



# Supporting the Public Sector in a digital world

How technology can make  
a difference in healthcare



## We are a trusted IT supplier for healthcare

We believe that the right technology can revolutionise the experience of healthcare teams and those they help. In today's fast-moving world, you need to be flexible, adaptable and ready to act fast. The healthcare sector faces unprecedented demand combined with increasingly constrained budgets. Technology can drive efficiencies, improve service delivery and help health care professionals be productive wherever they are. By partnering with BT, we will work with you to implement effective and efficient IT solutions that align to your healthcare outcomes. We understand that the right solution properly implemented can help solve problems, save time and revolutionise the experience of both professionals and those they help.

**“BT provided over 4,000 devices that worked immediately. The software was on there and employee email addresses were already loaded. All people needed to do was turn on and get on with their work”.**

**Mark Simmonds**

**Lead consultant – Nottingham University Hospitals NHS Trust**

### Equip all your teams with the right IT solutions

Health leaders clearly recognise technology is key to joining up services and providing better patient care. We work closely with our partners to ensure effective and efficient tech solutions are implemented and secured.

- The rate of cyberattacks on the NHS has quadrupled in the last 4 years<sup>1</sup>
- Effective digitisation in healthcare can deliver efficiency improvements of between 7 and 11.5%<sup>2</sup>
- The NHS Digital Maturity Assessment rated over 50% of trusts as very good in terms of readiness and infrastructure, but for capabilities, only 7 trusts achieved a very good rating<sup>3</sup>

[Learn more](#)

# 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.

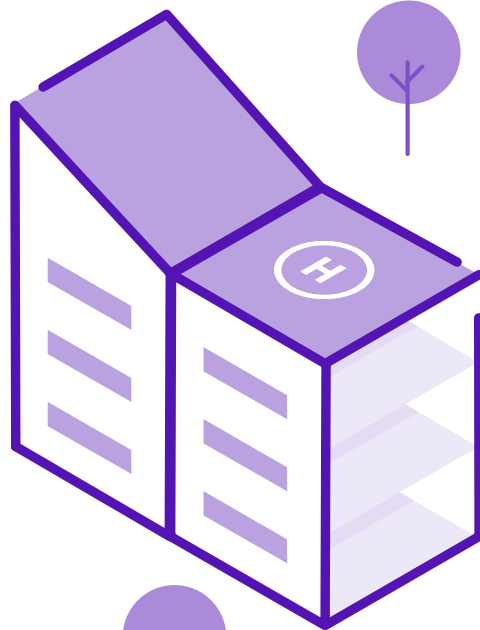
Here are our findings...

## 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%**

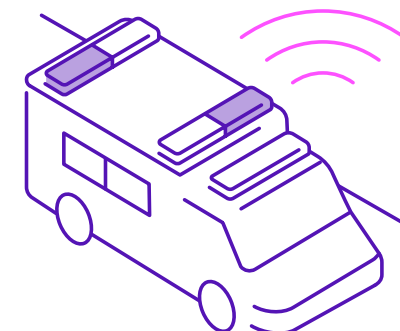
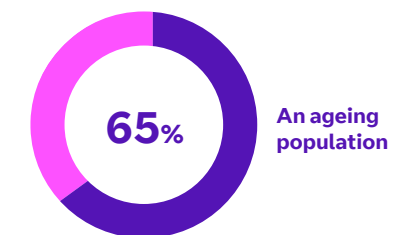
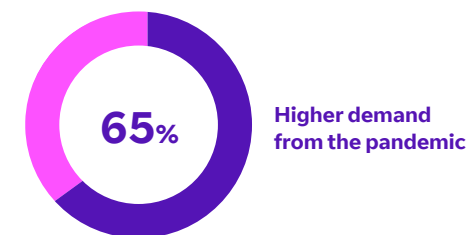
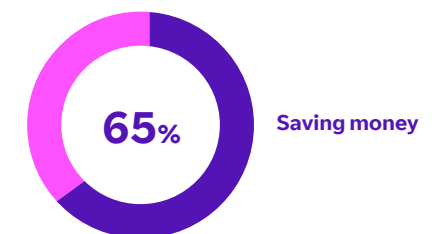
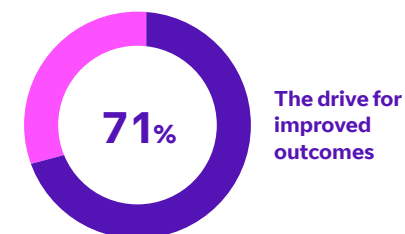
say this has exacerbated technology issues, like information sharing.



