

# Annual Report

## Telecoms Best Value Group 2019-20



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## Mission Statement

**‘To work collaboratively as a specialist group to offer peer to peer support to assist member Trusts to solve complex telecommunication problems, and to share best practice in an endeavour to provide best value communications solutions.’**

## Introduction

The Telecoms Best Value Group is one of 18 Best Value Groups organised by the National Performance Advisory Group (NPAG) which is hosted by the East of England Ambulance Service NHS Trust. NPAG ‘Best Value’ Groups are driven by the group members for the members.

The 2019/20 Telecoms Group comprised of 22 members from 16 NHS Trusts with elected Joint Chair Persons supported by a Facilitator from NPAG.

Four meetings were held throughout the year in June, September, December 2019 and March 2020.

This report summarises some of the main activities of the group including Benchmark activities and presentations from external suppliers within the Telecoms industry.

External suppliers are invited to attend by the Group Members and give presentations on topical issues affecting the NHS.

I would like to thank the Joint Chairs, Simon Owen and Richard Hooper, and the Members for their ongoing commitment to the Group and their input and enthusiasm without which the Group would not be a success.

The Groups strength lies in the Members professionalism and technical ability to investigate and evaluate new technology and industrial trends, and influence Telecom Service Providers within the Healthcare field, share best practice and offer peer to peer support to resolve common issues across the NHS as a whole.

NHS funding continues to be squeezed and Trusts are targeted with making ongoing costs savings. The focus of this Group continues to promote cost effective, efficient solutions to maintain and improve patient and staff experiences within Member Trusts.

**John Wigmore, NPAG Facilitator**

### Chair's View

It seems strange sat here trying to review the last 12 months where the last 3 weeks of activity seem, at the minute, to mask the 49 weeks that preceded them.

Covid 19 has brought unprecedented levels of change, both temporary and permanent, to the NHS. Adoption of new technology and ways of working has taken place at a pace that was in stark contrast to past deployments.

As things stand, no one can say with any level of certainty, what changes will remain and become the new normal, and what changes can be maintained on 'normal' budgets once the emergency funding has been removed.

The next 12-18 months will present a new array of challenges for NHS Telecoms professionals, as we look to continue to facilitate the new ways of working that our Trusts adopt whilst of course trying to maintain best value and performance.

The Telecoms Best Value Group is the only national forum where NHS Telecoms professionals regularly meet, share knowledge and information and hear presentations from major service providers on topics pertinent to the group members.

We firmly believe that membership of this group continues to be the primary forum for NHS Telecoms professionals.

**Richard Hooper / Simon Owen, Joint Chairs**

### Meeting Venues

Three meetings were held in London, at the Imperial Hotel, in Russell Square, and one meeting held at Maintel Plc offices, in Blackfriars Road, London.

### Working Together

The Telecoms BVG Meetings continue to provide a focal point for Members to network and share meaningful experiences, working practices and policies.

The Group comprising of NHS Telecom Managers, Telecom Professionals, Specialist Engineers and IT Professionals is able to assist and influence suppliers in the development of products and services specific to the needs of the NHS, and to help NHS Trust meet national targets and cut costs.

The Group Meetings also provide a focal point to bring together Specialist Service Providers, with meaningful solutions to current telecoms service issues, with particular emphasis this year on the continuing shift from conventional telephony to IP telephony, the move towards Unified Communications., the move towards Digital Transformation, and the impetus to evaluate replacement technology to remove Paging and Fax messaging from the NHS.

# Meeting One

### **Presentation: NB Data. 'Overview of Evolving and Changing Telecoms Market'**

Neil Hinde (NH) Managing Director, Steve Cobley (SC) Marketing, Everton Stewart (ES) MD Vidicode

NH gave a brief introduction into NB Data. He explained they have a large portfolio, working with Banking, NHS Trusts, Building Societies etc. NB Data provide Telecoms and IT equipment and services from all major manufacturers and suppliers.

NH advised that Polycom have recently merged with Plantronics and are now branded as Poly.

SC gave a brief overview of recent changes in the Telecom market and explained various acronyms.

He reminded Members that the PSTN and ISDN Networks are due to be switched off in 2025 and NB Data offer SIP Trunks either hosted or owned as a replacement.

Unified Communications and collaboration for flexible, mobile and remote working workforce. NB Data provide Presence, IM, Voicemail, MS Teams etc.

Planning Unified Communications and Collaboration

NB Data provide planning services such as:

- ◆ UC Toolkits
  - ◆ Checklist
  - ◆ Virtual survey
  - ◆ Mitel/Avaya/Cisco etc setup
- ◆ Manager Pro (SaaS)
  - ◆ Manage inventory
  - ◆ Simplify deployment
  - ◆ Out of warranty
  - ◆ Track firmware and updates
  - ◆ Proactive maintenance

NB Data were recently involved in collaboration with NHS Lothian to provide video and audio conferencing across the Trust, to provide up to £1M savings in travel costs.

