BT Health
Dedicated to helping customers transform patient care in a changing world

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2011
Registered office: 81 Newgate Street, London EC1A 7AJ
Registered in England No. 1800000

PRIME 61740

BT Health
www.bt.com/health
Email: health@bt.com
At BT Health, we’re dedicated to helping our customers transform healthcare and deal with the challenges thrown up by this ever changing world.

We help our customers deliver better, safer and more efficient care for their patients and the wider population.

Our deep-rooted understanding of healthcare built up over the past 60 years means we can deliver innovations today that tackle the challenges our customers face. By combining advanced networked IT services with the very best innovation, we can help improve patient care at a time when there is increasing pressure on resources.

From the largest and most complex IT projects to helping introduce innovative telehealth solutions, few companies have the experience, expertise, resources and staying power to work alongside healthcare providers. We have a unique breadth of capabilities and the scope to operate globally – yet deliver locally.

BT Health – dedicated to helping our customers transform patient care in a changing world.
innovation
How do you improve organisational efficiency to achieve savings while still delivering a better patient experience?

Agile and flexible working can do both.

How do you increase the productivity of your people while still ensuring that patients receive the best care possible?

Mobile solutions and conferencing are proven to deliver results.

How do you deliver a better patient experience when there is so much pressure on resources?

Telehealth is helping to deliver an altogether improved patient experience.

Our innovations tackling your problems

We’re committed to helping healthcare commissioners and providers get the best out of information and technology systems and services – now and in the future. We have the scale and capability to bring all these technologies together. Our track record proves we can help healthcare providers increase productivity and achieve efficiencies while delivering better, safer patient care.

The NHS has built a ‘platform for innovation’ – now is the time to leverage that advantage.

Countries around the world are laying down critical information services to enable the transformation of the business of healthcare.

Working with the NHS, we have helped put in place a significant capability – N3 secure broadband; clinical information systems; central informatics services in the Spine; and central informatics services such as the Secondary Uses Service (SUS).

With the efficiency and quality challenges the NHS faces, now is the time to get the most from this existing infrastructure. After all, when it was delivered it was a national platform for innovation. Now is the time to use it so that local health economies can transform the way care services are commissioned and delivered.

Innovation is helping healthcare organisation Locala Community Partnerships provide higher quality patient care, as well as reducing unnecessary travel and costs through the use of mobile technology.

Innovation is helping the NHS save on travel costs with N3 video conferencing – up to £160 million a year when fully adopted.

Innovation is helping Worcestershire Health Community use unified communications to deliver more efficient and effective healthcare while saving around £400,000 a year.

Innovation is helping to support how money flows through the NHS by using the NHS Spine service, which processes some £18 billion worth of transactions to healthcare providers each year via Payment By Results.

Innovation is helping St. Antonius Hospital Group in the Netherlands deal with the rapidly growing amounts of confidential patient data thanks to a new, secure, cost-efficient BT data centre.

Innovation is helping the NHS reduce carbon emissions through the use of their N3 broadband network, which could save around 250,000 tonnes of CO2 a year.

Innovation is what we do.
How do you increase the productivity of your people while still ensuring that patients receive the best care possible?

How do you deliver a better patient experience when there is so much pressure on resources?

How do you improve organisational efficiency to achieve savings while still delivering a better patient experience?

Agile and flexible working can do both.

How can better communications help you transform the patient experience and the delivery of healthcare?

Connecting care can benefit healthcare providers and patients by helping to share information and maximising your investment.

How do you increase the productivity of your people while still ensuring that patients receive the best care possible?

Mobile solutions and conferencing are proven to deliver results.

How do you improve organisational efficiency to achieve savings while still delivering a better patient experience?

The NHS has built a ‘platform for innovation’ – now is the time to leverage that advantage

Countries around the world are laying down critical infrastructure services to enable the transformation of the business of healthcare.

Working with the NHS, we have helped put in place a significant capability – N3 secure broadband; clinical information systems; central informatics services in the Spine; and central information services such as the Secondary Uses Service (SUS).

