



Create a new world of health care

Helping you to do more for less
and make lives better



Together, we're creating a new world of care

Make lives better with the help of technology.

The pressure's on you to deliver high quality care and improve patients' lives, all while managing costs. But how can you cope with surging demand when budgets are squeezed? Our technology can transform what you do.

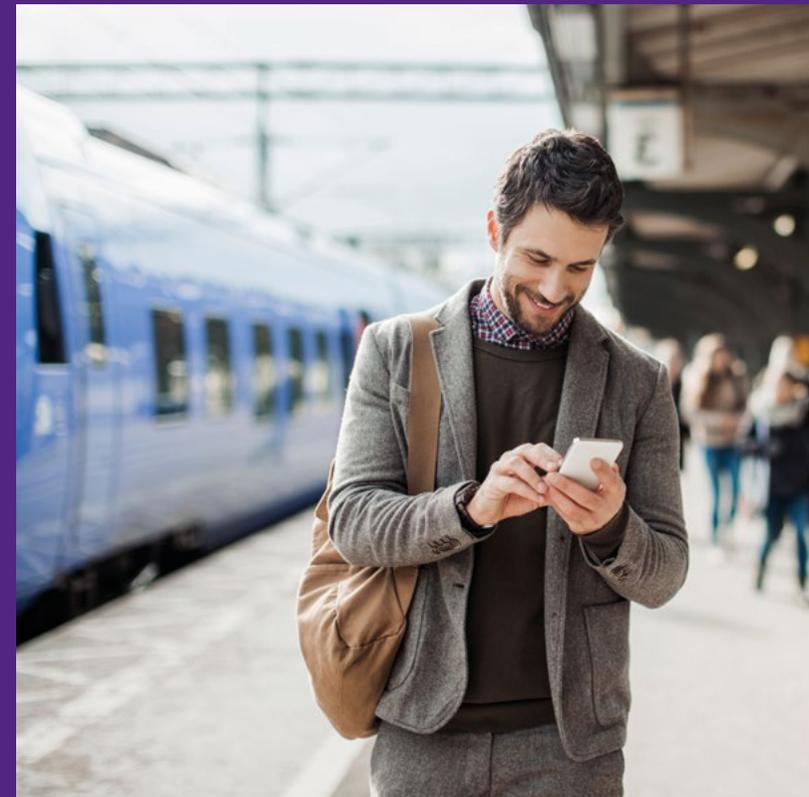
In today's 24/7 digital age, having the right technology is essential. Patients want to contact you whenever and however they choose. And colleagues need the tools to stay in touch and access the information they need – wherever they are.

Join up services and be more efficient

Fully integrated communications can pave the way for collaboration. By using the right tools can share the same up-to-date technology and systems with your external partners. That puts the information you need at your fingertips, improves communication and makes it easier to collaborate and get the job done. Sharing documents is much easier, too. You don't have to shuffle paper files backwards and forwards.

Instead, everyone can access documents at the same time. View patients' records and see what treatment they've received and where – in a hospital, GP's surgery or local clinic. Everyone involved, even the patient themselves, can see the information. This speeds up decision-making and improves care.

Collaborative tech can also help keep mobile and remote workers involved and productive. With one simple, secure login employees can connect to the office and work just as effectively as if they were there in person. And you don't need to worry about keeping your information or patients' records safe. Security is embedded in all of our solutions from the very beginning. So you can share files safely and securely.



Solutions that work in the workplace

Putting cancer specialists in the picture

We know our technology works. It's tried-and-tested, and used by thousands of organisations like yours every day. For example, our technology helped to transform the way the cancer specialists in the Greater Midlands Cancer Network (GMCN) work. The clinicians wanted to meet more regularly to review patient care needs. But because of long distances between hospitals, people were finding they could be spending as much time travelling as they would

in the meetings. It was time consuming and frustrating. Patients were also missing out because the specialists had fewer hours free for clinics, ward rounds, and hands-on care. And hospitals faced big bills for fuel and fares. The GMCN commissioned BT to install video conferencing facilities in each hospital. Now, the specialists meet by going to their nearest video point, meaning more time for their top priority – patients' wellbeing. Plus, big savings all round for the healthcare organisations involved.

In the first year, our technology saved The Greater Midlands Cancer Network £400,000.

