



# Our prescription for the NHS? Cloud adoption.

Stretched resources. Staff shortages.  
Expanding backlog.

If the chronic challenges facing  
the NHS were severe before the  
pandemic, they're now acute.

Digital transformation can help by  
streamlining processes, optimising  
delivery models, creating cost  
efficiencies, improving patient  
experience and engagement, and  
bringing innovation to community,  
primary, and secondary healthcare.

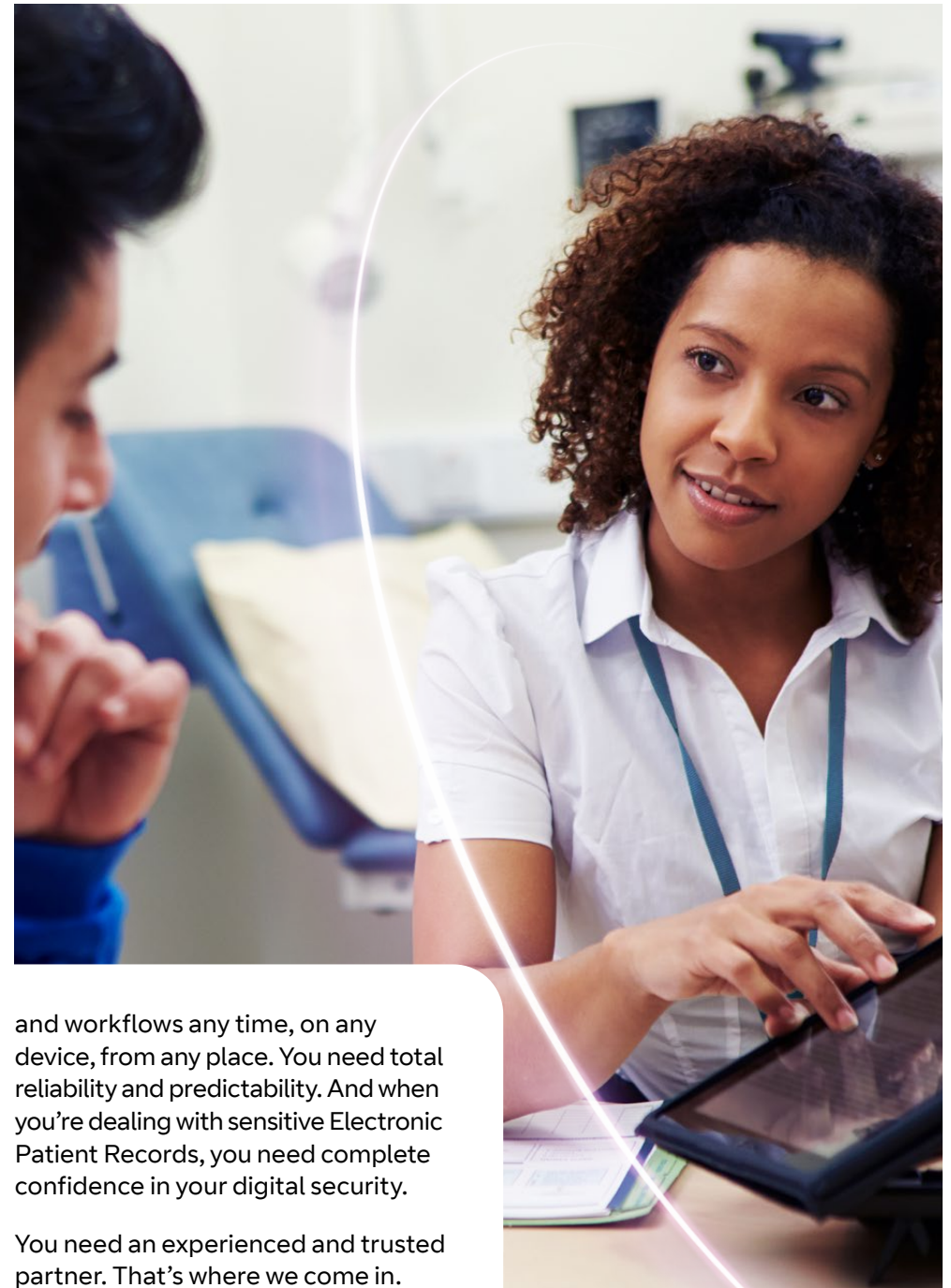
Due to the pandemic, the shift  
to digital has accelerated across  
all sectors of society, including  
healthcare, where it's now a prime  
driver behind essential change.