**71%**

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

# What is the driving digital transformation?

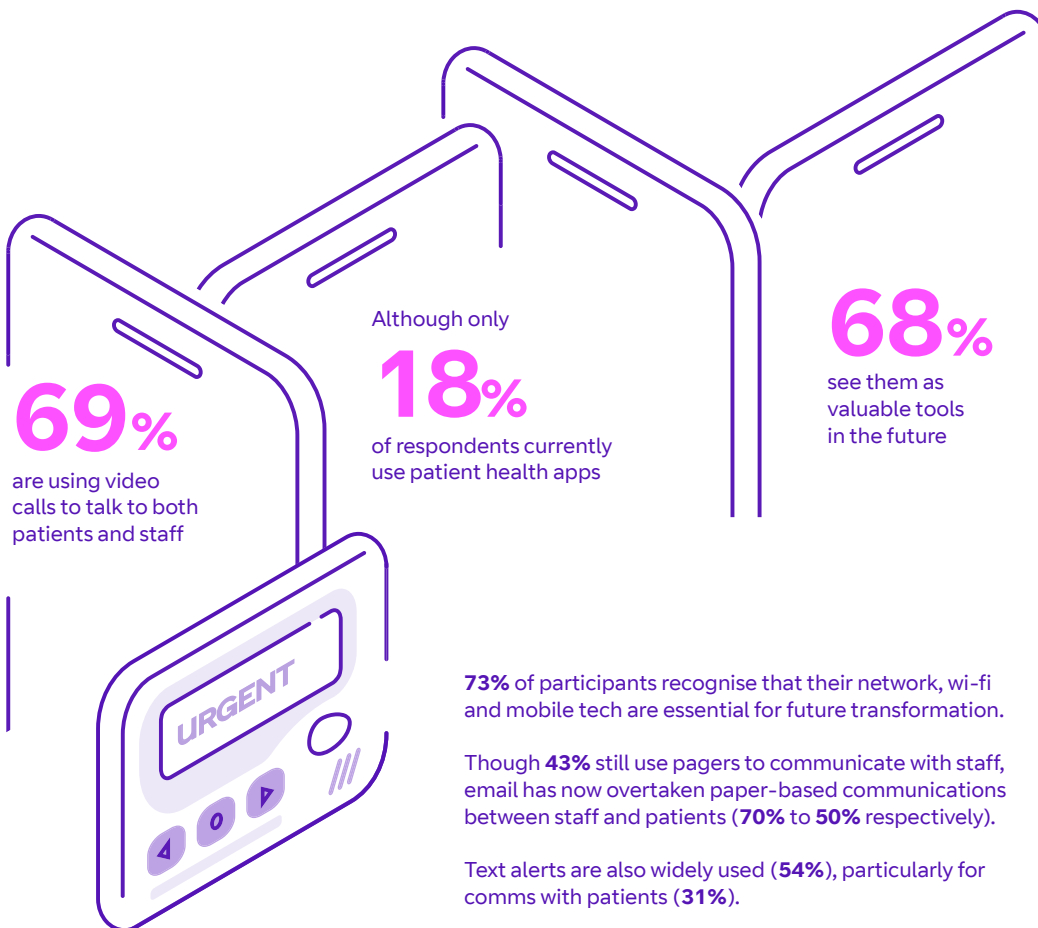


In a UK first, we showcased the transformational capability of a 5G-Connected Ambulance, in partnership with South Central Ambulance, West Midlands Ambulance, and University Hospitals Birmingham. This demonstrates how delivering some aspects of care remotely, could help ease the ever-increasing burden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