Keep your organisation's IT healthy

Big advances in IT mean there are lots of options to help you meet the challenges you're facing in healthcare. But as your IT needs grow, you need a trustworthy provider to make it easier to choose, adopt, and manage the new technologies. At BT, we're technology experts. Every day, we use our experience to make a real difference to organisations. We offer a wide range of smart, affordable solutions that help you do more, with less. We'll show you how investing in new technology can change the way you work and help you achieve your objectives. Whether you're ready to replace your infrastructure or are looking to get more out of your existing assets, we can help. And because we partner with major vendors like Cisco, we'll make sure everything works together perfectly.

We'll also make sure your information stays confidential with our embedded security. Whether it's an email sitting in your inbox, or patients' files being stored on your network, we'll make sure only approved staff have access to your sensitive data. And you don't need to be an IT expert to use our tools. We'll give you the flexibility to manage your ICT in a way that suits you. You can keep complete control and have your team manage everything. Or you can choose a partially managed service where we look after one or more aspects of your communications, like monitoring your network. For complete peace of mind, we even offer a fully-managed service. Choosing BT makes your working life simpler. We can bring all your ICT together in one place as a single provider or work with other providers.

Here's how we helped The Greater Midlands Cancer Network.

- 1. Joined in the brainstorming meetings** to hear everyone's views and made sure we fully understood the needs of the GMCN.
- 2. Recommended** BT One Collaborate, featuring the Polycom HDX 8000 video conferencing system.
- 3. Made it easier for the specialists to work together** by making sure they had access to high quality images. They can share scans, X-rays, and medical images, as well as discuss cases face-to-face, without leaving their workplaces.
- 4. Offered a flexible, easy-to-use, and scalable solution.**
The team has found it easy to add video conferencing to its existing systems.
- 5. Maximised the return on their investment** by giving the specialists the ability to add a range of plug-ins, such as microscopes, laptops and document cameras, to their existing equipment.
- 6. Improved connectivity** with the installation of 16 dual-screen video points across GMCN sites, connected together by the broadband N3 wide area network.
- 7. Helped to increase productivity** as the specialists can make faster decisions and get more done.
- 8. Helped the specialists to deliver an improved service** as the medical team has more time to spend with patients.
- 9. Helped GMCN to save time and money.** Now that specialists don't have to travel, the GMCN has achieved a six-figure saving on travel costs.



Our portfolio, designed for you

With the right tools, your people can make smarter, quicker, cost-efficient decisions. Get more done right the first time. Cross-check information in real-time. Seek advice on the go. And, most importantly, make patients' lives better.

Improve the way you work with:

Better collaboration

Use voice calls, instant messaging, conference calls, video calls, status updates and document sharing – all through one connection. Work on your PC at your desk or your smartphone or tablet on the move.

- Make and receive calls on any device, regardless of location.
- Share documents from anywhere, on any device.
- Reduce travelling time and costs with conference calls.
- Hot desk – log on to any phone in or out of the office.
- Get instant access to messages from anywhere, at any time.
- Stay connected to BT Wi-fi via our-leading 4G network.
- Offer patients and visitors access to your wi-fi network and encourage them to use your digital services.

The best HSCN-compliant network

Our market-leading, HSCN-compliant network services can connect you to your patients, colleagues, suppliers and the world. Designed as the foundation for a unified communications strategy, it can help you to bring your voice, video, mobile and conferencing services together, effortlessly.

- Tailor your network to suit your needs.
- Improve the performance of your business critical applications.
- Run apps smoothly and access them from any device via the intranet, internet, cloud or your network.

Flexible, easy-to-procure solutions

Whether you want a solution in your office or prefer to work in the cloud, we make it easier to collaborate with colleagues, partners, patients and suppliers. And with our framework contracts, it's simple and cost effective for you to get all your products and services through us.

Getting you a step closer to a smarter digital future

Digital transformation is big. And it's creating even bigger opportunities for organisations across the UK. We've got the insights to anticipate your challenges and help you plan a smarter digital future. And we've got the network and know-how to make it all happen. We call this intelligent connectivity. As a managed services provider we'll be there for the entire journey. Helping you to get the most out of cloud technologies to deliver faster, more efficient services.





Share information safely and securely with:

Security and Data protection

You have a duty to protect patient data. You need to look at the way you collect, process and store information to make sure you comply with regulations. You also need to protect data from cyber attacks and security breaches. With our support, you can:

- Securely link people, devices, and files across locations
- Allow safe, remote access and help to boost collaboration and productivity
- We're able to monitor networks and manage devices in case they go missing or get stolen
- Have the reassurance of knowing that your data, network and online presence is protected by the highest level of security
- Have round-the-clock protection against cyber threats
- Control what traffic enters and leaves your network
- Integrate your security features with other systems and platforms.

