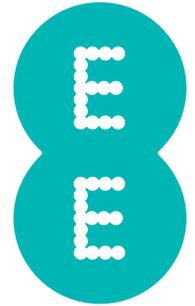


# COUNTY DURHAM AND DARLINGTON NHS FOUNDATION TRUST



## 4G NETWORK FROM EE HELPS NHS TRUST GO PAPERLESS

Community nurses see more patients and update records in real time with greatly improved work life balance

### Customer's challenge

The NHS has been tasked to help move to digital healthcare for improved patient outcomes; and to become paperless by 2020 as part of the government's five-year strategy for reforming health and social.

County Durham and Darlington NHS Foundation Trust is proud to be one of the largest NHS acute and community organisations leading the way. It serves 650,000 people through 8,000 staff, eight hospitals, and a full range of community health services.

Mobile carers using traditional paper-based processes would visit patients at their home. They'd then have to return to site several times during the day to transfer handwritten notes onto their PCs.

As well as duplicating effort, there was the potential for delays in records being updated and possibly patient treatments. It also meant clinicians had to spend time on the road travelling to base which could be better spent with patients.

Sharon Morgan, Locality Lead, says: "If the patient was being seen later the same day by another healthcare professional or doctor, their records might not contain the latest information. That could confuse or delay treatment."

### Our solution

A detailed business plan was developed to look at the latest network and technology capabilities available and issue 4G-enabled laptops to community-based carers. When it came to choosing the right mobile partner nothing was left to chance.

"Our engineers drove around hundreds of postcodes testing mobile networks," says Peter Summerhill, ICT Support Manager for the Trust. "EE came way ahead in coverage and signal strength."

The Trust's survey concluded the same results as the OFCOM mobile network infrastructure report, placing EE as the number one mobile network operator in the UK.

In addition, EE offered a customised 4G data plan to ensure the best return on investment. With the EE Super Bundle the Trust pays upfront for a unique large data bundle with no fixed contract term and the flexibility to add and remove users. So, it benefits from having a fixed, predictable expense plus greater control of how its data is utilised.

 **Some 1,200 users share data to securely connect to the Trust network, while we get 100 per cent utilisation. There's no wastage and no extra monthly costs. <sup>33</sup>**

**Peter Summerhill, ICT Support Manager, County Durham and Darlington NHS Foundation Trust**

Peter explains: "EE Super Bundle is completely future proof, removes risk and means we can adopt new ways of working with our clinical teams – without having to worry about a usage cap or extra cost."

With EE Billing Manager and detailed reporting, the Trust can also keep track of mobile usage against internal cost centres. This simplifies transfer charging and helps improve understanding of data utilisation between departments.

## 4GEE at work case study

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### Patients get more time with carers, while records are always up-to-date

Now community-based carers spend less time writing up notes as they can input these in real time to update clinical records while also saving on travelling between sites.

With 4GEE they can remotely access clinical systems just as if they were working in the hospital: right down to calling up x-rays or checking appointments and treatment plans. If a doctor or another carer sees the patient afterwards they can access up-to-date information – seldom possible before.

For child physiotherapist, Linda Sutherland, the move's made a big difference to the way she works and delivers healthcare to her patients. Part of a specialist team of 16, Linda deals with issues from cerebral palsy to sports injuries. Taking notes out of the hospital to patient visits was discouraged in case they got mislaid or lost, creating

a risk in terms of data protection. So she'd regularly have to make two or three daily trips to base, 13 miles away to ensure records were updated correctly.

Now, Linda only has to return a couple of times a week which has totally transformed the way she works.

"I'm able to complete notes from patients' homes," says Linda. "It's so much easier to plan visits and I can't believe how much more I get done."

As well as working more efficiently, Linda also enjoys a better work life balance. For example, she can swap time previously spent driving around to enable her to manage her own healthcare with trips to the gym. Less driving also means lower fuel bills, generating additional cost savings along with environment sustainability benefits too.

 **It's so much easier to plan visits and I can't believe how much more I get done. 📶**

Linda Sutherland, Child Physiotherapist, County Durham and Darlington NHS Foundation Trust

### Get in touch

To see more examples of how 4GEE can transform your business visit: [www.ee.co.uk/4geeatwork](http://www.ee.co.uk/4geeatwork)

To learn more about County Durham and Darlington NHS Foundation Trust, go to: <http://www.cddft.nhs.uk>

Follow EE on [LinkedIn](#)

Alternatively request a [call-back](#) or phone 0800 079 0876

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### IT'S OFFICIAL, OUR 4G NETWORK IS 50% FASTER THAN ANY OTHER

The services described in this publication are subject to availability and may be modified from time to time. EE 4G coverage available to over 90 per cent of the UK population and growing – see [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage) for details. Speedtest.net's Fastest Mobile Network Award winner 2015, showing average 4G download speeds for UK as a whole: EE 33.03mb/s, 2nd place network: 20.7mb/s, making EE 59% faster than the 2nd place network. Based on Ookla's Speedtest Intelligence Portal & Aggregated Data 01.04.15-30.09.15. See [ee.co.uk](http://ee.co.uk) for more. A trade mark of OOKLA. Used under license. Reprinted with permission. © 2016 Ookla. All Rights Reserved. Services and equipment are provided subject to EE standard terms and conditions – see [ee.co.uk/business/terms](http://ee.co.uk/business/terms) for details. Nothing in this publication forms or implies any part of any contract.