With the efficiency and quality challenges that the NHS faces, now is the time to get to the root of this existing infrastructure. After all, what has been delivered is a national platform for innovation. Now is the time to use it so that local health economies can transform the way care services are commissioned and delivered.

Our innovations tackling your problems

We’re committed to helping healthcare commissioners and providers get the best out of information and technology systems and services – now and in the future. We have the scale and capability to bring all these technologies together and to deliver a positive return on investment. We’ve created completely new solutions to increase productivity and achieve efficiencies while delivering better, safer patient care.

Innovation is what we do.

As one of the largest suppliers of IT and communications services to the National Health Service (NHS) in the UK, innovation is at the heart of everything we do.

Improving organisational efficiency

How can better communications help you transform the patient experience?

Connecting care can benefit healthcare providers and patients by helping to share information and maximising your investment.

The NHS has built a ‘platform for innovation’ – now is the time to leverage that advantage

Countries around the world are laying down critical infrastructure services to enable the transformation of the business of healthcare.

Working with the NHS, we have helped put in place a significant capability – N3 secure broadband; clinical information systems; central informatics services in the Spine; and central information services such as the Secondary Uses Service (SUS).

With the efficiency and quality challenges that the NHS faces, now is the time to get to the root of this existing infrastructure. After all, what has been delivered is a national platform for innovation. Now is the time to use it so that local health economies can transform the way care services are commissioned and delivered.

Open

Increasing the productivity of your people

How do you increase the productivity of your people while still ensuring that patients receive the best care possible?

How do you deliver a better patient experience when there is so much pressure on resources?

How do you improve organisational efficiency to achieve savings while still delivering a better patient experience?

Agile and flexible working can do both.

How can better communications help you transform the patient experience and the delivery of healthcare?

Connecting care can benefit healthcare providers and patients by helping to share information and maximising your investment.

How do you increase the productivity of your people while still ensuring that patients receive the best care possible?

Mobile solutions and conferencing are proven to deliver results.

How do you improve organisational efficiency to achieve savings while still delivering a better patient experience?

The NHS has built a ‘platform for innovation’ – now is the time to leverage that advantage

Countries around the world are laying down critical infrastructure services to enable the transformation of the business of healthcare.

Working with the NHS, we have helped put in place a significant capability – N3 secure broadband; clinical information systems; central informatics services in the Spine; and central information services such as the Secondary Uses Service (SUS).

With the efficiency and quality challenges that the NHS faces, now is the time to get to the root of this existing infrastructure. After all, what has been delivered is a national platform for innovation. Now is the time to use it so that local health economies can transform the way care services are commissioned and delivered.

Our innovations tackling your problems

We’re committed to helping healthcare commissioners and providers get the best out of information and technology systems and services – now and in the future. We have the scale and capability to bring all these technologies together and to deliver a positive return on investment. We’ve created completely new solutions to increase productivity and achieve efficiencies while delivering better, safer patient care.

Innovation is what we do.

As one of the largest suppliers of IT and communications services to the National Health Service (NHS) in the UK, innovation is at the heart of everything we do.

Improving organisational efficiency

How can better communications help you transform the patient experience?

Connecting care can benefit healthcare providers and patients by helping to share information and maximising your investment.

The NHS has built a ‘platform for innovation’ – now is the time to leverage that advantage

Countries around the world are laying down critical infrastructure services to enable the transformation of the business of healthcare.

Working with the NHS, we have helped put in place a significant capability – N3 secure broadband; clinical information systems; central informatics services in the Spine; and central information services such as the Secondary Uses Service (SUS).

With the efficiency and quality challenges that the NHS faces, now is the time to get to the root of this existing infrastructure. After all, what has been delivered is a national platform for innovation. Now is the time to use it so that local health economies can transform the way care services are commissioned and delivered.

Our innovations tackling your problems

We’re committed to helping healthcare commissioners and providers get the best out of information and technology systems and services – now and in the future. We have the scale and capability to bring all these technologies together and to deliver a positive return on investment. We’ve created completely new solutions to increase productivity and achieve efficiencies while delivering better, safer patient care.

Innovation is what we do.
How do you improve organisational efficiency to achieve savings while still delivering a better patient experience?

