

# |BLOCK|

## SALFORD ROYAL NHS FOUNDATION TRUST

Delivering the foundation for  
exceptional care using world class  
digital technology.

**DIGITAL FUTURES.  
DELIVERED TOGETHER.**



Salford Royal **NHS**  
NHS Foundation Trust



# SALFORD ROYAL

## A GLOBAL DIGITAL EXEMPLAR

Salford Royal's vision is to become an internationally recognised NHS provider, delivering exceptional care, through the use of world-class digital technology and information. The overall objectives are:

### Enabling technology

Demonstrating ability to achieve highest NHS digital maturity status by applying leading edge technology.

### Optimising digital

Harnessing digital technology to transform care in Salford Royal NHS Foundation Trust.

### Knowledge sharing

Establishing a Digital Health and Care Centre to spread knowledge and provide a platform for wider commercial opportunities.

### Digital Transformation

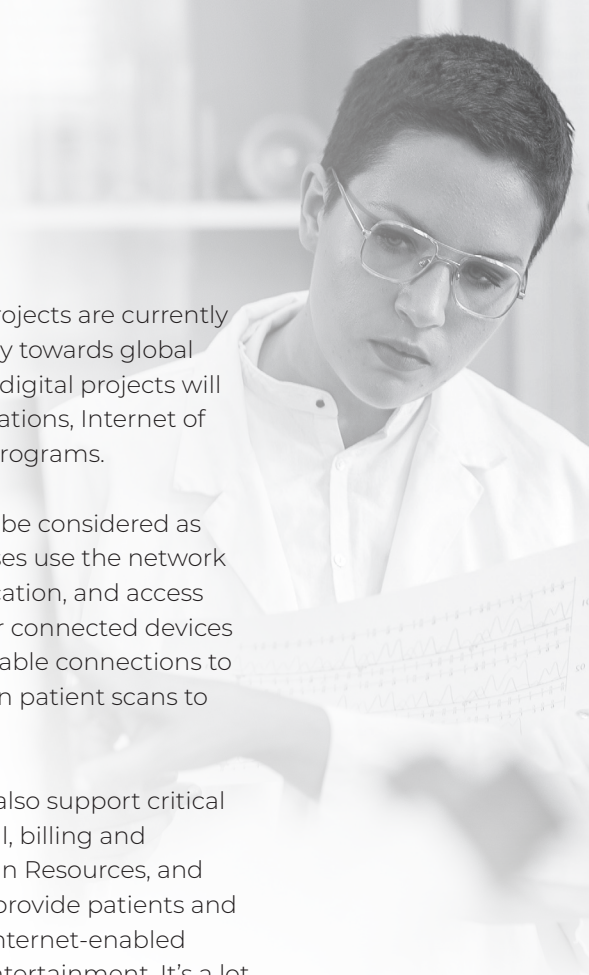
Developing a Digital Experience Centre and Digital Learning Network to support digital transformation.

More than 50 separate new digital projects are currently driving Salford Royal's digital maturity towards global healthcare standards. Many of these digital projects will require supporting new cloud applications, Internet of Things (IoT) devices, and telehealth programs.

There's the day-to-day workloads to be considered as well. Not only do physicians and nurses use the network to review lab results, prescribe medication, and access patient records on a daily basis, other connected devices such as MRIs and CT scans require stable connections to deliver data-intensive, high-resolution patient scans to radiologists in a timely manner.

On the back end, the network must also support critical business functions that include email, billing and payment services, scheduling, Human Resources, and more. On top of this, most hospitals provide patients and guests with Wi-Fi access and other internet-enabled services for their personal use and entertainment. It's a lot for any network to deal with.

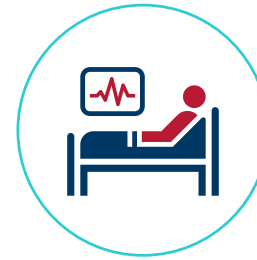
For digital to deliver, network infrastructure has to be fit for purpose. Supporting digital innovation at this pace and scale meant that Salford Royal needed a health IT network that was more robust, easier to manage and future-proofed. What's the point of best-in-class clinical applications if the underlying infrastructure impedes their performance?