This project offered:

- ◆ Consultations
- ◆ MDT meetings
- ◆ Distance learning
- ◆ Remote healthcare
- ◆ Neonatal consultations

## Meeting One (cont'd)

SC gave an overview of Omnichannel, with a brief outline of the products they provide, including

- ◆ Network connectivity devices
- ◆ Home worker solutions
- ◆ Office headsets and accessories
- ◆ Conferencing and Collaborations
- ◆ Telephone handsets
- ◆ VoIP, SIP and Digital Telephones
- ◆ Interactive touchscreens
- ◆ Printers, scanners and copiers

ES, the MD of Vidicode, manufacturers of call recording solutions and Voice Crunch speech analytics, with 35years + experience in the market place.

ES gave a presentation on Vidicode call/screen/recording solutions which can be applied as:

- ◆ Single desk
- ◆ Small team
- ◆ Surgery
- ◆ Multichannel

ES explained the importance of the Customer/Patient/Experience

- ◆ Measuring the Patient Experience
- ◆ Ensuring Staff Protection
- ◆ Prove accurate telephone triage
- ◆ Ensure Security and Privacy is paramount (GDPR)

### **Presentation: The Segmentation Group 'Understanding your Telecoms Infrastructure and Cost Base before Digitalization'**

Nick Cassidy (NC) Account Manager, Dave Usher (DU)

NC gave a brief introduction into the Segmentation Group. They offer consultancy services in customers telecoms infrastructure and cost base. Much of their work is with Government Departments, Universities, Local Councils, NHS Trusts and large multinational companies. Their expertise is in telecoms analytics and comprises:

- ◆ Analyzing customers historical telecoms data
- ◆ Making sense of it
- ◆ Collating data and giving it meaning

## Meeting One (cont'd)

They have 20 experts with over 500 years of experience. They offer an understanding of:

- ◆ All elements of Voice, Data, Mobile and Video communications
- ◆ Everything from tariffs to technology
- ◆ The evolution of Telecoms from the past to the future
- ◆ What the customer needs, and what they don't need

Their analysts look at four elements of a Telecoms Infrastructure:

- ◆ The physical infrastructure
- ◆ Number analysis
- ◆ Other elements
- ◆ Financial analysis

The Physical Infrastructure

- ◆ Lines and network
  - ◆ SIP, ISDN, DASS, Q931, CASS, N3/HSCN, FeatureNet, Centrex, Analogue and Broadband Services
  - ◆ IP Telephony/Hosted Applications including ports, services and licences
  - ◆ Telephone numbering including main number, DDI, numbering ranges and routing
  - ◆ Circuitry associated with an internal network including IP, VPN, QoS, Q.Sig, DPNSS and Private Circuits
  - ◆ Carrier Services, direct and indirect
  - ◆ Private Dial Plans
- ◆ Physical Equipment
  - ◆ Inventory check across each location from a Comms Room perspective including remote sites
  - ◆ On premis equipment including telephone system, voicemail, contact centre, call recording, operators, agents and bedside telephony
  - ◆ Software levels and programming
  - ◆ Cabling and patching frame details and maintenance agreements

Number Analysis

- ◆ Inbound Numbering
  - ◆ Details of providers and how calls are received
  - ◆ Breakdown of all numbering
  - ◆ Advanced features and routing
  - ◆ Details of any contractual elements
  - ◆ Number of extensions, contact centres and agents

## Meeting One (cont'd)

- ◆ Number of Calls/Min (Geographic and Non-Geographic, IDD, Internal via Network Links or Mobile Networks, Switchboard Operators, DDI and Call Answering Systems)
  - ◆ Detail of amount spent
  - ◆ Finance received from call payments
  - ◆ Finance received from inbound services
  - ◆ All shown holistically and broken down by type and number

### Other Elements

- ◆ Data
  - ◆ LAN/WAN topology
  - ◆ N3/HSCN
  - ◆ NHS Digital
  - ◆ VPN's
  - ◆ Apps and connectivity
  - ◆ Asset inventory
  - ◆ Hardware
  - ◆ Routers, Switches and Firewalls
  - ◆ Cabling Infrastructure
  - ◆ Backup and Security Services
  - ◆ Network Monitoring
- ◆ Mobility
  - ◆ Smartphones and Mobile Phones
  - ◆ Internal mobiles, BYOD and CYOD
  - ◆ Mobile Data Devices
  - ◆ Wi-Fi
  - ◆ Text and Picture Messaging
  - ◆ iMessage integration
  - ◆ Applications
  - ◆ Roaming, GSM Gateways and Mobile Device Management
- ◆ Conferencing
  - ◆ Audio, Video and Collaboration
  - ◆ Existing users and On-Line facilities used
  - ◆ Skype for Business

## Meeting One (cont'd)

- ◆ Fax and Paging
  - ◆ Hardware Audit and Legacy Maintenance Contracts
  - ◆ Fax, Printer and Scanner integration
  - ◆ Centralised Fax Servers
  - ◆ On-Site Paging Audit, VHF and UHF
  - ◆ Current Provider
  - ◆ Existing Contract Length
- ◆ Remote/Home Working
  - ◆ Remote Premises and Community Sites
  - ◆ Broadband Speeds
  - ◆ Remote Access
  - ◆ Security
  - ◆ Applications and Configuration
- ◆ Protection
  - ◆ Disaster Recovery and Business Continuity
  - ◆ UPS/Generator Backup
  - ◆ Internal/External Services
  - ◆ Existing Coverage
  - ◆ Call Recording
  - ◆ Lone Worker/BMS Protection
- ◆ Further Elements
  - ◆ Moves, Adds and Changes
  - ◆ People Costs
  - ◆ Customer Experience
  - ◆ Unified Communications
  - ◆ AirWave
  - ◆ KPI's
  - ◆ Best Value?
  - ◆ Policies
  - ◆ Fault Reporting
  - ◆ Culture and Processes