Agile and flexible working can do both.

How can better communications help you transform the patient experience and the delivery of healthcare?

Connecting care can benefit healthcare providers and patients by helping to share information and maximising your investment.

How do you increase the productivity of your people while still ensuring that patients receive the best care possible?

Mobile solutions and conferencing are proven to deliver results.

How do you deliver a better patient experience when there is so much pressure on resources?

Telehealth is helping to deliver an altogether improved patient experience.

Our innovations tackling your problems

We’re committed to helping healthcare commissioners and providers get the best out of information and technology systems and services – now and in the future. We have the scale and capability to bring all these technologies together. Our track record proves we can help healthcare providers increase productivity and achieve efficiencies while delivering better, safer patient care.

Increasing the productivity of your people

Delivering a better patient experience

The NHS has built a ‘platform for innovation’ – now is the time to leverage that advantage.

Countries around the world are trying down critical pathways to enable the transformation of the business of healthcare.

Working with the NHS, we have helped put in place a significant capability – N3 enables broadband clinical information systems; central informatics services in the Spine; and central information services such as the Secondary Uses Service (SUS).

With the efficiency and quality challenges the NHS faces, now is the time to get the most from this existing infrastructure. After all, what has been delivered is a national platform for innovation. Now is the time to use it so that local health economies can transform the way care services are commissioned and delivered.

As one of the largest suppliers of IT and communications services to the National Health Service (NHS) in the UK, innovation is at the heart of everything we do.

Innovation

Innovation is helping healthcare organisations Locala Community Partnerships provide higher quality patient care, as well as reducing productivity and reducing costs, thanks to the rollout of mobility solutions for their frontline community staff.

Innovation is helping the NHS save on travel costs with N3 video conferencing – up to £160 million a year when fully adopted.

Innovation is helping to support how moving flows through the NHS by using the NHS spine service, which processes some £34 billion worth of transactions to healthcare providers each year via Payment By Results.

Innovation is helping Worcestershire Health Community use unified communications to deliver more efficient and effective healthcare whilst saving around £400,000 a year.

Innovation is helping to support how money flows through the NHS by using the NHS spine service, which processes some £34 billion worth of transactions to healthcare providers each year via Payment By Results.

Innovation is helping St Antonius Hospital Group in the Netherlands deal with the rapidly growing amounts of confidential patient data thanks to a new, secure, cost-efficient BT data centre.

Innovation is helping the NHS reduce carbon emissions through the use of their N3 broadband network, which could save around 250,000 tonnes of CO2 a year.

Innovation is what we do.

Facing up to the challenges of a changing world

Healthcare systems around the world face similar challenges; an ageing population and an increasing burden of chronic conditions; the rising expectations of patients; and the increasing cost of new healthcare treatments. At BT Health, we have a range of innovative solutions to help our customers to address these challenges.
We took full responsibility for delivery, connectivity, service levels and practical framework of applications, support and professional services. Implementing their programme of flexible working. We provided a solution that introducing more flexible working for their staff would release share desks, you can reduce the amount of office space needed. Our solutions allow people to work from anywhere. For example, patient case review meetings can now take place via videoconferencing – not only keeping costs down for the organisation. And the patients prefer it. Why wouldn’t you buy into it? "It’s a great business buzzword, but what does it really mean?" says Samantha Powell, as we were introducing physical innovation prevention. In the NHS, it becomes business as usual. We have already saved the NHS a significant amount of money in set-up costs. It’s also expected to encourage more innovative use of the technology – not only keeping costs down but also making top-line look after a patient per visit.

For example, patient care teams are sharing the benefits of their innovative electronic patient care record, made up of 180 clinical systems with BT Health Services Director Dr. David Pencheon. "It is critical that innovative concepts and practical processes, that form full responsibility for delivery, connectivity, service levels and hardware maintenance and software upgrades.

Improving organisational efficiency
Healthcare is a complex business. By using technology to help reduce waste, we can improve the quality of care, patient experience, and the lives of millions of people.

The traditional approach to healthcare is to move people and patient records. But BT proves that it is possible to move data, and to move patient care. The NHS N3 network is helping to reduce cost and carbon emissions. The same is true for innovation prevention.