A recent report by the [Health Foundation](#) found that 97% of  
people contacting the NHS during  
the pandemic have done so digitally.

With the proliferation of digital  
services, now is a crucial time for  
Healthcare organisations to address  
digital challenges and ensure they  
have the right foundations in place to  
support transformation.

Cloud technology is fundamental to  
the transformation of Health & Social  
care but moving services to the cloud  
is not straightforward. It can be a  
complex, risky process.

You need your healthcare professionals  
to have access to clinical applications



and workflows any time, on any  
device, from any place. You need total  
reliability and predictability. And when  
you're dealing with sensitive Electronic  
Patient Records, you need complete  
confidence in your digital security.

You need an experienced and trusted  
partner. That's where we come in.



# Why healthcare organisations are moving to the cloud.

Adopting digital technology and cloud platforms brings a range of benefits to the healthcare sector, all focused on creating a better digital experience:

## Cost management

Because cloud-based services reduce the need for physical infrastructure on your premises, ultimately this will bring down the cost of maintenance charges. Plus, as cloud working supports the move to subscription-based models, in future you'll only pay for what you need or use.

## Reduced technical debt

By removing the challenges of maintaining and upgrading underlying and ageing physical infrastructure, you also reduce the burden of technical debt. This helps you address any complexities brought by the rapid adoption of both new and existing digital healthcare solutions throughout the pandemic. At the same time, providing the foundations

for a smooth transition as you implement your digital strategy.

## Efficiency and performance

Our cloud adoption model provides advisory services to make sure you're hosting applications in the right place – whether that's on-premises or in a private or public cloud. This approach delivers maximum efficiency, a resilient, seamless experience and ensures secure access to your services from any location. As you deliver more digitally supported clinical services – from sharing medical imaging between sites, enabling Community Diagnostic Hubs or pop-up clinics, to conducting remote GP consultations – cloud infrastructure means you can offer multiple delivery models of care, increasing community access to health services and improving patient outcomes.

## Streamlined workflows

We can help you review and streamline your current processes and

workflows, identifying blockages and inefficiencies. [Keep reading](#) to find out how we helped NHS Blood and Transplant speed up blood delivery.

## Easy access to clinical data

According to the BT iGov [Progressing digital transformation in healthcare 2021](#) report, 56% of clinicians believe one of their greatest challenges is accessing critical systems in real time. Cloud adoption addresses this challenge head-on by reducing barriers to adoption and providing enhanced information-sharing capabilities across your Integrated Care System.

## Scalability

Cloud-based applications are scalable to address the changing needs of your organisation. Whether that's adding new staff to a vaccination centre team or exposing services for use by a newly commissioned community hospital.

# Our approach to driving digital innovation in healthcare.

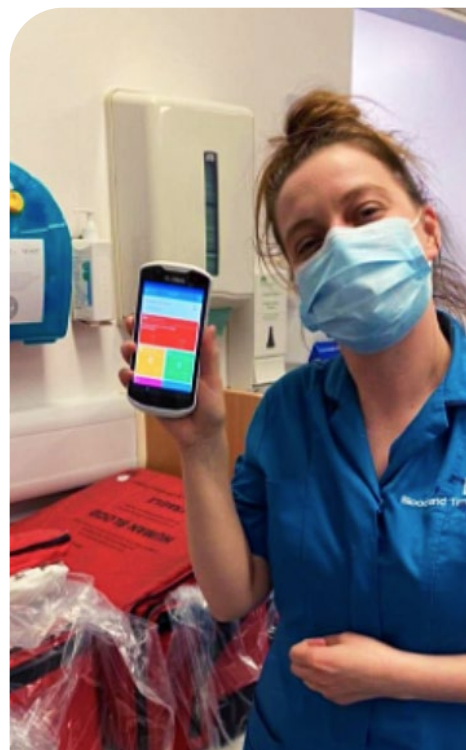
## Our engagement goes beyond installing and managing networks.