## Meeting One (cont'd)

### Financial Analysis

- ◆ The Financial Picture
  - ◆ Financial Audit of Telecom Infrastructure Costs
  - ◆ Details Supplier Audit including Costs and Contract Details
  - ◆ Detailed Audit across all Technologies
  - ◆ Detailed Profiling by Site, Service, Circuit, Number, Tariff and Contract Length
  - ◆ Translation, Interpretation and Understanding, Benchmarking and Best Value
- ◆ Payment Analytics
  - ◆ Potential for Self Funding by determining historical and future cost savings
  - ◆ 25-35% Cost Saving can be regularly achieved
  - ◆ Watch and Monitor Change

## Meeting Two

### **Presentation: Gamma Telecom. 'Working Together in Partnership'**

Robert Jones (RJ) Solutions Consultant

RJ indicated that approximately 40% of members present at this meeting are using Gamma.

He also confirmed that Gamma will prepare a paper for any interested Trust, including a presentation to the Trust Board.

RJ then gave an interactive presentation.

### SIP Trunking

Rationalised lines and reduce the number of PBX's required whilst keeping control of existing numbers.

### Benefits and features

- ◆ Low cost alternative to ISDN
- ◆ Compatible with most IP PBX's
- ◆ Number and channel flexibility. Can increase/decrease when traffic changes
- ◆ Retain existing DDI numbers
- ◆ Affordable resilience
- ◆ Free 01, 02, 03 and UK mobile calls and fraud protection
- ◆ Business continuity as standard

## Meeting Two (cont'd)

### SIP Call Manager

Provides all the features and benefits of Gamma SIP Trunks together with centralised call control and a host of features including market leading bundles, fraud management and powerful business continuity solution. Manages entire DDI number estate.

#### Features

- ◆ 01, 02, 03 and 08 direct termination on Gamma SIP trunks
- ◆ IVR functionality/call queuing/hunt groups in the Cloud
- ◆ Caller announcements
- ◆ Voicemail
- ◆ Tailored call plans
- ◆ Inbound calls stats
- ◆ App and Web portal access

### Collaborate/Horizon

- ◆ Horizon is a hosted PBX platform primarily used by business corporations etc. It has limited takeup in the NHS

#### Features

- ◆ Instant Messaging and Presence
- ◆ Inclusive voice call bundles
- ◆ Full Cloud PBX feature set
- ◆ Audio and Video conferencing
- ◆ Desktop and document/application sharing

### MS Teams direct routing

High capacity, flexible and scaleable fibre Ethernet service delivering up to 1Gbps dedicated bandwidth.

#### Features

- ◆ SIP integration into Teams with improved voice resilience
- ◆ PSTN breakout
- ◆ Online tool for end user, call routing and control management
- ◆ Automated provisioning and management
- ◆ NGN management
- ◆ Media bypass and QOS
- ◆ Inclusive call bundle for 01, 02, 03 and UK mobiles

## Meeting Two (cont'd)

### Service Support

Inbound provides online access to full range of call routing, monitoring and management tools to empower user service.

### Features

- ◆ Two NOC's. Manchester and Glasgow
- ◆ 24/7/365 support from UK based support teams
- ◆ ITIL fault process
- ◆ Customer portal to log and monitor faults
- ◆ Auto alerts
- ◆ Time prioritised by SLA

### Account Management

Two-tier Account Management.

- ◆ Desk based Account Manager and Senior Account Manager
- ◆ Monthly call and quarterly on-site service review meetings
- ◆ Integrated monthly management reports
- ◆ Portal for online orders and billing analysis/reports

### **Presentation: Beckett Telecom: 'IP Cortex and WebRTC'**

Mike Gooch (MG) Consultant - Beckett Telecom, Caroline Gissing (CG) Account Manager – IP Cortex, Matt Toner (MT) Product Manager – IP Cortex

MG introduced his colleagues from IP Cortex (IPC).

IPC provide 'software solutions that improve the way the world communicates'.

Who are IPC?

- ◆ Founded in 2002, owned, developed and supported in UK
- ◆ Unified Communications (UC) delivered in the way that works best for individual customers
- ◆ Champions of open standards and broad integration
- ◆ Offer best in class capabilities as standard
- ◆ Unrivalled total cost of ownership (TCO)

IPC offer three key platform choices, On Premise, Hosted Suite and Voice Essentials.

IPC offer four hardware and one virtual PBX Platforms

- ◆ Micro - flexible cost effective system for up to 15 users
- ◆ Standard - enterprise grade features for SME deployments

## Meeting Two (cont'd)

- ◆ Pro - functionality and power for enterprise deployments
- ◆ Multi Tenant - full functionality and management for several entities on one appliance
- ◆ Virtual – IPC Pro virtualised

IPC supported platforms provide access to:

- ◆ Keevio
- ◆ Wallboard
- ◆ Reporting
- ◆ KRMC Connect
- ◆ CallStash

Keevio

Keevio offers effortless browser based voice and multimedia conversations, collaboration and conferencing.

