



# The Mid Yorkshire Hospitals NHS Trust is ready for the digital future

How our bespoke connection gives healthcare  
the flexibility it needs to respond to change





**Organisation:** The Mid Yorkshire Hospitals NHS Trust

**Location:** Wakefield

**Employees:** 8,000

**Industry:** Healthcare

Adaptability is everything, especially as the world becomes more digital. Unexpected events can cause disruption. Healthcare organisations need to be able to make instant changes to how they work so they can continue to meet patients' needs, no matter what happens. So having the right tech in place is vital.

More than half a million people rely on the healthcare The Mid Yorkshire Hospitals NHS Trust provides. As well as running three hospitals in Wakefield and West Yorkshire, it has several healthcare centres that provide community services.

But there was a problem. Its outdated communications infrastructure couldn't keep up with demand. Rather than settle for a quick fix, The Mid Yorkshire Hospitals NHS Trust decided to invest in its future. We put a bespoke system in place. One that laid the foundations for them to become an all-digital organisation, so they can more easily adapt to change.

Whether that's a spike in traffic, new technology or even an unforeseen crisis.



### The challenge: Struggling to keep patients connected

We're not just talking about a one-off problem. The Mid Yorkshire Hospitals NHS Trust's connectivity issues were a regular occurrence. "Within 30 minutes of my first day, there was a full outage at one of our sites," said Scott Finch, the trust's head of digital operations. This meant patients couldn't get through to the vital services they relied on, and medical teams working across the county couldn't share crucial information.

The outages stemmed from the trust's ageing ISDN network failing to connect to their Cisco Call Manager platform. This in turn prevented calls from coming in and out. It was using analogue equipment that couldn't keep up with demand, especially if there was a spike in calls as there was no flexibility to increase capacity.

"Our priority was to make sure we've got the most resilient, robust telephony infrastructure," said Scott. He wasn't just thinking about current outages, he was thinking about future ones too. "I don't want to make small changes that in two or three years I've got to reinvest in again," said Scott. Instead, The Mid Yorkshire Hospitals NHS Trust wanted a solution they could rely on for years to come.

We have a long working relationship with The Mid Yorkshire Hospitals NHS Trust and they knew they could count on us for a future-ready solution. "BT is a recognised brand. You know they have the resources behind them, so when they say they can deliver and support something, they can," said Scott.





### The solution: Building flexible foundations for the future

We knew the answer started with a switch to digital. Moving to an IP solution would give The Mid Yorkshire Hospitals NHS Trust's systems the ability to scale up and down depending on demand. And it could keep up with future innovations.

Working with the The Mid Yorkshire Hospitals NHS Trust, we developed a tailored solution designed around delivering patient care. Combining our BT One Voice SIP Platform and Managed IP Connect, gave them the security and resilience they needed to work between sites.

Calls are always routed to an available handler, even if one location is temporarily unavailable, making sure patients are always able to reach the help they need. While our managed service team stays on top of all maintenance and upgrades to keep the system running smoothly.

We also covered the trust's Cisco Call Manager system, making sure that its phones at key hospital sites are available 24/7. If there's a problem, we're on hand with our remote diagnostics tool, so they can be fixed quickly without needing an engineer on-site.

Our Flexible Worker package also provides The Mid Yorkshire Hospitals NHS Trust's employees with laptop devices and secure connectivity. So they can access the trust's systems and key information in real-time.

With these solutions and the security and reliability of our network, The Mid Yorkshire Hospitals NHS Trust now have a scalable, future-proofed system that they can rely on. "We're dealing with patient data" said Scott, "so security has to be a fundamental aspect of anything that we're doing."

## The result: Providing reliable healthcare in uncertain times

Our Managed IP Connect solution is up and running. The Mid Yorkshire Hospitals NHS Trust knows that if there's a spike in demand, the system can handle it. "It gives us resilience and reassures the people running our switchboards – and our clinicians – that calls won't be missed and will be redirected to where they need to be," said Scott. So they can now communicate with confidence. Sharing sensitive information with the right people, making sure patients are treated faster and more effectively.

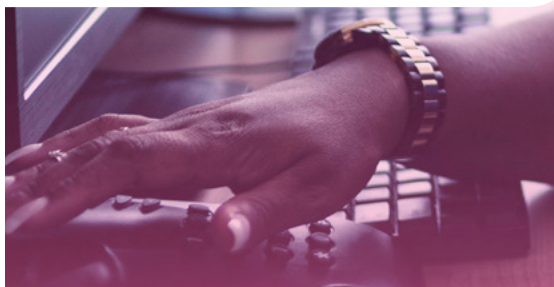
Having a reliable connection even on the go also means the team can work more effectively without being tied to a desk. "We look at telephony as not only being an internet-based application now," said Tony Mottram, the trust's senior contract manager. "But all the benefits of rolling that out to agile and mobile working."