Advisory services

The right technology can help collaboration. But how do you know what's best? BT Advise is our advisory service. Our ICT experts start by understanding your organisation – what you do and how you do it. We'll learn how you'd like your people to work, and what your patients expect. Then, once we understand your needs, we'll come up with a solution, show you the benefits and put everything in place to get you up and running.

- Get expert advice so you can make an informed choice.
- We'll recommend the best options that deliver performance and provide a return on your investment.
- Access often scarce resources and expertise.

Putting cancer specialists in the picture

The Greater Midlands Cancer Network (GMCN) cares for patients across a sizeable territory stretching from Shropshire, Staffordshire and the Black Country to parts of Powys. This includes eight primary care trusts, a Welsh local health board, seven acute trusts, and six hospices.

Understanding the challenge

To provide the best possible treatment, cancer specialists in the Greater Midlands Cancer Network (GMCN) needed to hold regular Specialist Multidisciplinary team meetings (SMDTs). But because of long distances between hospitals, staff found they were spending as much time getting to SMDTs as they were in the meetings themselves. Travel costs alone could be very high – in the tens of thousands of pounds per year.

Keeping people connected

GMCN needed a simple way for specialists to see and share scans, X-rays, and medical images as well as discussing things face-to-face, but without leaving their workplaces. BT joined the brainstorming sessions from day one so that we fully understood GMCN's needs. The answer was the Polycom HDX 8000 video conferencing system. Stuart Babiy, Information & Audit Lead for the Greater Midlands Cancer Network, explains: "BT recommended Polycom because they understood what we needed was very high quality images – technician quality – for viewing things like specimens and MRI scans." Polycom met another need, too: the capacity for a big array of equipment plug-ins from microscopes and laptops to document cameras.

Making it easy for people to collaborate

The team has found it easy to add video conferencing to its existing systems. There are 16 dual-screen video points across GMCN sites, connected together by the broadband N3 wide area network. Two screens mean that the 20 or so participants at each specialist MDT get the complete picture, with their colleagues at other locations on one screen, and images, documents and presentations on the other.

Improving efficiency

Specialists can now make decisions faster and get more done. Everyone finds the Polycom system easy to use. Stuart says: "The consultants' time is very precious. If it wasn't working for them, they wouldn't use it." Patients benefit because medical teams can devote more time to them. The budgets of the local hospitals benefit too. Stuart estimates it's saving around £9,000 in travelling expenses every month. Add this to the estimated £25,000 per month in productivity savings and that already adds up to about £400,000 a year.

The move to HSCN

HSCN is part of a large transformation happening across the health and care sector. And it's creating new possibilities for technology to improve patient care. We're proud to be an accredited Consumer Network Service Provider (CNSP), helping our customers with the move to HSCN. Our simple network tools can help you get the right information at the right time, no matter where you're working.

No need to rush

We understand that the transition may take time so we'll keep your existing services running until you're ready to make the change. We'll work with your transformation team to build a vision for the future and map out the technology to make it happen.

Pick the right solution for your organisation

We've got a range of options to get you connected to HSCN – wherever you are and whatever the size of your organisation and however complex your needs are. When you're ready, we'll get the new systems and technologies in place – and we'll do it all without any major disruption.

Download our new catalogue and find out more

www.bt.com/HSCN



Why BT

With over 1,800 public sector customers across Scotland, England, Wales and Northern Ireland, we know the issues you're facing. We'll use that know-how and experience to help you make lives better. And the benefits of working with us don't stop there:

- **Award-winning networks that won't let you down**
Our global network is recognised by Gartner and other independent industry specialists. We've created networks that run at 5.6Tbps, fast enough to download 100 videos in a second. And by 2020, we'll have increased EE's 4G coverage to 95% of the country.
- **You'll be working with experts**
We have the people, the partners and the know-how to offer you the best advice, service and support. Our work with smart city programmes across the UK means we're well versed in working with others, too.
- **A commitment that we'll never stand still**
We're investing £10 billion in new technologies in the five years. They'll help us to develop the services and tools that will see you thrive in the future.
- **We're a trusted partner in the public sector**
The MoD, Police and other critical services trust us to keep them connected. And our presence on national and local government procurement frameworks means it's quick and easy to start work with us.
- **Solutions perfectly tailored to your organisation**
Delivering regional public services is tricky work. That's why we've got a wide range of tools, technology and ideas to work with, so we can offer you the right solution, whatever your needs.

More information

To find out more, please contact your BT Account Manager.

business.bt.com/public-sector

Offices Worldwide

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