Features:

- ◆ Available for every user as standard
- ◆ Deploy flexible, browser based UC in any location
- ◆ Voice, video, Presence and Chat from one interface
- ◆ Reduce reliance on physical handsets saving money and simplifies remote working

Wallboard

Powerful wallboarding with simple setup.

Features:

- ◆ Available for every installation as standard
- ◆ Accessed via a web browser on the same network as the PBX
- ◆ Create custom wallboards specific for any queue
- ◆ Traffic lights
- ◆ Graphical and numerical display options
- ◆ Flexible grid layout plus sidebar and top display option

Reporting

Powerful, flexible reporting. Builds customised reports.

Features:

- ◆ Powerful and flexible browser based reporting for any installation
- ◆ Filters and tags allow almost limitless reporting
- ◆ Automatic report scheduling
- ◆ CSV download

## Meeting Two (cont'd)

- ◆ Print to PFD for paper reports

### CRM Connect

Integrates communications into an array of market leading CRM Platforms.

#### Features:

- ◆ Adds context to customers communications by integrating with their CRM
- ◆ Custom URL launch and screen popping
- ◆ Click to dial from phone, softphone or Keevio
- ◆ Match inbound calls to CRM database
- ◆ Screen pop CRM records

### CallStash

Secure long-term archiving, categorisation and retrieval of business critical call recordings.

#### Features:

- ◆ Tagging allows calls to be categorised, assisting appliance and simplifying search
- ◆ Locate calls by time, contact phone number or tag
- ◆ One year storage as standard

MT confirmed that IPC are keen to offer a bespoke service to customers, identifying their needs and building solutions.

David Goldsmith (DG) from Goldcom was also in attendance.

Goldcom work in collaboration with many NHS Trusts providing an audit service to investigate and highlight anomalies with customers telephone bills in an endeavour to make savings.

Goldcom can work with any service provider, BT, Virgin Media, Daisy etc.

The Goldcom model involves:

- ◆ Audit of telecom services, including Calls, Lines, SIP, Mobile etc to identify waste or errors
- ◆ Goldcom fees are payable as a percentage of first year identified savings
- ◆ Can also assist with tenders and telecoms policy

## Meeting Three

### Presentation: PageOne. 'Next Generation Alerting for the NHS'

Sam O'Neill (SON). Sales Executive, Nick Smith (NS).

SON gave a brief overview of PageOne.

PageOne are a part of Capita Plc.

- ◆ UK Government approved provider of real time critical messaging and communications.
- ◆ Communication solutions focused on eliminating single points of failure and delivering resilience.
- ◆ Technology agnostic – not just wide area pagers!
- ◆ Swissphone partner.
- ◆ Service available for call off on the Network Services 11 Framework RM3808 (Lot7)
- ◆ Provide services to NHS England, NHS Trusts, CGC's, Police, Fire & Rescue services and MOD.

SON then gave a presentation titled 'Next generation alerting for the NHS'

The next generation of emergency communications:

- ◆ Are the days of the traditional one way bleep over?  
One member believes they are. He has reduced his bleep users from 4900 to 1980 in the last 18 months and thinks this will reduce further.  
The group believes there is still a requirement for traditional beeps, until new technologies improve.
- ◆ Challenging the status quo – Is voice paging a necessity?  
Some members think it is no longer necessary and are happy to use text messaging as an alternative.
- ◆ What new technologies can we use to communicate emergency messages?  
One member is using Careflow and has 2500 users. However, only 2-300 calls/month are delivered by Careflow, whilst 60,000 calls/month are delivered by bleep.  
He is unsure what devices Careflow may use in the future
- ◆ Thoughts on Smart phone Apps for emergency communication?  
Traditional beeps continue to be used for emergency calls, but will evolve to Apps and SMS backup

Areas of emergency comms that PageOne recognise could be improved.

- ◆ Capability to audit – Information Governance
- ◆ What if emergency staff could respond? Improved visibility of emergency response.
- ◆ Improved business continuity procedures to negate system downtime
- ◆ Automated escalation

## Meeting Three (cont'd)

### PageOne Bridge

#### Next Generation Alerting for the NHS

- ◆ Multi-network Resilience
  - ◆ Bridges together a local bleep network, Page One's National paging network and the mobile networks to deliver messages and overcome the issues that come with system failure.
  - ◆ In-built business continuity – in the event of one of the networks failing, devices will continue to receive emergency messages on the remaining networks.
- ◆ Bridge System Resilience
  - ◆ Private network – not vulnerable to congestion
  - ◆ Live monitoring via 3G/4G and ADSL
  - ◆ Dual Bridge Servers
  - ◆ Dual transmitters
  - ◆ Multiple routes to sending a message
- ◆ The Responder Pager
  - ◆ Proof that a message has been delivered and has been read
  - ◆ User acknowledges or responds directly from device
  - ◆ Capable of operating on local network, national network and all four of the mobile networks to ensure staff receive critical messages
  - ◆ Multiple group call capability – different alerts can be programmed for different calls
  - ◆ Optional GPS messaging and emergency SOS feature
  - ◆ Rechargeable battery – multi-way desk top chargers and battery racks available for baton bleeps
- ◆ s.QUAD/s.QUAD Voice Pager
  - ◆ Alphanumeric messaging
  - ◆ Voice capability – live voice channel
  - ◆ IP67 rating (dust proof/immersion in water)
  - ◆ Multiple group call capability
  - ◆ Capable of operating on local network and national network – providing more resilience than the traditional bleep
  - ◆ One-way communication