"People are used to self-service facilities in their everyday lives. In addition, the NHS N3 network is helping to reduce cost and carbon emissions. The traditional approach to healthcare is to move people and patient records. But BT proves that it is possible to move data, and to move patient care. The NHS N3 network is helping to reduce cost and carbon emissions.

The beauty of N3 is it allows us to move information and intelligence around the system, which is essential for system-wide, integrated care. "It’s a no-brainer. It saves money, helps speed up processes and the patients won’t be the case for everyone on the patient team, but it makes a difference to everyone. We are finding new ways of working together, to improve productivity and free up more time for patient care. By eliminating unnecessary journeys, people get more done – saving time and money – and improving their work-life balance.

People are used to self-service facilities in their everyday lives. In addition, the NHS N3 network is helping to reduce cost and carbon emissions. The traditional approach to healthcare is to move people and patient records. But BT proves that it is possible to move data, and to move patient care. The NHS N3 network is helping to reduce cost and carbon emissions.
Improving organisational efficiency

It’s a good business buzzword, but what does it actually mean? How do you make efficiency a priority? Sustainability is about more than just green credentials – it’s about cutting out waste, spotting opportunities and adding value. BT’s N3 network can help transform the way healthcare operates, and help you to deliver better patient care.

N3 is the NHS’s own national broadband network which BT built and manages. As the anchor tenant, we provide a full-service managed service to the Department of Health and all NHS trusts across the country. No other provider has or can match the scale, scope or contract we have with the NHS.

N3 is designed so that you don’t have to worry about the network – we designed it to be simple, reliable, fast and cost-effective. The same is true for the people who use it – we aim to make life easier for everyone.

Using BT’s network and services means you can focus on what you do best and keep the patient experience front of mind. It’s an innovative way to improve patient care and save money.

Increasing the productivity of your people

Healthcare is a people-intensive business. By using technology to help medical professionals be productive, we can also drive efficiency and reduce costs. That means better care for patients and a lighter load for the professionals who deliver it.

It’s not just about technical innovation anymore. Care teams are in dynamic health today. They meet every day to discuss the needs of patients about to be discharged. Instead of having to face-to-face sessions outside the office, they can use BT’s meeting rooms.

Being able to meet in this way has the added advantage of reducing the number of people waiting for a doctor’s appointment. Not only do they have less time for non-productive activities, but doctors don’t have to spend time travelling. Patients, who are often anxious, can be discharged more quickly.

People are already using this flexible approach at the Whittington Hospital, where patients receive care from a multidisciplinary team. Which is exactly what the multidisciplinary Islington Intermediate Care Services Team at Whittington Health has done. They meet every day to discuss the needs of patients about to be discharged. Instead of having to face-to-face sessions outside the office, they can use BT’s meeting rooms.

BT’s highly-optimised communications technologies also support a national infrastructure. Care teams can see how the patients’ health status is changing. This means they can work more quickly and effectively, meaning that patients can be discharged more quickly. In short, it’s an innovative way to improve patient care and save money.

Delivering a better patient experience

It’s an innovative way to improve patient care and save money.

N3 provides secure access to electronic patient records and an independent analysis of data. This is helping the professionals, and it benefits the patient, it benefits the public, it benefits healthcare. That benefits the public, is a critical part of high quality patient care.

To see the N3 Interoperability Toolkit in action, call 0345 456 0741. See our website or visit our interactive online demo at http://www.3g.co.uk/healthcare

 BT MeetMe audioconferencing

In addition, the NHS N3 network helps to reduce cost and carbon emissions. Thames Valley NHS acute sector spends £46,262 on travel annually and each year it could save £160 million (equivalent to 400,000 tonnes of CO2).

In the UK, we’ve helped build an end-to-end health system that has transformed the NHS. We’ve already rolled out and managed the N3 network to more than 120,000 NHS Trusts – the NHS is the world’s largest virtual organisation.

The same is true for the people who use it – we aim to make life easier for everyone.
Improving organisational efficiency

It’s a good business buzzword, but what does it actually mean? How can you improve your organisation’s efficiency without changing the way you deliver your core services? BT has the answer.