We take an end-to-end view of digital care, focussed on understanding your organisation and your digital health strategy: your vision, key trends, strategy, and intended outcomes.

As a committed partner to the NHS since its inception in 1948, we have detailed knowledge of the challenges and obstacles facing staff, patients, and other stakeholders within the healthcare system. We will work in partnership with you to agree key areas where technology brings the most value, as well as developing a long-term strategy to help you achieve your health outcomes.

Drawing on our experience in modernising infrastructure across the public sector, we understand it's not always about one technology or partner. It's about having the right team in place from the get-go. We work with an ecosystem of strategic partners and will bring our expertise together to find the right solutions for your organisation.

As an integrator, working at scale, we look at integrated capabilities, enhanced patient care and experiences across all pathways, continuity of care, seamless multi-disciplinary team working, and improved clinical and organisational insights.



## Case study: quickening the pulse of NHS Blood and Transplant.

We helped digitise the blood supply process from collection to the final delivery. Before, the process was manually intensive: at the end of a blood donor session, the team had to upload data from a USB drive and send it off for use by the service's donor records and manufacturing colleagues.

Working closely with NHS Blood and Transplant, we helped remove some of the manual elements from the process. We modernised the software applications by moving them onto a cloud platform. And we provided improved Zebra devices for use during the blood donor session.

This approach, the 'Session solution', provided a fast, streamlined, efficient service over one central cloud platform, enabling blood to be delivered on inventory within minutes of it being taken.

# Moving to the cloud is about more than the cloud. It's about connectivity.

## Adopting cloud technology isn't a destination. It's a journey.

There are two components to driving digital innovation across an integrated care system: cloud and connectivity. And for healthcare services, it's impossible to overestimate the importance of robust, smart connectivity.

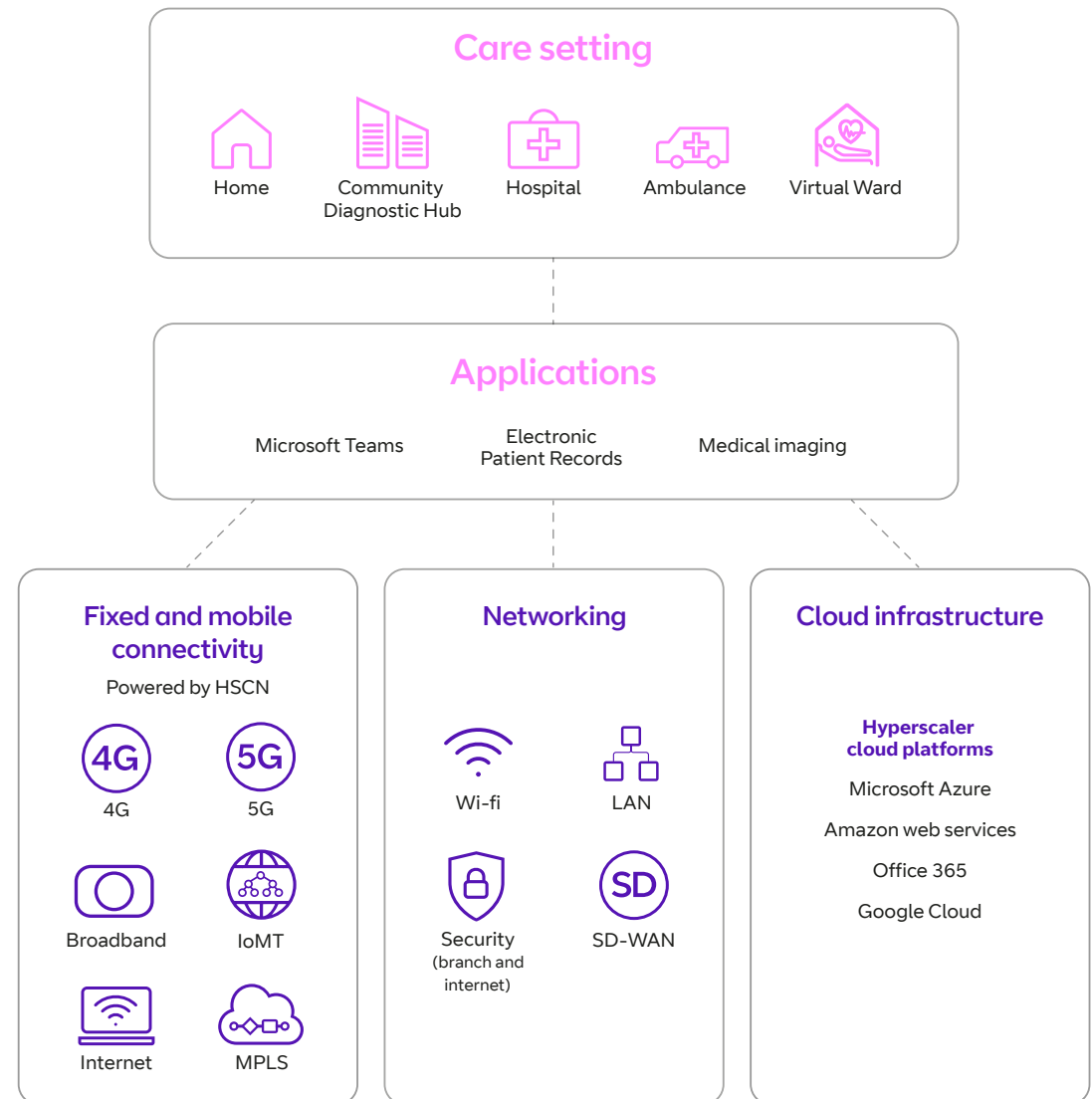
We base our cloud adoption solutions on our HSCN (Health and Social Care Network) service, which is underpinned by our Intelligent Connectivity portfolio.