## Meeting Three (cont'd)

- ◆ Hurricane Duo Voice Pager
  - ◆ Alphanumeric messaging with voice capability
  - ◆ Device will read aloud the message to alert users of a crash call
  - ◆ Multiple group call capability
  - ◆ Capable of operating on local and national networks – providing more resilience than the traditional bleep
  - ◆ One-way communication
  - ◆ IP54 rating (dust proof/waterspray)
- ◆ Smartphone Apps
  - ◆ Responder App – an end-user bleep on a Smartphone (Android/iOS/Windows)
    - ◆ Receive messages via WiFi or mobile data
    - ◆ Alert other staff using peer to peer messaging
    - ◆ Send messages to smart groups
    - ◆ Lone worker capability
  - ◆ Connect App – access your PageOne web portal account using the Connect App to send/monitor messaging

### **Presentation: Maintel Plc. 'Telephony Integration with EPR systems & the light contact centre'**

Mathew Vine (MV) Head of ATOS Account., Mike Lock (ML) Principal Cloud Engineer

MV gave a company update from Maintel

#### Business Updates

- ◆ New agreement with WiFi Spark to provide bedside services. Looking to integrate with Cisco
- ◆ HSCN Accreditation

NHS in the South West carried out a procurement for HSCN, which was won by Kcom. However, only UHBristol implemented it. UHBristol are getting additional bandwidth for the same cost.
- ◆ Collaboration with UHBristol

The Trust had already developed a system with BTS for their call logger to give extension answering data, but needed the information to be real time

MV and the Trust Telecoms Manager investigated the ability to get call centre stats on any extension at any time. Maintel developed a system to do this utilising existing CDM logs.
- ◆ New CCS Framework released

## Meeting Three (cont'd)

### Software and Healthcare Innovation

- ◆ Former Call Media business under utilised
- ◆ 25-strong team of developers with experience of HTML5, iOS and Android mobile applications, Avaya, Unify and Mitel API's
- ◆ This team now available to the wider Maintel business aligned to CX Pillar
- ◆ Maintel contact centre software
- ◆ Centralised Operator and messaging seats, single view contact centre/operators and Rota Management integration

ML then gave the Mitel presentation and demonstration titled 'Telephony Integration with EPR systems and the Light Contact Centre'

### The Challenge.

#### Centralised and decentralised patient contact

- ◆ Centralised - Contact Centre
  - ◆ Intelligent IVR
  - ◆ Full reporting
  - ◆ Missed call management
  - ◆ Structured working, a disadvantage
  - ◆ Expensive licences, another disadvantage
- ◆ Decentralised – Department hunt groups
  - ◆ Flexible working
  - ◆ Low cost
  - ◆ No reporting available, a disadvantage
  - ◆ No intelligent IVR, another disadvantage
  - ◆ No call back management, another disadvantage

#### Business challenges

- ◆ Performance management
- ◆ Missed call management
- ◆ Call avoidance
- ◆ Intelligent routing

## Meeting Three (cont'd)

How can we improve decentralised patient contact?

Intelligent IVR routing to department hunt groups provides Reporting, Wall boards and Call back

- ◆ Full reporting
  - ◆ Calls taken/missed
  - ◆ Calls by extension or user, in and outbound
  - ◆ Call durations
  - ◆ Basic call logging with real time data
- ◆ Wall boards
  - ◆ Department wall board on screen or on wall. Able to be customised by user
  - ◆ Manager dashboard. Able to be customised by user
  - ◆ Call back management. Option to add SMS alerts

ML gave a brief outline of Maintel's iCon cloud and management services.

Maintel's Customer Experience Capabilities include

- ◆ Knowledge management
- ◆ IVR
- ◆ Voice and text analytics
- ◆ Document management
- ◆ Omnichannel Contact Centre
- ◆ Quality scoring
- ◆ Workforce management
- ◆ Chatbots
- ◆ Interaction recording

ML then posed the question 'Help us to build your perfect solution'

He suggested customers challenges include

- ◆ Real time calls waiting (phones ringing)
- ◆ Alternative system to replace those provided by Netcall

He reiterated that Maintel would be pleased to work with NHS Trusts to develop solutions specific to health service problems.

## Meeting Four

### **Presentation: Insight: 'Driving the Digital Transformation Agenda with the NHS'**

Kieran Shah (KS) Client Director, Matt Elrick (ME) Lead Architect Connected Workforce, Jonathan Smith (JS) NHS London Account Director

KS gave a brief introduction into Insight.

Insight have been in business since 1988 and operate in 19 countries worldwide. They offer a wide portfolio with hardware, software and Cloud partners, and broad expertise with 5000 plus sales and service delivery professionals.

Insight are partners with top technology brands including Apple, Cisco, Dell, HP and Microsoft.

Insight provide infrastructure/networking solutions including:

- ◆ Data centre optimisation
- ◆ Hyper converged infrastructure
- ◆ Virtualised infrastructure
- ◆ Enterprise storage and back-up, recovery and archive
- ◆ Hybrid cloud solutions
- ◆ Customised solutions
- ◆ Consultancy services

Software/Cloud accreditations

Partners include Microsoft, Citrix and IBM.

