Technology services: pandemic and beyond

NHS Worcestershire Acute Hospitals NHS Trust

Renewal with new services brings major increase in user experience

Services

- Workplace Technology Procurement
- Workplace Technology Integration
- Advanced Vulnerability Management
- Deskside Services
- Hardware Lifecycle Management
- Technology Maintenance
- Endpoint Management
- Service Desk
- TechCenter
- Directory & Core Infrastructure
- Application Packaging
- Hardware Asset Management
- Cloud Engineering Support
- Network Maintenance and Support
- Managed Data Center LAN (Traditional)
- Managed Campus (Traditional)
- Managed SD Campus; Managed SD LAN
- Endpoint Security
- Information Security Management

User experience

- Enhanced agility and mobility
- Improved access to information
- Improved communication/ collaboration
- Improved performance
- Improved user satisfaction

Business impact

- Enhanced business agility
- Improved productivity
- Increased security
- Reduced costs
- Supports digitalisation

Objective

Computacenter has been supporting Worcestershire Acute Hospital NHS Trust's (WAHT) technical infrastructure via a Technology Services contract for many years. In 2021, the contract was up for renewal, and transitioning to new innovative services was high on the agenda. However, whilst negotiating contract renewal in early 2020, the world was hit by the Covid-19 pandemic. Paramount now was the provision of remote working facilities for staff, which meant accelerating those plans for new services. Also required was remote monitoring for patients, and just the ability to deliver day-to-day clinical service throughout the Covid crisis.

Solution

WAHT renewed the Technology Services contract with Computacenter and negotiated a number of elements to ensure business continuity and certainty of service throughout the pandemic. They received several new important services, including additional support to their Digital Care Record, increased protection around Cyber-security and patching, the distribution of additional mobile workplace devices to assist clinicians in their day-to-day role, and iPads for patients so they could remain in touch with relatives.

Also new is Computacenter's Next Generation Service Desk (NGSD) – multi-channel support with self-service capabilities through an End User Portal – and our TechCenters for remote and on-site drop-in support, delivering convenient access for WAHT users to multi-skilled IT experts.

Outcome

The first year of the renewed Technology Services contract has resulted in significant digital transformation for the Trust, with new digital tools and features bringing about a much-improved user experience. The adoption of NGSD has been enthusiastically welcomed, seeing a 50% shift from traditional Service Desk to multi-channel support, while adoption of TechCenters has been hugely successful, with a 95+% satisfaction rate.

As for the future, WAHT are already planning working with Computacenter to implement intelligent voice recognition, and embedding and cascading those tools across the organisation, while WAHT openly acknowledge that Computacenter's understanding of how to work in an acute hospital environment is strong and continues to get stronger.

Objective

Supporting medical systems that are vital in maintaining an outstanding level of patient care, during an unprecedented global crisis

Digital systems are imperative to the delivery of clinical services. Worcestershire Acute Hospital NHS Trust (WAHT) have a technical infrastructure which supports around 300 applications and all of the business and clinical systems operated throughout their three hospitals at Redditch, Kidderminster, and Worcester.

Historically, Computacenter has been WAHT's technology services partner who support their first, second- and third-line IT requirements. However, in 2021, the Technology Services contract was up for renewal. Vikki Lewis, Executive Director for Data Digital and Technology, and the Chief Digital Officer for Worcestershire Acute Hospitals, sets the scene, taking us back to early 2020.

"By talking to clinicians and other key stakeholders, we had created a baseline of where we were and where we needed to be over what was supposed to be a normal six months! Then, in March 2020, the Covid Wave 1 pandemic arrived. That threw those priorities up in the air. Now, we had to prioritise remote working for our staff, remote monitoring for our patients, and ensure we were doing what we needed to support day-to-day clinical service delivery."

"At the same time, one of my key decisions was to decide the future of our Technology Services contract, which was due to end. Knowing our response to the pandemic was going to be all-consuming for many months, I decided to extend our contract with Computacenter, whilst negotiating elements to ensure business continuity and certainty of service."

