

# How Barts Health NHS Trust unified comms

Barts Health NHS Trust replaced 10 legacy telephony systems with a unified communication solution that fully connected its five hospitals. The work contributed to Barts becoming the first Trust in the UK and Europe to obtain a HIMSS INFRAM Level 6 rating.

St Bartholomew's Hospital

The Royal London Hospital

Mile End Hospital

Whipps Cross Hospital

Newham Hospital

The Trust had:

20,000+

staff who needed to communicate

14,000

devices that needed to support comms

## Here's what Barts and Block did:

### Audited devices

Previously, phones were identified by hand-written (and often out-of-date) labels.

The digital team mapped every device across the five hospitals.



010101001010  
111001010101  
101010101101  
101010101010  
001010100111  
010101010101

Now, phones are automatically identifiable, displaying extension number, online/offline status, and last usage.

Directory numbers and DDIs are all stored and tracked in a system.

### Migrated to cloud

- ▶ Barts' existing comms solution moved to cloud to support mobile and flexible collaboration technology, such as softphones.
- ▶ Softphones mean staff can communicate on-the-go by consolidating multiple comms apps (such as Teams, pagers, and phone lines) into one device.

300%

increase in soft phone users over a 12 month period

### Supported Barts staff

- ▶ Each department has a tailored plan and everybody was told what to expect.
- ▶ Engineers worked whenever was least disruptive for clinical staff and patient care.
- ▶ Staff received adoption guides to help with upskilling and using the new comms technology.

### Consolidated connectivity points



Connection points decreased to two primary connections



Calls moved to a free connection, rather than a pay-per-minute fee model



98% of connection costs have now been eliminated

### Installed charging hubs

- ▶ Charging hubs installed in departments support new softphones, enabling clinical staff to grab and go.
- ▶ These softphones are designed to remain operational, even when the battery is changed over or taken out.

### Protected red phones

- ▶ The 2222 dial is crucial to ensuring crash teams can reach patients needing resuscitation quickly. **This couldn't go down during the migration.**
- ▶ Barts had a full mesh integration between old and new systems to provide a phased **zero downtime migration.**
- ▶ **100% platform availability maintained** to core telephony services.

### Decluttered surplus hardware

- ▶ Unifying connections means less hardware is needed across sites.
- ▶ Barts reduced its roomful of equipment to 10 boxes of resilient SIP service hardware.
- ▶ Any hardware that Barts introduced was thrown down the stairs to test durability.

### Increased staff mobility

- ▶ Wireless phones can be used in any location on any site.
- ▶ These phones are tracked through integration with Barts Spaces, preventing them from being misplaced.
- ▶ Softphones on any device work from anywhere in the world.

### Improved switchboard manager workload

- ▶ Switchboard managers were responsible for answering calls and submitting system admin requests.

120,000

calls every month

1-3

minutes for each system admin request

- ▶ An automated portal reduced the time switchboard managers need to spend on submitting requests to a few minutes.

13.5 days'

time-saving in one month from automation

### Improved switchboard manager workload



The new comms solution allows switchboard staff to work remotely and help out from afar when needed.



Now, a switchboard can answer calls for another switchboard in the Trust, if one goes down or becomes overcapacity.



Switchboard staff can log on for an hour from home to cover any last minute sick leave, without coming in.

## The result:

33.6 million calls successfully handled by Barts via its new UC solution in one year.

Block worked with Barts NHS Trust to make this collaboration happen. We can help your hospitals too.

[VIEW THE FULL STORY HERE](#)

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