## Enabling greater efficiencies through advanced connectivity

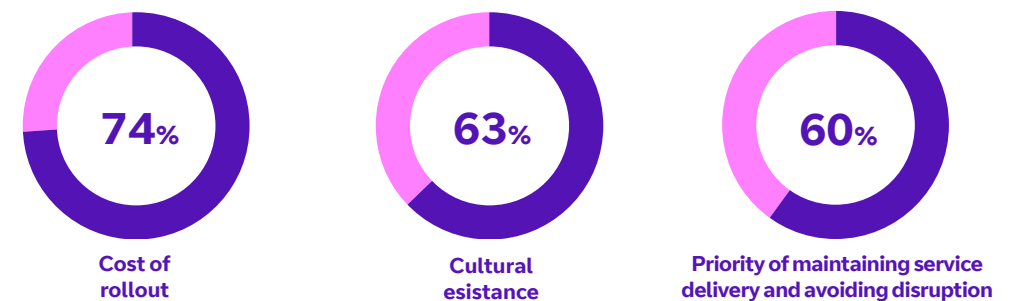
Our healthcare survey highlights the need for robust and reliable connectivity across the entire sector to ensure the best experience for staff and patients. With strong, sustainable digital foundations, the NHS can realise the benefits of digital transformation, embrace innovation, and build on the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



## 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.

# Improving the way healthcare teams work

Samsung rugged devices give frontline healthcare workers the tools they need to diagnose and treat ill and injured patients fast, by releasing them from the need to keep returning to the workstation.



**SAMSUNG**

## Playing a part in patient care

Critically ill and injured patients need to be diagnosed and treated as fast as possible, that means no one can afford to wait for paper medical histories and test results to be written up or retrieved. Samsung rugged devices bring digitisation to frontline healthcare services, providing real-time access to patient records meaning healthcare professionals can diagnose, treat and make life-saving decisions on the spot.

With long lasting and replaceable batteries, the rugged devices won't fail at critical moments and can accompany medical staff throughout their entire shift. While built to take hard knocks, Samsung devices have screens that are sensitive enough to work in situations where it's necessary to wear gloves. All confidential information is protected by Samsung Knox and securely encrypted on the device, so information stays confidential.

## Solutions from Samsung

Challenge	Solution
With the increase in technology usage comes an increased security risk.	Samsungs built in security ensures both medical staff and patients data is safe and systems are protected.
Standard mobility solutions aren't fit for purpose with the need for device sanitation and the risk of knocks and damage.	Samsung Rugged devices are IP68 and MIL-STD810 certified, meaning they're protected from drops and water damage.
With the use of gloves in healthcare, standard mobility solutions aren't compatible.	Samsung devices are sensitive enough to be used whilst wearing gloves, so you can guarantee safety protocols are followed.
It's a challenge for IT teams to manage and support devices in the field.	Samsung Knox solution ensures all software, from the operating system to applications, are kept up to date, without any user involvement.
NHS Trusts must comply with the government Cyber Essentials scheme, which has multiple requirements to get accreditation.	Enterprise Edition and Knox suite solves multiple issues around compliance with E-FOTA, Knox Manage and the added benefit of remote support.

Contact our dedicated public sector IT specialists to find the right Rugged device for your healthcare organisation: [btbd.publicsector@bt.com](mailto:btbd.publicsector@bt.com)

Learn more



# Navigating healthcare in the age of technology

Since the Coronavirus pandemic, we understand the strain the NHS operates under. Supporting practitioners to continue to provide outstanding care whilst dealing with challenging situations is vital. Healthcare has always been an in-person experience, with the right tools and technology, you can maintain the human touch between the doctor-patient.

Jabra solutions are here to change the way patients feel when accessing vital services remotely.



## NHS Jabra PanaCast Case study

Delivering outstanding remote healthcare is about making sure that patients can be seen and feel heard. When the Coronavirus pandemic hit many NHS teams needed fast and easy solutions to manage the separation of staff dealing with coronavirus patients and those that were not. A Specialist NHS foundation trust utilised the Jabra PanaCast video conferencing kit as a solution for clinical consultations.

Shift changeovers mean that all staff must participate in clinical consultations which can happen up to three times a day. Those working in the red zone dealing with Coronavirus patients are in full PPE which made communicating difficult and time-consuming. Consultants in the green zone for obvious reasons were unable to join their colleagues to take part in the clinical consultations.

By setting up a Jabra PanaCast and Speak 710 speakerphone they were able to gather the relevant multidisciplinary clinicians in the green zone areas to meet with colleagues in red zone areas without the risk of transmission. The simple plug and play solution meant that these regular meetings ran smoothly and took up less time so that clinicians could continue to care for their patients.