Solution

Delivering the old with the new, whilst ensuring business continuity and certainty of service throughout the pandemic

The new contract with Computacenter was signed and commenced in April 2021, but for the 12 months prior to that, WAHT and Computacenter worked in partnership to steer the Trust through the hugely demanding Covid pandemic. This meant dramatically expanding capability around remote and home working, and around remote monitoring for patients.

Computacenter provided iPads into all of WAHT's in-patient wards so that patients could remain in contact with their relatives at a time when visitors were prohibited – something which Vikki Lewis describes as "a donation" and also "a simple thing, but practical and effective." We also provided walkie-talkies to the ITU staff to replace mobile phones, which were proving difficult to work with due to the additional encumbrance of PPE, and these new devices made a big difference to staff effectiveness.

In 2020, Computacenter switched WAHT over to our Next Generation Service Desk (NGSD) offering. This service offers intelligent support aligned to personal preference, enabling users to access an End User Portal and self-serve. We also deliver convenient access to multi-skilled IT experts, with remote and on-site assistance and support via our Service Desk and TechCenter services.

NGSD is now offering a 24/7 service to WAHT which is more accessible and more responsive through the following digital support channels:

- Anywhere, anytime IT support via an intuitive online portal and mobile app
- A team of dedicated agents from Computacenter's Service Desk
- Access to knowledge articles that answer common user queries

"

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Vikki Lewis
Chief Digital Officer
Worcestershire Acute Hospitals
NHS Trust

- Ability to self-log incidents, automate password resets, initiate online support chats, and click a "This affects me" button that enables users to automatically report if an existing IT issue is affecting their work
- Online chat and chatbots
- TechCenters (or Tech Bars) for drop-in support with an IT technician
- Automated Request Management

"NGSD has gone down an absolute storm," confirms Vikki Lewis. "We have been surprised at the level of demand for this new digital functionality. We have also got Tech Bars where staff can drop-in and speak to a technician, so you can book a slot, or you just turn up and the technician will assist you. This additional human presence for our teams has been completely successful."

Finally, Computacenter has helped lay the foundations for modernising WAHT's infrastructure, such as updating network, core switches and Wi-Fi capability.

Result

Delivering a significant improvement in end user satisfaction, maturing the supplier-customer relationship, and mastering how to support an acute hospital

The first year of the renewed Technology Services contract between WAHT and Computacenter has resulted in significant digital transformation for the Trust. As Vikki Lewis reveals: "We have done a huge amount of transition and we have also implemented lots of new digital tools and new digital features, which has brought about a different feel for the end user.

"In particular, adapting to NGSD and its new channels of support has been hugely successful for us, and the feedback has been great. But in terms of the actual stats, we have seen a 50 per cent shift towards the new digital channel away from a traditional telephone answering model – that has been fantastic. General feedback is really positive from the majority of the staff, particularly Tech Bar which has about a 95 per cent upwards customer satisfaction rate – which makes me feel lovely and warm inside because we are actually giving something to our clinicians and our teams that they need."

Elsewhere, "This affects me" and broadcast facilities have reduced the volume of Service Desk tickets, whilst providing immediate visibility of general problems, and "Shift Left" continues to see users self-serve in previously untapped areas.

Worcestershire Acute Hospitals
NHS Trust

Worcestershire Acute Hospitals NHS Trust provides hospital-based services from three main sites in Redditch, Kidderminster and Worcester and turns over around £460m pa. They serve almost 600,000 people and, in 2020, provided care to around 240,000 different patients. The Trust employs nearly 6,000 people, has 800 volunteers, and delivers 42 sub-specialties, whilst also running two Type One Emergency Departments.

Looking to the future, Vikki says: "Computacenter are our strategic partners, working alongside us on a minute-by-minute basis. We will continue to develop and mature into an enduring relationship, and we are already working together on intelligent voice recognition and embedding it and cascading those tools across the organisation. Also, the understanding about working in an acute hospital is now embedded within the Computacenter psyche. Computacenter are also integral to the success of the Integrated Care System (ICS), working alongside us. We serve patients wherever they turn up, so it is important that they have information at their point of care."

More information

To find out more about our enterprise services and read more customer case studies, please visit **www.computacenter.com**