Their capabilities include

- ◆ End to end consulting and deployment services
- ◆ Software asset management
- ◆ Unified Communications and collaboration
- ◆ Mobility and security
- ◆ Cloud and Data Centre transformation services.

ME then gave a presentation on Insight's Microsoft solutions.

He explained that the workplace within the Health Sector is changing

- ◆ Providers require access to critical information at point of care
- ◆ Co-ordinating care across multi-disciplinary teams is imperative
- ◆ Messaging needs to be both compliant and convenient for the provider

Microsoft can help with solutions and concepts that can empower employees, enable team work and transform how providers comply with regulations.

Complexity in Healthcare has been complicated by increased specialisation.

## Meeting Four (cont'd)

Patient care requires groups for specialists working together as a team to co-ordinate continuation of care.

Providers require help to co-ordinate and communicate with each other.

In some cases providers have resorted to using consumer Apps to communicate with each other. This is an unsafe practice and is not secure, with the risk of Patient Sensitive Information being compromised.

A digital workforce can

- ◆ Empower care teams
- ◆ Simplify compliance
- ◆ Optimise clinical and operational effectiveness to reduce costs and improve outcomes
- ◆ Deliver secure and compliant messaging

Empowering care teams to deliver to best quality care

- ◆ Patient safety
  - ◆ Work with confidence through improved patient data
- ◆ Quality of care
  - ◆ Work with a system that works for the Clinicians
- ◆ Cost reduction
  - ◆ Integrate otherwise fragmented workforce
- ◆ Growth
  - ◆ Minimise waste through more effective care teams

Microsoft offers an integrated platform to provide a seamless technology solution with rapid access to information and the ability to communicate, collaborate and intervene easily whilst safeguarding patient safety.

ME outlined the benefits of Microsoft 365.

Microsoft 365 provides a complete platform offering

- ◆ Centralised communication and co-ordination
- ◆ Connect from anywhere using mobile Apps
- ◆ Securely share and protect sensitive information

Microsoft Teams, the hub for teamwork within Microsoft 365, displays disparate data sources and workflows for care teams across specialities of the Patient journey.

## Meeting Four (cont'd)

### Microsoft Teams

- ◆ Chats and Collaboration
- ◆ Meetings and Calling
- ◆ Apps and Workflows

What can Microsoft Teams bring to your business?

- ◆ Transform workplace collaboration
- ◆ Streamline business processes
- ◆ Connect everyone on a single platform
- ◆ Provide Enterprise grade security and compliance.

### Cloud PBX

Microsoft 365 offers Cloud PBX which is a set of Skype for Business capabilities that allows customers to extend or replace their IP-PBX systems.

Cloud PBX provides common end-user calling features on IP phones, mobile devices and rich clients, along with a robust set of capabilities for IT professionals to administer the service.

Direct routing in Office 365 allows customers to connect their SIP trunks directly from their network to provide dial-tone to Teams users. Direct routing also allows interoperability with customer's PBX and Call Centres with Cloud users using Teams as the telephone interface.

JS gave an introduction to Partner Alliance.

Partner Alliance is a virtual community of specialist partners whose skills and resources are available to Insight's Public Sectors Clients.

All Partners are contracted sub-contractors of Insight and have access to over 50 Framework agreements. They are also fully terms and conditions compliant.

Why use Insight's Partner Alliance services?

### Benefits

- ◆ Access to best of breeds covering wide scope of services and products
- ◆ Reduced procurement costs
- ◆ Reduced procurement timescales
- ◆ Pre-vetted partners
- ◆ Simplified contract negotiations and agreed terms and conditions
- ◆ Competitive pricing
- ◆ Full compliance with EU procurement legislation

## Meeting Four (cont'd)

### NHS Frameworks

Brian Boys (BB) Regional Sales Manager Healthcare gave a short presentation on NHS Frameworks available by Insight.

He explained Insight use the Health Trust Europe – Com IT2 Framework 0005705.

This Framework enables clients to access the UK Best IT Providers to deliver ICT requirements for hardware, software, services and support without a costly lengthy procurement exercise. The Framework is also fully OJEU compliant.

### Benefits of using Insight's Framework and National Agreements

- ◆ EU compliant
- ◆ Faster than OJEU
- ◆ Competitive pricing
- ◆ Wider choice
- ◆ Best Practice Procurement
- ◆ Direct award options
- ◆ Ease of ordering
- ◆ Free service – no charge for using Framework

### **Presentation: 8x8 UK Ltd 'Ideas for Modernising Communications in the Patient Pathway'**

Russell Tilsed (RT) Public Sector Director

Andrew Lilley (AL) Sales Engineering Director

RT gave a brief introduction to 8x8 and explained how Cloud technology can revolutionize communications in the Patient Pathway.

### Communications – The Patient Perspective

- ◆ 45% are willing to be treated virtually for common acute symptoms instead of in-person visits
- ◆ 75% of patients find technology important when it comes to managing their health.

Cloud technology can provide services to improve patient communication.

'Cloud First' is at the heart of digital transformation.

Cloud productivity and collaboration tools are embedded but voice adoption is low.