Contact our dedicated public sector IT specialists to discuss how Jabra can provide your healthcare organisation with seamless communication [btbd.publicsector@bt.com](mailto:btbd.publicsector@bt.com)

[Learn more](#)



# Why is Microsoft Surface right for healthcare?

Surface allows for seamless integration between software and devices, which can improve security and frees up IT's time. Innovation is built into Surface tools, allowing easy integration and fast task-completion. Surface also provides deep support, with experience of effective and efficient deployment strategies and implementation techniques required for business success.

## Recent challenges and transitions

61 percent of healthcare workers want to continue using technology as part of their work when they're unable to meet patients in person.<sup>1</sup> Employees are often held back by legacy infrastructure, the healthcare sector accelerated a technological transformation, patient attitudes and behaviours around remote consulting or monitoring have improved.

## Improving the way you work

M365-powered Surface devices have improved employee satisfaction and patient care, putting the wellbeing of our clinicians front of mind.<sup>2</sup>

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[Learn more](#)



Giving more time back to clinicians and administrators to focus on essential tasks, improving employee wellbeing.



Providing joined-up, simplified solutions between different care providers, thanks to integrated systems.



Surface devices allow staff to provide patients with the vital care they need, this promotes a patient-first approach.



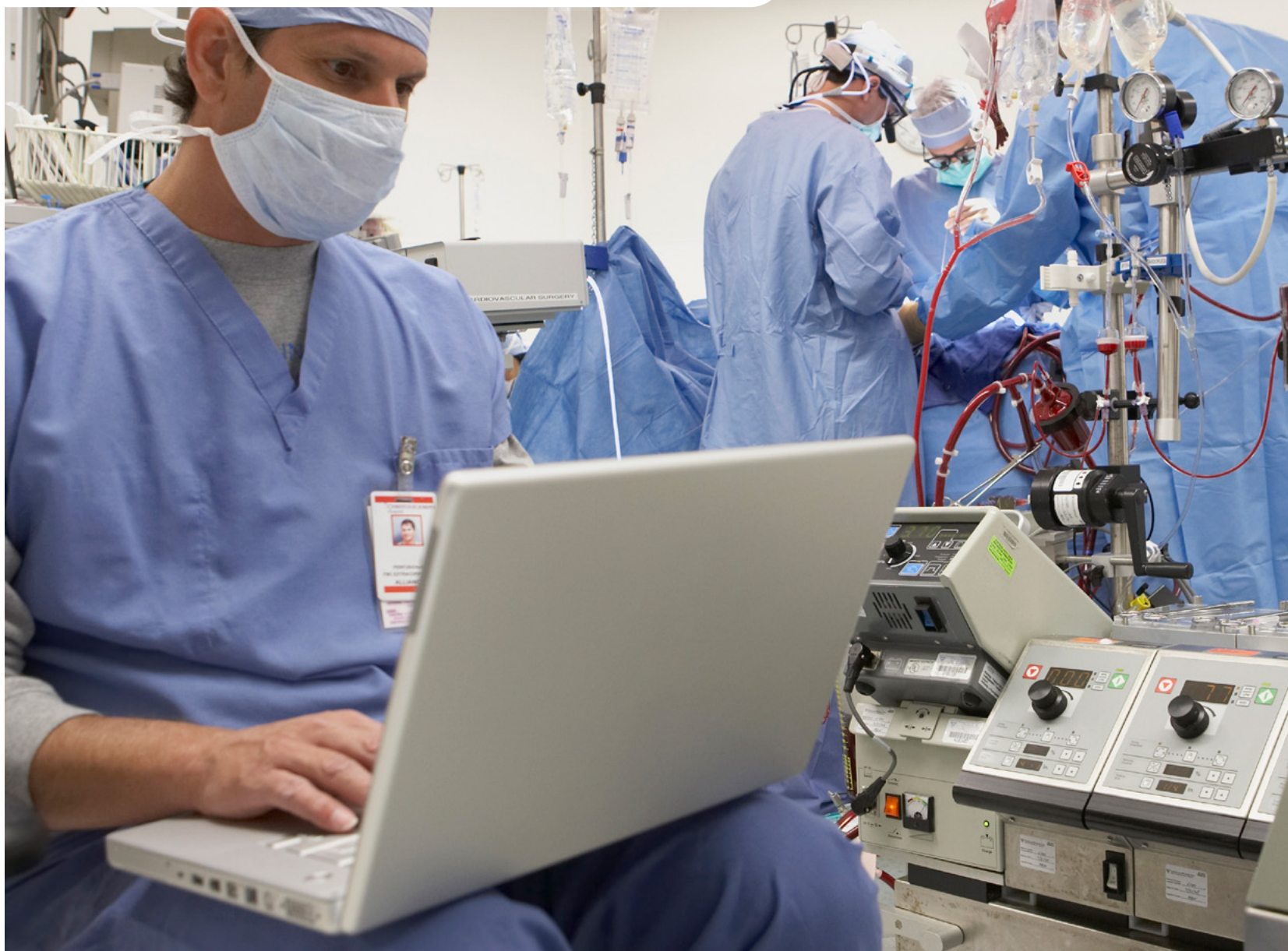
It's secure, allowing IT to remote-deploy and manage data thanks to our chip to cloud security, which means our technology is always secure.