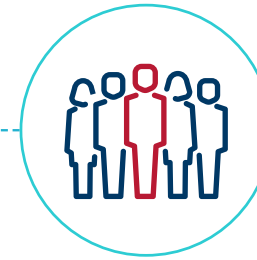
# THE CHALLENGE

The last major investment in the IT network at Salford Royal NHS Foundation Trust was in 2008.

An assessment carried out in February 2018 indicated that 59% of the existing IT network hardware was at end-of-support and that, within 2 years, over 90% of the hardware would reach end-of-support. To refresh the network was no small undertaking:



The network supports **7,000** users



with over **20,000** connected devices



and around **1,800** of these being wireless endpoints



## WORKING TOGETHER TO DEVELOP A FIT FOR PURPOSE HEALTH NETWORK

Salford Royal had specified that the new network be based on the Cisco SDA architecture with full resilience of DNA Centre, this would ensure compatibility with legacy systems, fit with their IT team's existing skill set and deliver the new functionality and scalability that they needed to meet their digital agenda.

Developed with clinicians and healthcare technology leaders, our industry leading campus networking platform delivers the full suite of capabilities for today's digital hospital. Our extensive real-world deployment experience within large healthcare networks means that we are uniquely positioned to advise Salford Royal around the integration of medical devices, applications, security and IOT, ensuring the network drives innovation rather than delaying it.

We were delighted that Salford Royal chose us to deliver their new network infrastructure. Over the next 12 months we will use our proven project methodology to ensure governance is adhered to, deliverables are carefully planned, and customers' expectations are exceeded, with measures in place for reporting and control of time, quality, and cost. The following pages look at some of the key benefits that the Trust will realise from their new network.

## REDUCED RISK WITH SECURITY EVERYWHERE

Cyber security is high on the agenda of most NHS boards, even more so since the Wannacry outbreak in 2016. Salford Royal were keen to ensure that the network delivered security by design.

The new network will act as a sensor, with security policies enforced across the network dynamically as users and devices move around. This means that malicious activity is detected and mitigated quicker, reducing exposure to financial penalties and loss of reputation following a data breach or malware attack and dramatically reducing the risk of interruption to clinical services.



### FOR MANAGEMENT

Provides assurances that the environment is protected and that patient data and medical devices are secure and compliant.



### FOR CLINICIANS

Enables an anytime, anywhere workforce with secure access to wireless, applications and video collaboration.



### FOR IT / ADMINISTRATORS

Effort previously spent on network management can shift to more strategic, transformational projects that add greater value to the Trust.



### FOR PATIENTS

Patients have secure access to Wi-Fi when in the hospital and are assured that their personal data is protected.

## INCREASED EFFICIENCY WITH SIMPLIFIED AUTOMATION

Unifying wired and wireless operations means that the network can be managed over a centralised dashboard where common access and security policies can be grouped and applied.

New applications and devices can be deployed in minutes and changes can be rolled out across the network using best practice templates designed with the click of a button. This will significantly lower the risk of configuration errors and dramatically reduce the time to recover from any hardware failures.



### FOR MANAGEMENT

Reduced costs and time saved means more resource is available for other business priorities.



### FOR CLINICIANS

Clinical decision making is improved as systems and information are available at the point of care.



### FOR IT / ADMINISTRATORS

Less data duplication as information can be input straight away. Network downtime, and the associated need to rebook patients is reduced.



### FOR PATIENTS

More efficient use of technology means that clinicians have more time to spend with their patients.

## BETTER VISIBILITY & CONTROL OF THE NETWORK

Using DNA Centre gives 'single pane of glass' management across both the wired and wireless network, ensuring there are no management or security blind spots. As the solution is software-based, Salford Royal's IT teams can centralise control, automate management tasks and use APIs to interface with applications.

The new network will make it much easier to define user access policy and apply the right policies for users or devices to any application, across the network.



### FOR MANAGEMENT

The ability to introduce devices and applications to support the digital agenda, whilst keeping in line with regulation and compliance.



### FOR CLINICIANS

Provides BYOD opportunities while protecting medical devices, apps, patient and research data, and networks.