Being able to work together from anywhere meant that when the pandemic hit, The Mid Yorkshire Hospitals NHS Trust was able to respond fast. "We've been able to mobilise very quickly and get people out of the hospital and have people working from home," said Tony. "It's just been extremely important to us as well as the NHS as a whole."

But it wasn't just having the right tech that made the difference. Our managed service was on hand to help too. "If we were still running our own telephony infrastructure, we couldn't have moved our staff to working from en masse like we did," said Scott.

"A lot of organisations have a fixed model," adds Tony. "What we found is that [BT] are happy to accommodate the changing needs of the NHS."

The Mid Yorkshire Hospitals NHS Trust is already thinking about how it can build on the platform's success, such as replacing its beeper system. Whatever they decide, our solution will be able to flex for what's next. And we'll be there to help them.



***"A lot of organisations have a fixed model... What we found is that [BT] are happy to accommodate the changing needs of the NHS."***

**Tony Mottram**  
The Mid Yorkshire Hospitals NHS  
Trust's Senior Contract Manager



## Power-up productivity

Our solution brought all of The Mid Yorkshire Hospitals NHS Trust's complex comms tools together into one simple system. While our managed service team also picked up the slack. So The Mid Yorkshire Hospitals NHS Trust could focus on its patients and getting more work done, quickly.

## Ready for the future

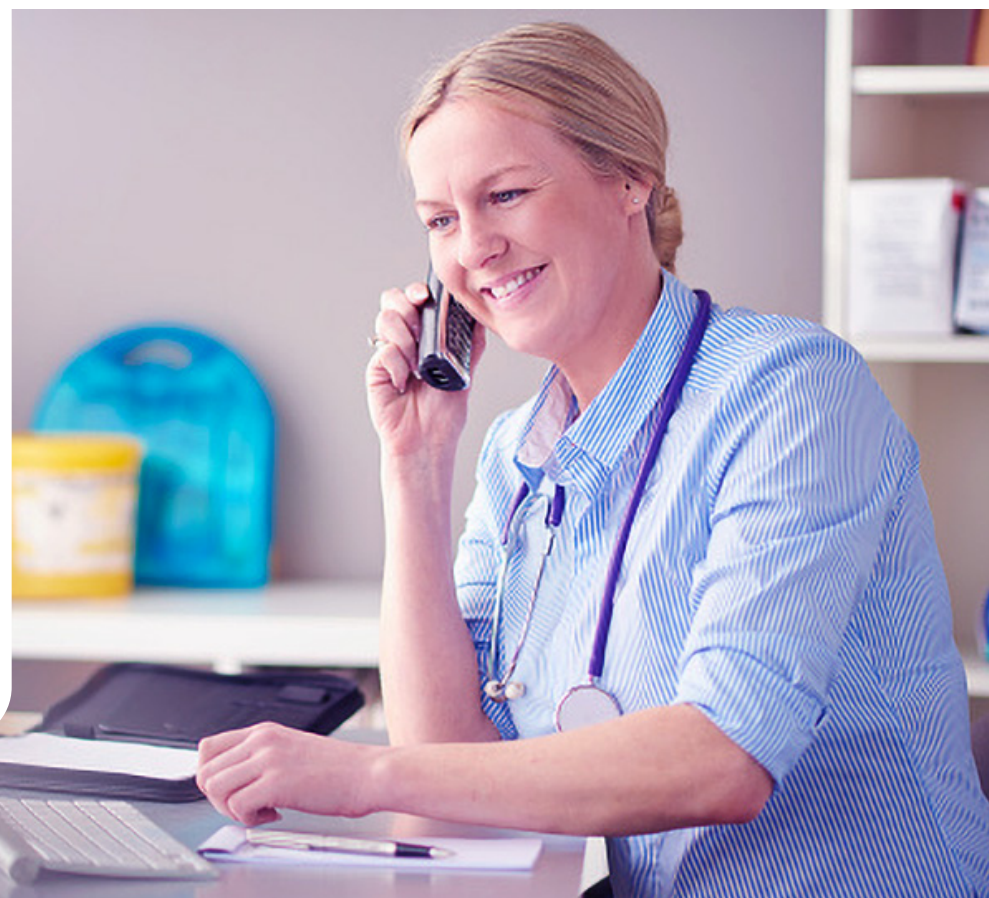
The trust knows that if there's a surge in demand, the system can handle it. They can scale it up and down depending on how busy they are, rather than pay for peak capacity all year round. Savings that they can reinvest in other services.

## Resilient rerouting

With our SIP solution, calls can be automatically diverted if there's a problem. So The Mid Yorkshire Hospitals NHS Trust can rest easy knowing that calls won't be missed and have confidence that they're sharing sensitive information with the right people.

## Work flexibly, anywhere

A reliable connection even on the go means the team can work more effectively without being tied to a desk. This means they can be more flexible and react quickly, always with the data they need at hand.



### Offices Worldwide

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