

Building tomorrow's patient care on sustainable foundations



Digital transformation in healthcare is not a new conversation. But the pandemic has accelerated the urgency for organisations to embrace innovation. That's why we asked healthcare professionals their views on the opportunities and challenges of building a joined-up health service.

Here are our findings...

Improving access for all

Seamless, remote healthcare is in demand. Our healthcare survey reveals that nearly all NHS staff (**98%**) have seen increased demand for remote services over the last 12 months.

91%

say this has exacerbated technology issues, like information sharing.



While **71%** are concerned that their patients lack both the skills, and access, to use digital services effectively.



What is driving digital transformation?

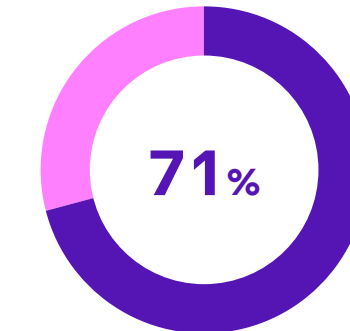
80%

Demand for remote healthcare

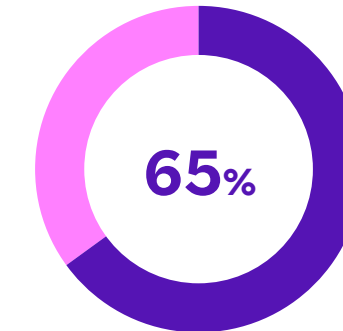


72%

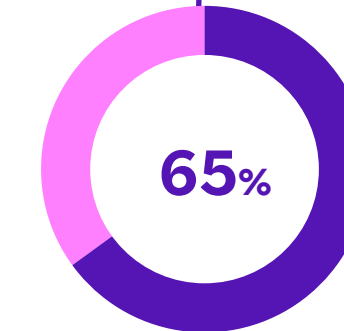
Increased patient expectations



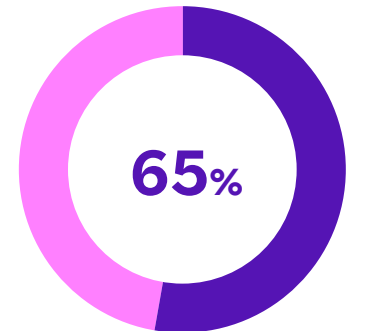
The drive for improved outcomes



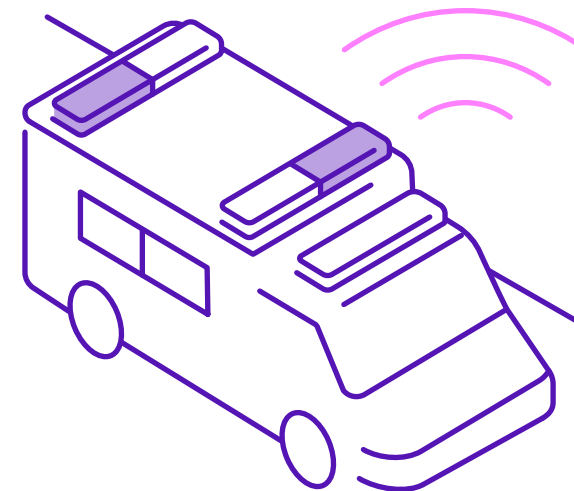
Saving money



Higher demand from the pandemic



An ageing population

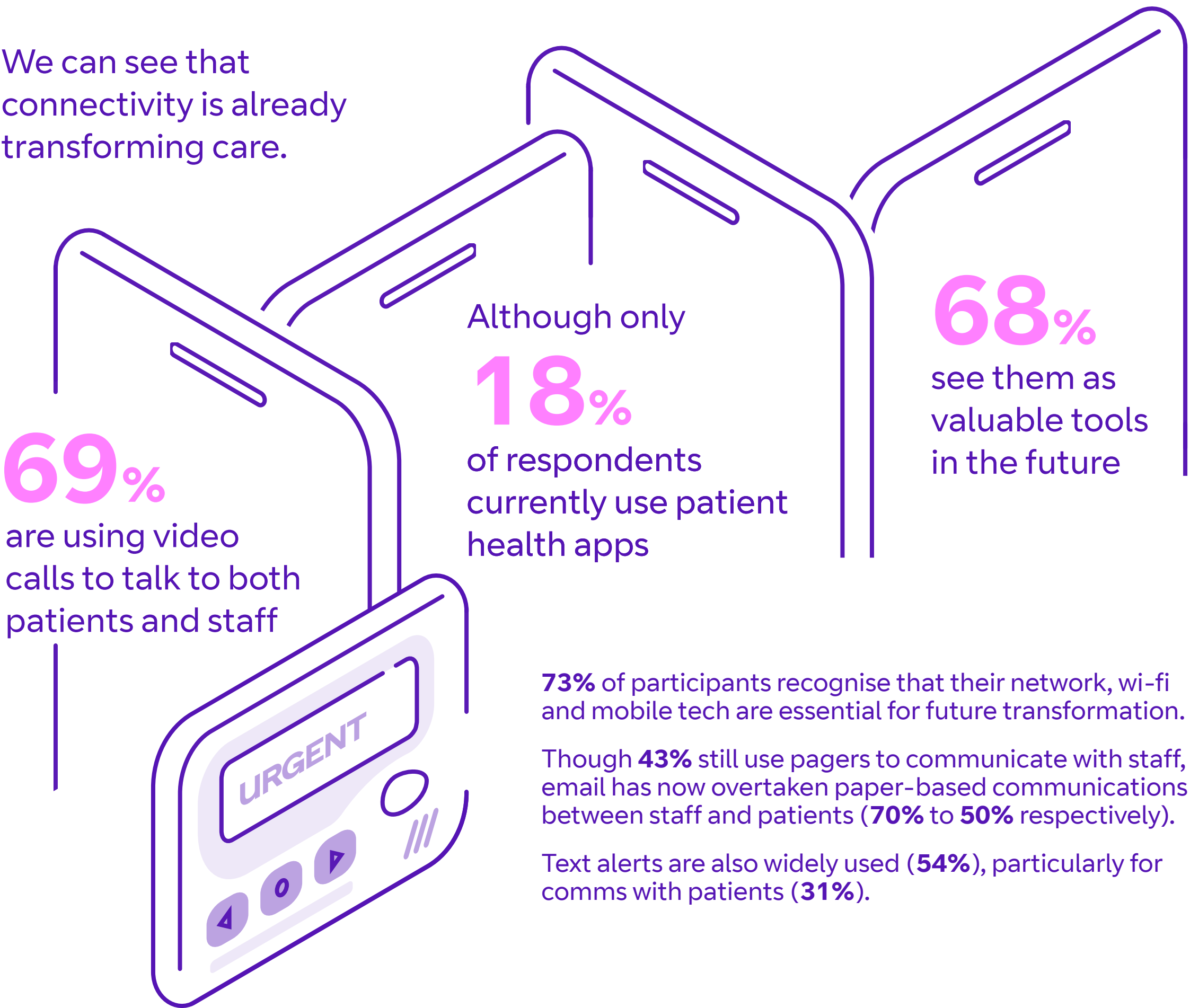


In a UK first, we showcased the transformational capability of a 5G-Connected Ambulance, in partnership with South Central Ambulance, West Midlands Ambulance, and University Hospitals Birmingham. Demonstrating how delivering some aspects of care remotely, could help ease the ever-increasing burden on NHS services.

Enabling greater efficiencies through advanced connectivity

Our healthcare survey highlights the need for robust and reliable connectivity across the entire sector to ensure the best experience for staff and patients. With strong, sustainable digital foundations, the NHS can realise the benefits of digital transformation, embrace innovation, and build on the excellent progress that has already been made.

We can see that connectivity is already transforming care.



Creating a culture of digital transformation

Patient demand for new digital tools and remote healthcare is rapidly increasing. Presenting a huge opportunity for further transformation. But there are still challenges to overcome.

What are the barriers to accelerating digital transformation?



Creating a culture that embraces transformation plans is a big challenge, with 63% of participants coming up against internal resistance to new ways of working. Plus, 14% of organisations don't yet have a formalised digital transformation strategy.

The pandemic has shown us that the right technology can improve healthcare and deliver better outcomes for patients and staff. But if the NHS is to fully embrace innovation, there needs to be a cultural shift across every level.

And working with a partner who understands your needs and challenges, and can help you overcome them, is essential to transforming healthcare for everyone.

Visit our webpage or talk to your account manager to find out how our leading digital innovation can power new possibilities for your healthcare services.

Download the full report: bt.com/health-insights