## What is Intelligent Connectivity?

It's a combination of network access, managed services, software-defined networks, and cloud services, coming together to improve performance and drive efficiency across your network.

As the largest provider of HSCN, we use our intelligent connectivity to help you achieve joined-up community, primary and secondary healthcare. Whether you're moving to the cloud, embracing the Internet of Medical Things (IoMT), refining big data or embarking on significant structural change, Intelligent Connectivity will get you there.

An investment in the right connectivity lays the foundation for your organisation's future digital services. For instance, we used Intelligent Connectivity to help us stand up the Nightingale Hospitals within days, and to rapidly build the pop-up vaccination centre estate across the UK.





## Supercharge your Community Diagnostic Centres with super-connectivity

Community Diagnostic Centres are only as good as the clinicians' access to their systems, diagnostic applications, and patients' health data. The healthcare professionals working across almost 200 hubs in England are counting on fast, reliable cloud and network infrastructure to give them unrestricted access to digital healthcare solutions.

We can give you predictable and secure access so your health practitioners can perform real-time diagnostics from wherever they're meeting patients: at a pop-up hub in a shopping centre, a fixed location, or a mobile unit.

This super-connectivity is possible because we combine our best-in-class converged connectivity portfolio, across our fixed and HSCN networks, with EE's award-winning 4G and 5G mobile networks. This portfolio of technology can enable the seamless capture, processing, storing and sharing of high resolution, multi-layered medical images, into the Community Diagnostic Centre.

# Cloud Adoption Framework: helping you navigate the journey to the cloud.

Often, a major challenge in cloud adoption is the cultural change required across an organisation to fully embrace digital health services and realise the benefits they can bring.

This is a challenge that many suppliers of cloud technology shy away from, but not us. We know how important it is to bring your people along with you on this journey to

the cloud, to make sure you get the most from your digital investments. That's why we were the first Telco in the UK to offer a Microsoft-approved Cloud Adoption Framework (CAF).

We have a sequence of six modules in the framework, although you can choose to take any of them as standalone sessions if you prefer:

## Strategy and vision

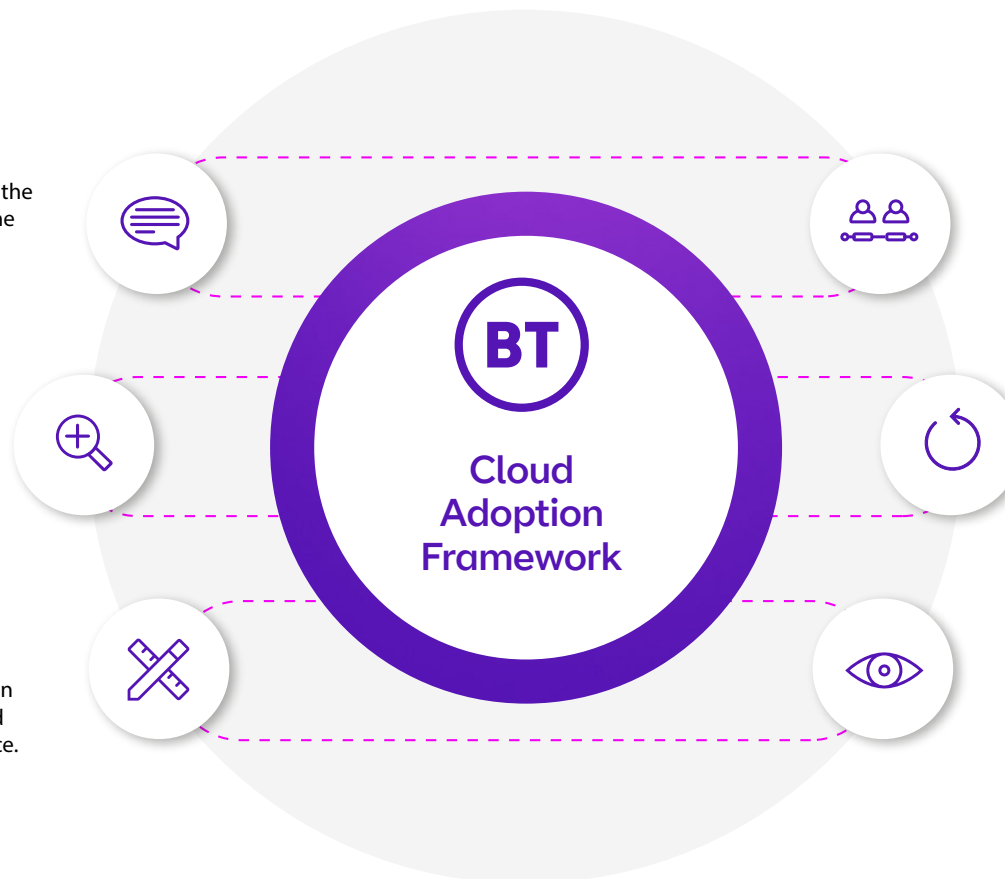
A series of workshops focused on educating you on the value of the Cloud, reviewing challenges faced by the business and assessing how this can be positively impacted by a Cloud transition.

## Discovery and assess

Review, assess and understand how you use application services across the organisation. With particular emphasis on application services or interdependencies, current investment and operational skills.

## Design

Design focuses on ensuring all elements of the transition are reviewed and mapped into a series of recommendations and services. The services are then mapped against Cloud solutions to provide a costed solution based on the best technology for the service.



## CEF

The Customer Engagement Framework ensures all aspects of a solution design have been taken into consideration.

## Transform

Be it an individual application or a series of application services, our transform phase handles all elements of the transformation process and ensures the relevant stakeholders are fully engaged.

## Optimise

It's imperative to ensure application services transformed into the Cloud are maintained, monitored and reviewed on a regular basis. Our optimisation services allow you to automate many of these processes and allow internal resources to be reallocated.