# Protecting patients

For the healthcare industry, ensuring a quality environment of patient care is paramount. New technologies are helping to improve care and decrease costs simultaneously.

To enable these technologies, healthcare facilities need a solid physical infrastructure to back up their assets.



## Healthcare driven by IoT and Edge Computing

Schneider Electric enables technologies that ensure constant availability.

### Critical Power

Not all of a hospital's power protection needs will be based in the data centre. To enhance the availability of utility power to the non-IT aspects of the hospital, Schneider Electric offers a full line of power protection solutions.

### EcoStruxure Micro Data Center

Micro Data Centres are pre-integrated complete physical infrastructure. It includes: power distribution, UPS and environmental monitoring. They are simple, reliable and predictable - fit for healthcare environments.

### Get certainty through visibility

EcoStruxure IT Software and services provides 24/7 secure visibility to critical infrastructure - anywhere, anytime and any device. Organisations can be aware of infrastructure issues before they occur through data-driven insights and analytics.

### Physical Security

Cybersecurity starts with physical security. Protect critical edge computing deployments with monitoring, controlling and supervising edge computing sites from physical threats.

## Improve efficiency and uptime in a healthcare environment

Edge computing is helping healthcare as they embark on digital transformations and use IoT applications to improve the customer experience and operational efficiency as well as develop new revenue streams. Schneider Electric™ understand the challenges of a digitised ecosystem and offer a broad variety of infrastructure solutions to increase resiliency and mitigate downtime.

