



Transforming communications to keep staff, patients and families connected

Story Snapshot

The mobile phone coverage across the whole University Hospital Southampton (UHS) site was problematic. Staff, patients and families struggled to find a signal, and the telecommunications team received regular complaints about the service. The team set about finding a solution by working with Insight and a specialist partner.

- A thorough consultation between UHS, Insight and Boost Pro delivered a solution that dramatically improved the signal for all four networks.
- The solution was acquired under the Health Trust Europe (HTE) Framework and involved strong governance as well as best-in-class technology.



Background

University Hospital Southampton NHS Foundation Trust (UHS) is a large teaching hospital serving 1.9 million people living in Southampton and south Hampshire.

As a digital leader that puts patient care at the forefront, UHS needed to address the poor mobile telephone coverage across the site. Insight and its partnership network helped diagnose and solve the problem.

Challenge

Communications are crucial in a hospital setting. When clinical staff were reliant on aging 'bleep' technology and patients couldn't contact their families by mobile phone, the telecommunications team at UHS knew it needed to solve the problem.

UHS carried out a survey of the entire site, creating a heat map to identify the level of signal available at different spots ranging from good to non-existent; but in many locations it was unreliable and that was the trigger for UHS to act. The Accident and Emergency Department had the most challenges and work to rectify this was commissioned through an Insight partner within the HTE Framework for Information Communications Technology Solutions.

"The partnership between Insight and Boost Pro made everything straightforward. Because Insight is on the framework, they were able to engage Boost Pro whose technical solution was spot on. From the engineers on site to the project managers, the customer service we received was amazing. Insight picked up every detail and made everything really smooth."

Clara Mansbridge, Telecommunications Manager, UHS

“The processing of patients is now easier, as clinicians can use their digital apps, patients can get in touch with loved ones, and complaints to my team about the mobile service have dried up.”

Clara Mansbridge, Telecommunications Manager, UHS



Solution and Outcome

The lack of mobile coverage at UHS meant doctors couldn't make full use of the award-winning digital platforms that the Trust pioneers.

After an estate-wide mobile coverage survey, stakeholders from UHS consulted with Insight and Boost Pro – an Insight partner specialising in licence-exempt mobile repeaters, small cell technology and distributed antenna systems.

The Boost Pro technical team designed a distributed antennae system (DAS) to improve the signal within the A&E department for four networks: O2, EE, Vodafone and Three.

With Insight handling the project management, administrative and legal aspects, Boost Pro's technicians could focus on installing and testing the solution, which took just six days to implement.

The solution delivers a mobile signal up to a thousand times stronger than previously available and delivers 3G/4G LTE voice and data. It uses CAT 5e/6 cabling for RF and Power over Ethernet and a MIMO Omni directional antenna to ensure all areas receive a uniform, high quality signal.

The department benefits from an enhanced health and safety posture, along with productivity and operational advantages of being able to use mobile devices and access key applications such as Medxnote on the move.

The success of the solution means the Trust is planning to roll it out across other areas of the hospital to reap the benefits of Boost Pro.

Why Insight?

Insight works with over 400 NHS and care clients in the UK and has developed a deep understanding of the challenges faced by the NHS and other health and care agencies.

The solution was facilitated by Insight's position as a HTE Framework partner and its strong partnership with Boost Pro. Being part of Insight's Partner Alliance means Boost Pro has passed the Insight Partner Assurance Program™ rigorous selection and assessment process. This gives NHS clients the extra reach of being able to procure best-in-class technical solutions through the assured channels.

RESULTS

Fast and frictionless installation

Six days to install a distributed antennae system and all cabling in a busy A&E department.

1000-times signal

Delivering 1000-times the signal previously available across all four mobile networks.

Improving patient outcomes

Clinicians now using key digital applications for easier patient processing and better communication.

0 issues

Concerns about mobile phone connection issues have dropped to zero.