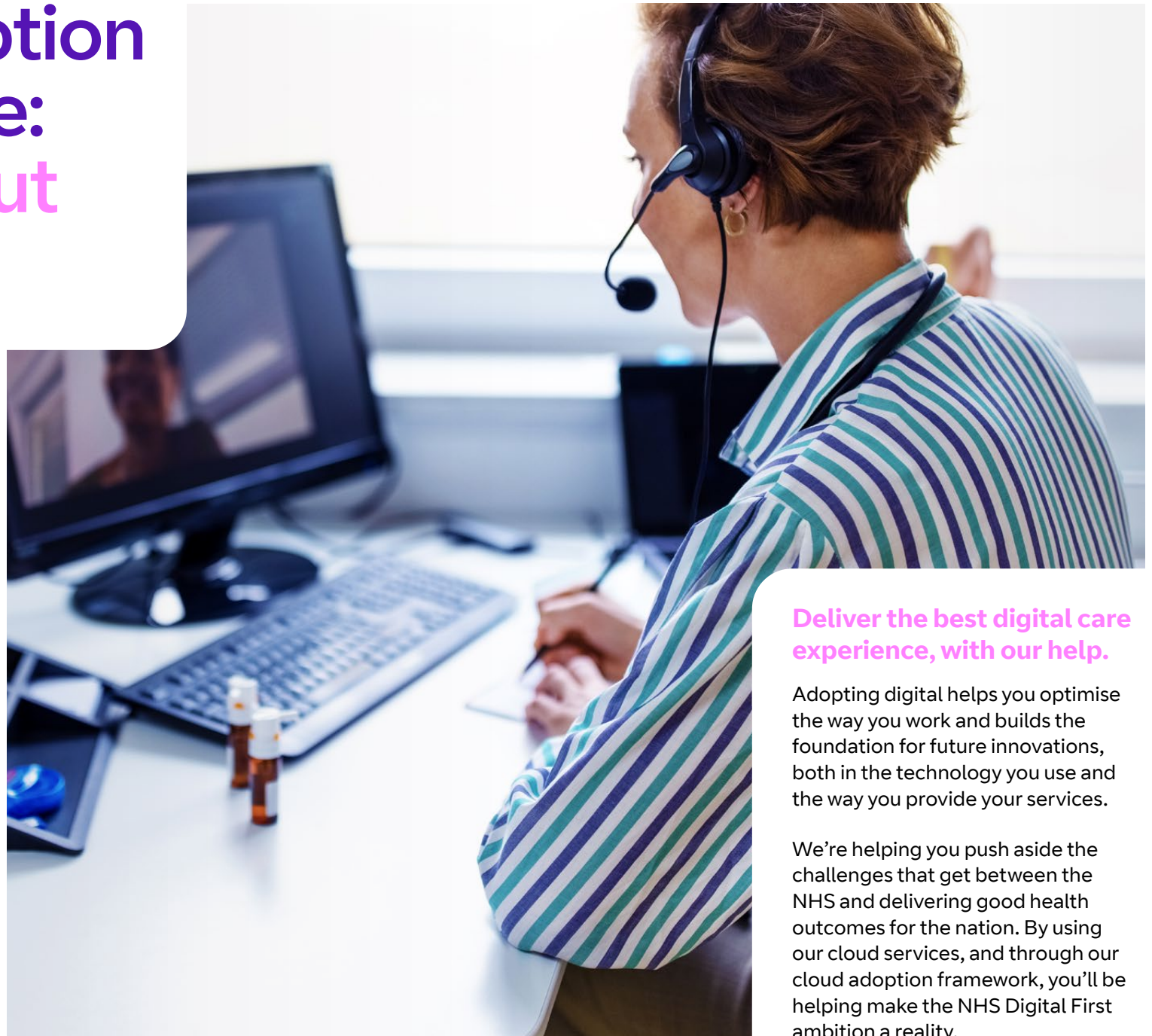
# Cloud adoption in the frame: structure out of chaos.

## We start with a strategy conversation.

We'll work with you to review your people, processes, and technology. That helps us to identify the digital healthcare solutions in scope and to evaluate the level of skills readiness in your organisation.

A sense of involvement is the key to success. People respond better when they feel they're contributing to the change rather than having it imposed upon them. So we'll work with your teams to design, transform, and optimise the solution.

The overall framework achieves much more than just giving you a pitch-perfect technology solution – it transforms your people from cloud sceptics to enthusiastic advocates, keen to help you unlock its opportunities and eager for the white heat of innovation.



## Deliver the best digital care experience, with our help.

Adopting digital helps you optimise the way you work and builds the foundation for future innovations, both in the technology you use and the way you provide your services.

We're helping you push aside the challenges that get between the NHS and delivering good health outcomes for the nation. By using our cloud services, and through our cloud adoption framework, you'll be helping make the NHS Digital First ambition a reality.

Visit [bt.com/bthealth](https://bt.com/bthealth) to discover how digital innovation can help you join up community, primary and secondary care.

Or email [cloud.health@bt.com](mailto:cloud.health@bt.com) directly with your name, organisation and why you're interested in hearing more about our cloud and connectivity services.



**Offices worldwide**

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