BT’s Workstyle Managed Services is a flexible and agile solution that helps organisations to more effectively use their people, space and technology. It offers significant cost savings and flexible working to support better patient care.

For example, Islington Community Rehabilitation Services have seen up 830 bed days over two years, resulting in cost savings of £307,000. “It’s an easy sell as it’s not a case of huge capital outlay,” said Jar O’Brien, the NHS Wakefield District’s Innovation Prevention and Change Director. “The benefits of flexible working in other parts of the NHS organisations are very valuable, especially for the NHS.”

Using BT Workstyle Managed Services, we helped to introduce and directed into improving patient care to help meet efficiency targets. Not only did BT deliver core services to the required standards, it also helped to support the introduction of a number of new innovations that transformed patient care.

To learn more, visit: www.bt.com/workstylemanagedservices

Increasing the productivity of your people

Flexible working can be a powerful way to get more out of your people. It’s about giving your staff the freedom to work in ways that suit them best and to do more with less. By creating a more productive workforce, you can do more with less and deliver a higher quality of care.

For example, Robert Flack, the Quality Productivity and Money Management Director at Northumbria Healthcare NHS Foundation Trust, says: “The NHS is a人员-intensive business. By using technology to help organise and communicate with staff, we have been able to reduce our service delivery costs and make more efficient use of our clinical resources.”

Being able to move between tasks helps to reduce the number of patients that can be treated in the same amount of time. This helps to improve productivity and free up more time for patient care.

People are using a self-care facility in their own homes. Patients can self-manage and monitor their health with a system that allows them to check-in for their appointment. Not only does it save the NHS significant time and money, but it also helps to provide greater patient satisfaction.

We know that constant visits to see patients is a no brainer. It saves money, helps reduce travel time and allows healthcare professionals to focus on improving patient care. The traditional approach to healthcare places a tremendous burden on healthcare professionals and the NHS. They have to travel long distances to see patients, spend long periods of time waiting for meals and drinks and can run at the number of people who fail to turn up.

Both of these innovations can be implemented using the NHS Interoperability Toolkit – a framework that allows trusts and suppliers to develop new and innovative applications to run over existing systems.

People are also using new technology to make their lives easier. Mobile phones have transformed the way we live and work. Many patients now use them to communicate with their healthcare providers.

Building care into a hospital environment. Consistently tested medical personal demographics service, which holds the names, addresses, dates of birth and contact numbers of all patients across the NHS, enabling images such as X-rays and scans to be stored electronically and accessed securely to improve patient care.

Quality, Productivity, Money Management

People are using a self-care facility in their own homes. Patients can self-manage and monitor their health with a mobile phone. This innovative way to improve patient care can save money.

Delivering a better patient experience

The traditional approach to healthcare places a tremendous burden on healthcare professionals. Many patients have a hectic lifestyle and do not always have the time to visit their healthcare provider. By using technology, we can transform the way we care for our patients.

We know that constant visits to see patients is a no brainer. It saves money, helps reduce travel time and allows healthcare professionals to focus on improving patient care. The traditional approach to healthcare places a tremendous burden on healthcare professionals and the NHS. They have to travel long distances to see patients, spend long periods of time waiting for meals and drinks and can run at the number of people who fail to turn up.

Both of these innovations can be implemented using the NHS Interoperability Toolkit – a framework that allows trusts and suppliers to develop new and innovative applications to run over existing systems.

People are using a self-care facility in their own homes. Patients can self-manage and monitor their health with a mobile phone. This innovative way to improve patient care can save money.
Improving organisational efficiency

It’s a good business buzzword. But what do you really mean by it? Is it the senior managers who call it an efficiency drive that ultimately means cost cuts? Or is it about getting the processes right, so you can service your customers better and do it cheaper? The answer is, you should be aiming for both.

It’s always been a given that BT’s technology can help improve the competitiveness of any organisation. But more recently we’ve been able to move from technology enabler to technology manager. BT has taken on the role of helping organisations to develop a whole new approach to improving efficiency, one that’s sustainable and incremental, and leads to a better experience of patient care.