**Contact our dedicated public sector IT specialists for more information:**  
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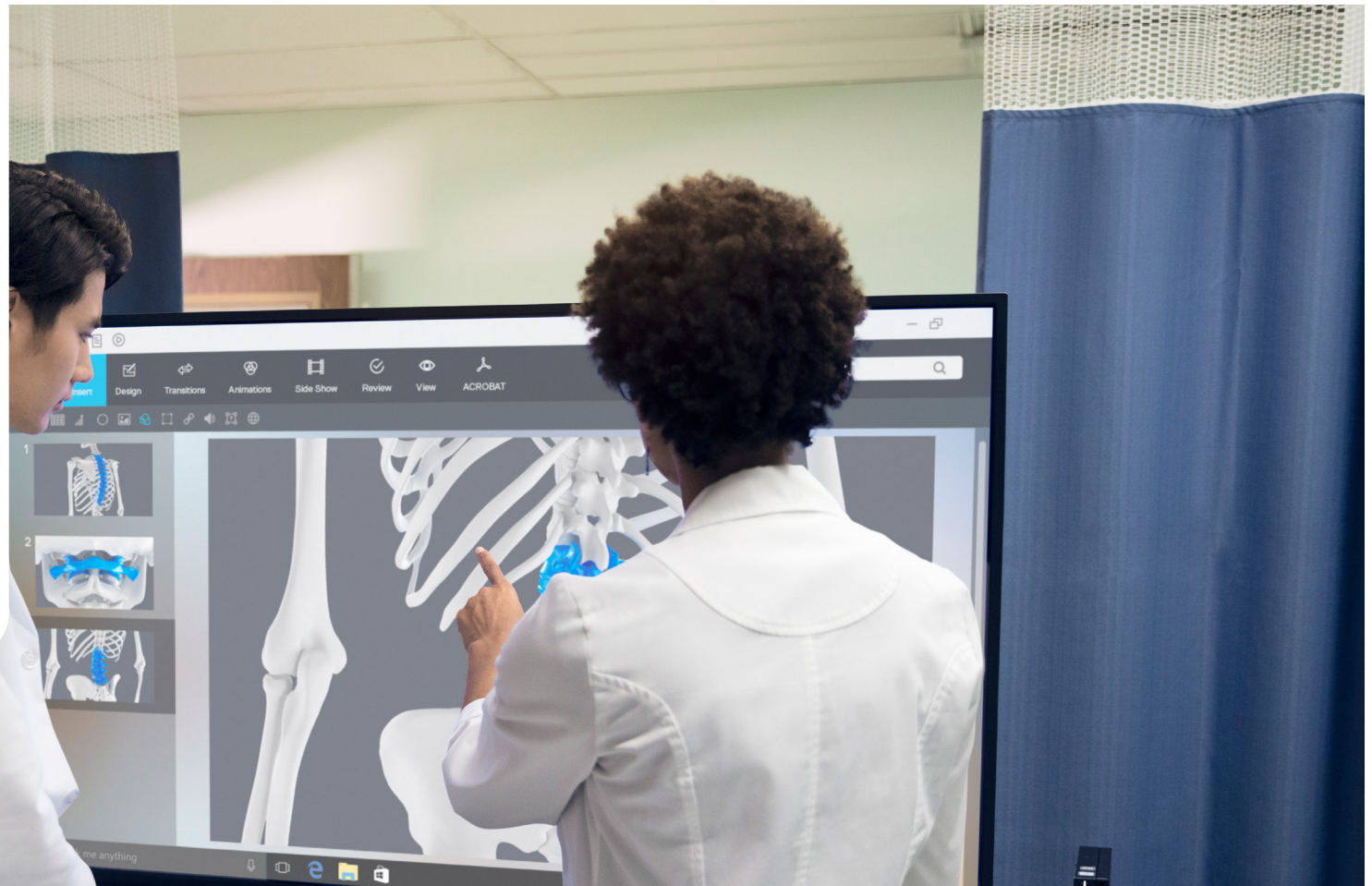


# Modernised IT for Healthcare

Healthcare digital transformation provides the efficiency needed for innovation to happen and it starts by creating a technology foundation that enables healthcare organisations to rapidly and securely deploy modern IT platforms that support high-value clinical and business workload solutions.

## Dell Technologies is uniquely positioned to help:

- Reimagine Healthcare - Life Sciences digital transformation.
- Provide efficiency needed for innovation with a modern technology foundation.
- Support high-value clinical and business work loads and use cases.



## Dell Technologies help with your path from vision to reality

Dell Technologies extensive portfolio of products, solutions, services, and partnerships span the entire health – life sciences ecosystem—from the point of care to core to cloud. From vision to reality, modernising your IT is the first step to deliver better patient outcomes and world-class care.

Somerset National Health Services (NHS) Foundation Trust and Musgrove Park Hospital moved applications from aging infrastructure to the Dell EMC PowerEdge MX modular servers to improve clinician efficiency.

**Contact our dedicated public sector IT specialists to discuss how you can modernise your healthcare organisation: [btbd.publicsector@bt.com](mailto:btbd.publicsector@bt.com)**

[Learn more](#)





## Why BT?

BT is a trusted IT supplier for the public sector. Partnering with us means that you can implement effective and efficient IT solutions, whilst creating cost savings. We believe that the right technology can revolutionise the experience of emergency services teams and those they help.

### Our dedicated public sector team can offer expert advice for all your IT requirements

- We talk to lots of public sector customers every week, so we understand the challenges you face
- We can unlock public sector discounts from the world's leading technology vendors
- We serve all your IT needs, ranging from simple hardware fulfilment to complete end-to-end solutions

## How can technology make a difference?

In today's fast-moving world, you need to be flexible, adaptable and ready to act fast. With BT you can use the latest technology to be more productive, collaborative and efficient. We can design and implement solutions to empower Public Sector organisations wherever they are.



**Want to talk to someone about how technology can make a difference in your healthcare organisation? Contact our dedicated public sector IT specialists:**  
[btbd.publicsector@bt.com](mailto:btbd.publicsector@bt.com)



**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](https://bt.com/health-insights)**

#### Offices worldwide

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