### Typical takeup indicates

- ◆ 59% messaging
- ◆ 53% Collaboration and video meetings
- ◆ 17% Cloud voice

## Meeting Four (cont'd)

Obstacles limiting Cloud voice adoption

- ◆ Long standing large investment in legacy PBC platforms
- ◆ Lack of technology funding
- ◆ Unwillingness to take risks
- ◆ Shortage of skilled staff

GP Surgeries are moving to Cloud Technology with communications and collaboration technologies.

Benefits include

- ◆ 51% in gained efficiencies in administration
- ◆ 46% implemented telephone triage
- ◆ 44% in gained efficiencies in service delivery

Microsoft Teams Cloud Technology offers various Cloud telephony models, but costs and complexity increase with each deployment option.

AL then gave a presentation on moving to Cloud technology.

Important considerations when moving to Cloud

- ◆ 35% of typical workforce are millennials, influenced by technology
- ◆ Mobile is king
- ◆ Social, mobile, video, chat, SMS are the new phone call
- ◆ Automation, self service and personalised experiences are the new normal
- ◆ Context, relevance, proactiveness are the new norms.

Important considerations in vendor selection process

- ◆ Traditional or Cloud
- ◆ Data privacy and security
- ◆ Business continuity
- ◆ Speed of deployment
- ◆ Analytics and reporting
- ◆ Innovation
- ◆ Network optimisation
- ◆ Easy of integration

## Meeting Four (cont'd)

### Traditional or Cloud?

- ◆ Traditional
  - ◆ Expensive to maintain
  - ◆ Inflexible
  - ◆ Complex
  - ◆ Multi vendor technologies
  - ◆ High risk
  - ◆ Difficult to deploy
- ◆ Cloud (8x8 Communication Cloud)
  - ◆ Fast time devalue
  - ◆ Low risk
  - ◆ Virtual
  - ◆ Multi tenant
  - ◆ Flexible
  - ◆ Zero or minimal IT footprint

### Data Privacy and Security

- ◆ What policies, capabilities and certifications are in place to ensure data is kept private and secure?

### Business Continuity and Resilience

- ◆ With a growing workforce and increasing disruption possibilities, what capabilities are in place to ensure business continuity?
- ◆ Traditional is complex and expensive
- ◆ Cloud is global, virtual and flexible

### Speed of Deployment

- ◆ What is the deployment model that ensures quick and complete service delivery?

### Analytics and Reporting

How do we reliably measure performance, and gain insight in to the customer experience

- ◆ Traditional
  - ◆ Often complex
  - ◆ Often multi vendor
  - ◆ Inflexible

## Meeting Four (cont'd)

- ◆ Cloud
  - ◆ Flexible
  - ◆ Single vendor
  - ◆ Real-time dashboards
  - ◆ System wide presence

Customers are driving innovation. How can 8x8 keep up and delivery solutions?

- ◆ Artificial Intelligence AI Virtual Agent
- ◆ Solutions from Microsoft Teams

Network Optimization

How do we reduce the complaints and cost of our current network?

- ◆ 8x8 Tolly solution delivery superior voice quality under normal and adverse network conditions compared with Skype for Business, Google Hangout and Ring Central

Ease of Integration

How difficult is it to integrate communications into existing systems of records?

- ◆ 8x8 Communications Cloud is the hub to provide seamless integration

## Key Highlights

Presentations and Group discussion throughout the year included the following key issues:

- ◆ Next generation Alerting
- ◆ Virtual meetings
- ◆ Improved Patient Communication Pathways
- ◆ Replacements for Bleep and Paging Systems
- ◆ Migration from Analogue Voice to VoIP
- ◆ Migration from ISDN to SIP
- ◆ Cloud Technology
- ◆ Contact Centres
- ◆ Intelligent Call Routing
- ◆ Migration to Unified Communication and Collaboration
- ◆ Networks and Resilience
- ◆ Digital Transformation
- ◆ Infrastructure for the future
- ◆ Integration with Digital Clinical Systems

## Future Plans for 2020-21

Due to the Covid 19 pandemic, and the resultant restrictions of movement and lockdown, the date for the first meeting of the new year has not yet been finalised. There will however be four meetings in the year, namely June/July, September, December 2020 and March 2021.

Important issues for the coming year include:

- ◆ Evaluating innovative, cost effective solutions to replace existing Bleep and Paging technology
- ◆ The new 'Business as Usual'. What is it and how do we continue to provide it?
- ◆ Collaborative working and integration with the traditional telephony estate
- ◆ How to secure 'Best Value' in an ever changing market place

# NPAG Developments

### CPD Certification

The NPAG is a member of the CPD Certification Service. The Telecoms Best Value Group has received CPD approval for 2020-21.

CPD Certification is a formal recognition of the contribution that membership of the Telecoms Best Value Group makes to members' continued professional/personal development.

At the end of the annual round of meetings, members will receive certificates of attendance for all meetings attended during the year to evidence the contribution made as part of lifelong learning.

### NPAGNetwork

The NPAGNetwork provides the facility for members to ask questions of any individuals, group or groups within the overall NPAG membership. Questions can be sent to the NPAGNetwork Coordinator who disseminates them across the NPAG membership. Responses are collated and returned to the originator and others who declare an interest in the question asked.

### NPAG Library

The NPAG Library holds presentations from NPAG best value groups and conferences, together with policy and other documents sent in by members. Access to these items is via the NPAGNetwork Coordinator.

