and ask their advice, and send a file, image, voice note or call.

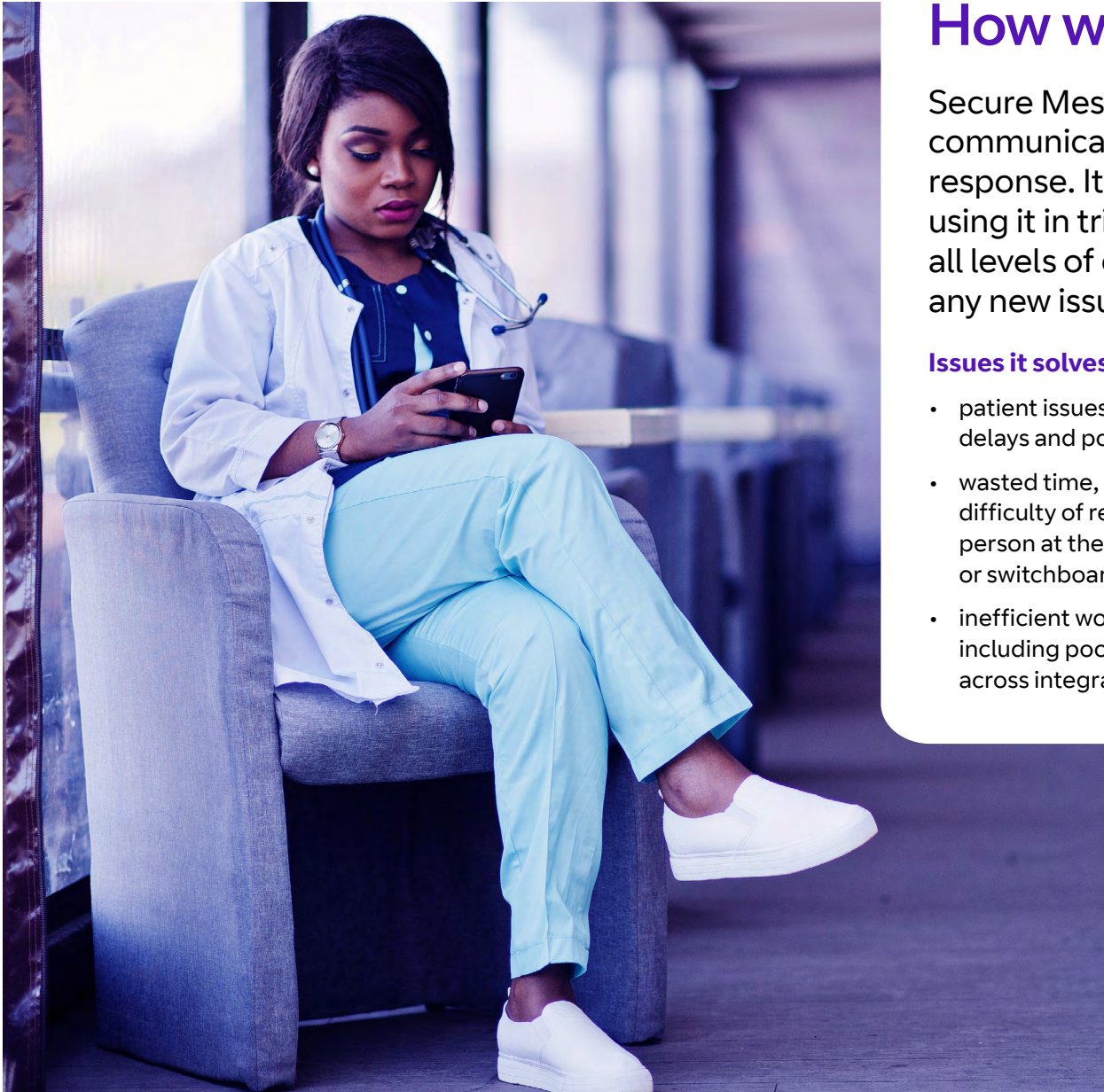
Patient groups including access to all the relevant information, can be formed to collaborate around the needs of a specific patient. COVID-19 rapid response teams can report on COVID-19 patient status, latest instructions, guidelines and other key information.

The West Suffolk Hospital NHS Foundation Trust replaced its pagers with Secure Messaging in an initiative praised by Matt Hancock, Secretary of State for Health and Social Care. The Trust's healthcare professionals use the app to prioritise clinical tasks; for triage work; and to manage work schedules and handovers.



West Suffolk findings

- Average saving: 20 minutes per clinical task.
- 87% of users would recommend it.
- 5 wait periods slashed to 1 and 27 steps to 13 for discharge management.



How will it help your clinicians?

Secure Messaging is already being used as a critical communication tool to support the COVID-19 rapid response. It streamlines patient management and GPs are using it in trials to integrate complex care pathways with all levels of care. And we're always there to help you with any new issues that arise.

