

NHS Hounslow



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Hounslow



At a glance

With an ageing network of inherited voice and data services, keeping NHS staff in touch with each other was slow, cumbersome and painful. So when Hounslow was chosen to host one of London's first five polyclinics, they leapt at the chance to change things for the better. And that's when they called us.

Organisation NHS Hounslow

Industry sector Healthcare

Location London

Challenge Revolutionise the flow of information between staff and patients to coordinate care and make Europe's largest polyclinic possible.

Solution An advanced communications infrastructure, bringing together healthcare workers and patients.

Products IP Multimedia

Benefits Motivated staff who can work online together and share documents in real time, wherever they are. Better patient care with shorter waiting times and faster access to treatment. Health professionals are now able to access patient information and diagnostic data right when they need it.

With so many community NHS staff working for Hounslow – some in offices and some on the move – keeping everyone in touch was a real headache. Often the problem was finding the right members of staff, and in an emergency, this was critical.

“Virgin Media Business’ IP Multimedia solution has changed the way we work. We’re more efficient and give better-informed, improved patient care.”

Richard Scowen, Associate Director of Information Communication Technology, NHS Hounslow.

With an inherited mix of outdated voice and data services, NHS Hounslow's network simply wasn't up to the job. So they were delighted when they were selected to become home to one of Europe's largest polyclinics – with a whole host of medical and healthcare services in one place. It provided the ideal opportunity to upgrade their telecoms infrastructure too.

Polyclinics provide a whole host of healthcare and medical services – all under one roof. Clinics, tests and referrals are fully joined up. So if a GP refers a patient to a specialist, they can be seen quickly, and in the same building. The 'Heart of Hounslow' polyclinic is a stunning £18 million achievement.

“We had to create a modern and robust telecoms infrastructure for the long term. To make this happen, we needed to combine our existing systems with investment in new technology.”

“We’re proud of what’s been achieved at one of the UK’s first Polyclinics – we’re helping more people and saving NHS costs.”

Richard Scowen, Associate Director of Information Communication Technology, NHS Hounslow.

Working together for better patient care

After talking to NHS Hounslow about their unique requirements, we recommended a flexible IP Multimedia solution, made possible by using an open, standardised and user-friendly Next Generation Network.

With IP Multimedia, voice and multimedia applications can be transferred quickly, without using an old-fashioned phone system. Each member of staff has their own unique four-digit login, so they can access their voicemail, email and systems wherever they’re working. Every person, in every department is electronically linked. And staff can access any notes or files they need. Instantly.

One challenge was the sheer number of healthcare services and clinics now available at the Heart of Hounslow.

A room could be needed as a children’s clinic one day, and a podiatry clinic the next. But with IP Multimedia, it’s easy to set up specific phone lines and PCs that mean a room can change function according to the staff logged in at that particular time.

Key benefits

- Improved communications whether staff are working in an office, at a clinic or on the move.
- Applications such as Instant Messaging and presence indicators make it easy to find the people you need to contact.
- Video-conferencing and online presentations help staff share information faster.
- Patients’ notes can be securely transferred across the network, so everyone is up to date.

Better teamwork, better patient care

Now, working as part of an efficient team is much easier. With our IP Multimedia, staff can:

- **See who’s in.** Presence indicators show when doctors are online and able to take calls, or respond to messages. This helps cut delays and get answers to patients’ questions faster.
- **Keep in touch.** Logging into the phone system from any location gives staff access to personal settings and directories. Their own unique number stays with them, so colleagues can always call, no matter which handset or office they’re using.
- **Collaborate.** Instant Messaging allows staff to work online together and share documents in real time. Daily appointment lists can be downloaded and case notes securely transferred across departments.

All of which helps the entire team reduce patient waiting times, speed up patient diagnosis and treatment. So more people can be helped, while costs to the NHS are reduced.

And it’s not just NHS Hounslow that’s been impressed. Government ministers are now planning to build a total of 150 polyclinics across London alone, so it would seem they’re also impressed with the results seen at Hounslow.



Find out how we can help you keep everyone in the loop, wherever they are. Just give us a call on 0800 052 0845 or visit www.virginmediabusiness.co.uk