### FOR IT / ADMINISTRATORS

Enables a high level of agility meaning the network will no longer be the bottleneck that holds the Trust back.



### FOR PATIENTS

More devices and easier access to information means that patients get better service at the point of care.

## IMPROVED SATISFACTION WITH NEW WAYS OF WORKING

Patient care starts with the network. It connects everything – clinicians, patients, equipment and medical devices. Salford Royals' new network will give them the power to streamline staff collaboration and workflows, personalise patient care and optimise clinical, business and IT operation, ultimately delivering a better staff and patient experience.

Simple and secure deployment of digital healthcare technologies and Internet-of-Things (IoT) will allow the Trust to continue to innovate and transform care, now and into the future.



### FOR MANAGEMENT

Enables new approaches to healthcare delivery that improve efficiency and excellence whilst reducing costs and resource utilisation.



### FOR CLINICIANS

Better collaboration tools accelerate and enhance decision-making. More opportunity for remote and flexible working can give a better work-life balance.



### FOR IT / ADMINISTRATORS

Less time spent on manual, repetitive tasks means that there's more time to work on exciting and interesting projects.



### FOR PATIENTS

With repeatable and consistent access to data at the point of care, and with better access to services and new technologies, patients will benefit from the latest in healthcare innovations.

# CONTINUOUS INNOVATION

Salford Royal recognise that the Global Digital Exemplar programme is not just about upgrading and introducing new technology, it's about replicable service change which is centred around:

- ✓ Improving patient quality safety
- ✓ Improving reliability
- ✓ Increasing operational effectiveness and efficiency
- ✓ Improving the patient experience

It was therefore critical that the network be not only capable of meeting the Trust's need to be an enabler of innovative healthcare technologies but, even more importantly, facilitate the easy adoption of these technologies as well.

To give Salford Royal the ability to respond to change and new opportunities, we ensure continuous innovation throughout the length of the contract via our proven innovation methodology. This approach transforms customers from a current state to a future state, via several transitional phases, to deliver defined business outcomes and explore new technical features, providing the ability to quickly enable new functionality.

The development and execution of strategic engagement plans, makes sure that the network service we deliver provides optimal value and meets the Trust's changing requirements.







Block has been instrumental in helping us to plan and prepare for this significant investment into our network.

They've worked closely with us to make sure that they fully understand our unique needs and challenges, developing a solution that fits with our digital strategy now, and can grow with us in the future.

**Geoff Winrow**

Network Manager  
Salford Royal NHS Foundation Trust



We are delighted to be working with Salford Royal on this project.

Our driving purpose is to make a difference, to help our clients to succeed and deliver value to their own stakeholders, so having the opportunity to work with another GDE that shares our passion and values is fantastic.

**Mark Field**

Account Director  
Block



The experience that Block has brought to the table from previous NHS network refreshes has been invaluable.

Having a partner that believed in our vision, with the same passion for using technology to improve healthcare services as we did, was of significant importance to us.

**Rik Wakefield**

CTO  
Salford Royal NHS Foundation Trust



We are a business built on the quality of our people, taking an approach that means investing time to truly know an organisation as if we were a part of it. Our projects, right from the outset, involve administrators, doctors, nurses, board members and more, allowing us to gain a much deeper understanding of how our technology can be developed to truly improve the patient experience.

**Marc Chang**

CEO  
Block

# DIGITAL FUTURES. DELIVERED TOGETHER.

Block is an IT innovation business, offering expert consultancy, business transformation and managed services that help healthcare organisations to define and achieve their digital aspirations. We combine our deep vertical insight with proven technical expertise, and work in partnership with our clients to deliver impactful, measurable and sustainable business change through technology.

Most importantly however, we listen. By taking the time to truly understand the challenges you're facing, we're able to make sure investment priorities are always lined up to the strategic outcomes desired. Our consultancy, support and solution services help clients across enterprise, commercial and public sectors to increase productivity, accelerate growth and deliver outstanding user experiences.

## Our Values:



**Relationships First**



**Be Responsible**



**Think Differently**



**Get Excited**



**Go Beyond**

If you would like to find out more about our Next Gen Networks for Health **please contact the team on 0844 967 1646**

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