Issues it solves include:

- patient issues, including discharge delays and poor communications
- wasted time, including the difficulty of reaching the right person at the right time via a pager or switchboard
- inefficient working practices, including poor collaboration across integrated care settings.

Benefits it brings include:

- quick and effective communication and collaboration
- easier discussions of patient needs
- precise, auditable communications
- compliance with UK regulations
- secure patient information
- rapid access to team members.

Features that mark it out

Secure Messaging is NHS DSP toolkit-compliant; and has ISO:27001 and Cyber Essentials Plus accreditation. It has a host of powerful features.

For instance, patient management is less disrupted, as you can use its 'Do not disturb' whilst leaving forwarding details.

It gives you instant access to your trust directory so that you can view colleagues' roles, availability and on-call status.

And baton and permanent role transfer ensures you always have the right person in the right role at the right time.

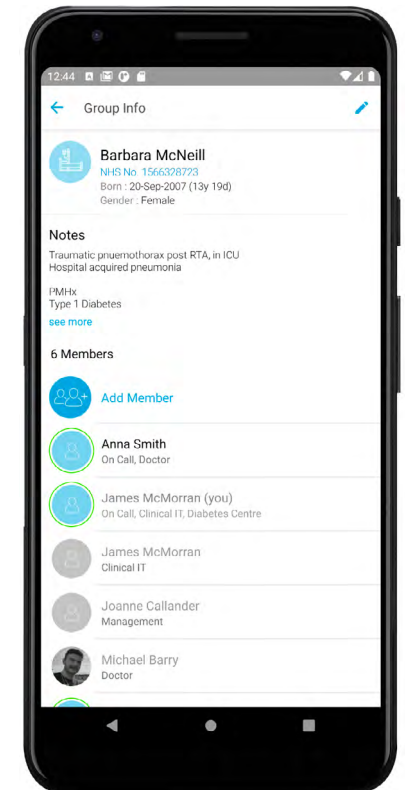
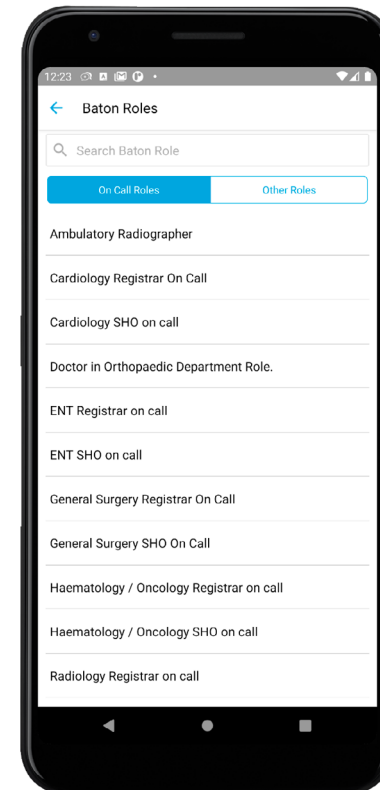
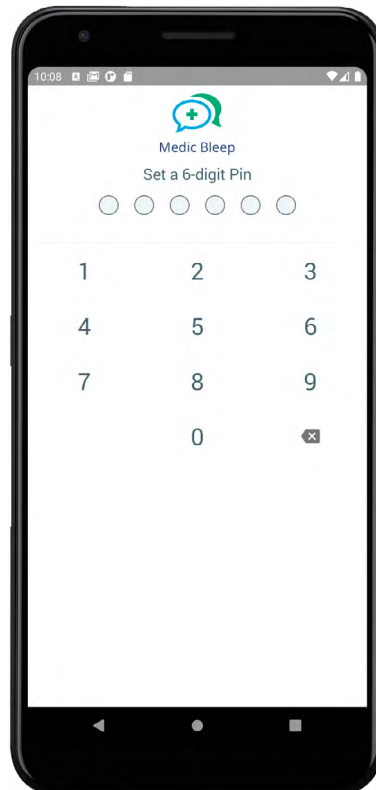


Other great features include:

- an intuitive dashboard
- usage trends tracking/reporting
- geo fencing, which reminds you to mark yourself as unavailable when leaving your site
- seamless transfer of baton roles
- integration with Electronic Health Record (EHR) solutions for making informed, real-time decisions.

System requirements

An internet connection; Apple iOS (v 9.1 or higher) or Google Android (v 4.4 or higher) smartphone with 4Gb+ memory; or a desktop device with Firefox 46, Chrome 50 or Safari 11.1 or higher versions.



Delve a little deeper...

Secure Messaging is available via the CCS Network Services 2 RM3808 and NHS LPP frameworks.

To find out how it could transform the way you work, get in touch with us at smenquiries@bt.com.

Secure Messaging.
Clinical communication at its best.



Offices Worldwide

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