### NPAG Website

The NPAG website includes a private members Area for each of the NPAG BVGs. Through these sites, BVG members can access and download meeting agendas, minutes, presentations and survey forms. The areas are password protected.

# Discounts and Offers

**Members Referral Fee** – Introduce a friend and get 1 meeting for free.

A member referral resulting in another Trust / Organisation registering for full membership of the same group will result in the referring member qualifying for a one meeting discount\*

The discount applies to the full membership fee only (not applicable to the 2nd member rate). The discount will be applied once, at the start of the current meeting round. Mid round membership referral discounts will be processed at the start of the following year's membership round.

Multiple referrals will result in multiple discounts up to four referrals per meeting round.

*\*Equivalent to £140*

**Second Club Membership** - A 20% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £295 second member rate.

Introducing our **Try Before You Buy** option. Simply attend the first meeting of a group's new round, see what it's all about and if you decide it's not for you walk away commitment free\*.

*\*Try before you buy option is available to new members only. New members must inform NPAG in writing that they wish to 'try before they buy' prior to first meeting attendance. If the new member continues membership beyond the first meeting then the full group membership fee applies.*

## NPAG Best Value Groups

The NPAG organises and facilitates a national network of Best Value Groups that enables members to share experience, identify good practice; innovation and information to assist individual managers develop their own service improvement action plans.

Arts, Heritage and Design in Healthcare Network	National District Nurses Network
Clinical Engineering (North) BVG	NHS Car Parking and Sustainable Transport Network
Clinical Engineering (South) BVG	NHS Sustainability Leads Network
Decontamination BVG	Nursing and Temporary Staffing BVG
Estates Services BVG	Operating Theatres BM Group
Facilities (North) BVG	Resilience Development Network
Facilities (South) BVG	Security Network
Health Visiting and School Health Services Network	Telecoms BVG
IT and Connectivity Network	Waste Management BVG

For further information on the NPAG and our future activities, please contact Marie Cherry or Victoria Combes by telephone on 01245 544 600, or by e-mail on:

[marie.cherry@npag.eastamb.nhs.uk](mailto:marie.cherry@npag.eastamb.nhs.uk)

[victoria.combes@npag.eastamb.nhs.uk](mailto:victoria.combes@npag.eastamb.nhs.uk)

### Some Group Testimonials...

*"I believe membership of NPAG helps me to be ahead of the changing world of healthcare, it's great to learn from others innovations and to try and replicate it in my own theatres, this can be anything from new roles, audits/training opportunities and changes to clinical practice . It's also helpful to hear how other theatres have responded to become safer from CQC feedback. On a financial aspect the savings offer an insight as where an organisation can look to find CIP and the savings far out way the cost of attendance."*

**Business Manager: Theatres and Critical Care , Stockport NHS Foundation Trust, member of the Operating Theatres BVG 17-18**

*"I find all the Facilities NPAG meetings extremely valuable to me in my job. The presentations are good and varied, the available resources are very useful and the network of colleagues with whom we can share experiences and knowledge are fantastic".*

**Facilities Manager (South), Nottinghamshire Healthcare NHS Foundation Trust, member of the Facilities North BVG 17-18**

*"I have been attending the Clinical Engineering BVG for over a year and am finding it very useful. The Presentations are informative, interesting and relevant to my work. Meetings provide good networking opportunities. The group is quite big and discussions offer insight in to what other hospitals are doing regarding various common issues."*

**Head of Clinical Engineering, Barts Health NHS Trust, member of the Clinical Engineering South BVG 17-18**

# NPAG Network

Available to all members of NPAG Benchmarking and Best Value Groups, and individual subscribers, the **NPAG Network** provides the facility for members to ask questions of any individuals, group or groups within the overall NPAG membership.

The response to questions raised has been excellent. The **NPAG Network** provides a managed forum for colleagues to share information - saving time and money in not re-inventing the wheel!

Questions raised in the past month have included the following topics:

- ◆ Job descriptions and banding
- ◆ Staff parking charges
- ◆ Electric Vehicle (EV) charging
- ◆ Disposal of ionisation smoke heads
- ◆ HFSS food removal
- ◆ Reporting pressure ulcers
- ◆ DaVinci Robot use
- ◆ Pathology waste policy
- ◆ Pool cars
- ◆ Decontamination of portable medical equipment
- ◆ Use of latex gloves

For full details of how to use the **NPAG Network**, please contact the NPAG team on 01245 544600 or email: [npagnetwork@npag.east.amb.nhs.uk](mailto:npagnetwork@npag.east.amb.nhs.uk)

## Forthcoming NPAG Events

Please visit [www.npag.org.uk](http://www.npag.org.uk) for all our current course, workshops, training & BVG meetings.

Phone: 01245 544600 / email [marie.cherry@npag.eastamb.nhs.uk](mailto:marie.cherry@npag.eastamb.nhs.uk)

**Spring 2021 - Occupational Health Nursing Training Workshops**

**Across 2021 - Putting the Patient First – Customer Care and Communication Skills in the NHS Training (On-Site Workshop)**

**March 2021 – Theatres and Decontamination Conference**

**September 2021 - Clinical Engineering Conference**

## Contact Us

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Email: [npagnews@npag.eastamb.nhs.uk](mailto:npagnews@npag.eastamb.nhs.uk)

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