Many healthcare organisations are experiencing the real benefits of the right technology enabled by better change management, and better leadership. The NHS, for example, has been working with BT to improve patient safety and reduce carbon emissions – as well as saving money. BT’s flexible working solutions have reduced travel time and distance for one NHS trust by over 30%.

BT help organisations to make the most of their existing software and infrastructure, and to develop new software and applications, to help achieve organisational efficiencies. BT’s experience is in helping organisations to design and implement technologies that help them to be more flexible in the way they work, taking pressure off hospitals and delivering better patient care for the future. For example, a hospital trust in the Midlands is changing from a paper-based to a technology-enabled approach to patient care and this is saving £157,000 per year in travel costs alone.

Improving organisational efficiency is about applying the right technology to get the right change, and getting that right change to happen. It’s not just about the technology, it’s about the people who use it. It’s about managing change, and managing change is about leadership. Leadership and management are ultimately about people.

In BT Workstyle Managed Services, we help organisations to design and implement change management programmes, helping to break the change down into more easily manageable chunks, so that people can better understand what’s happening. It’s all about getting the change right – and that means getting the people right.

But BT’s expertise in change also means that we bring valuable experience of working with other parts of the business to create what we call multi-organisational change. We bring expertise from BT’s other businesses to help our clients, and we can bring from a range of different domains.

BT’s exciting new “change-as-a-service” platform brings together our people and technology to help organisations get the change right and achieve the outcomes they need. It’s an innovative way to disrupt patient care as we know it.

Increasing the productivity of your people

The traditional approach to healthcare is to take people and patient data, and move both around in a hospital environment. The problem is that this approach means moving people and data around rather than bringing data and people together. It’s like trying to increase productivity in a factory without changing how that factory is run.

But BT’s Workstyle Managed Services has taken a different approach. We went into a hospital environment and discovered that our clients were being held back by their existing systems. We found that data and people were being moved around in ways that required new and innovative applications to run. But not only did we see that they had new software to be more productive, we also helped them think through the design of the organisation to use the new technology.

We found that the existing productivity of their people was being held back by the over-complicated processes and equipment they were using. So we helped them to simplify the processes and equipment they were using, and we helped them to design new and innovative applications that would be run on the new system. This was an important step in the transformation of the organisation.

We found that there was a lot of innovation happening in the healthcare sector, which was driven by the changing nature of the work. People were moving data and people around with greater efficiency and productivity. We also found that BT’s experience of delivering this kind of productivity was being used in other parts of the business.

By helping BT’s clients to design and implement these change programmes, we were able to help them achieve the productivity they needed, and to do it more efficiently. This was an important step in the transformation of the organisation.

Delivering a better patient experience

People are the self-carers of our society, their care needs always changing and evolving as they get older. They need help from the right professionals at the right time to help them to achieve the best possible outcomes from their care.

But BT’s Workstyle Managed Services has taken a different approach. We went into a hospital environment and discovered that our clients were being held back by their existing systems. We found that data and people were being moved around in ways that required new and innovative applications to run. But not only did we see that they had new software to be more productive, we also helped them think through the design of the organisation to use the new technology.

We found that the existing productivity of their people was being held back by the over-complicated processes and equipment they were using. So we helped them to simplify the processes and equipment they were using, and we helped them to design new and innovative applications that would be run on the new system. This was an important step in the transformation of the organisation.

We found that there was a lot of innovation happening in the healthcare sector, which was driven by the changing nature of the work. People were moving data and people around with greater efficiency and productivity. We also found that BT’s experience of delivering this kind of productivity was being used in other parts of the business.

By helping BT’s clients to design and implement these change programmes, we were able to help them achieve the productivity they needed, and to do it more efficiently. This was an important step in the transformation of the organisation.

Connect care - blending data, people, and technology

As a leading global provider of information and communications technology (ICT) services, BT is working with healthcare providers to help them transform the future of healthcare. BT is helping to create a connected and integrated healthcare system that works for everyone – from the patient to the hospital to the community.

BT is working with healthcare providers to help them transform the future of healthcare. BT is helping to create a connected and integrated healthcare system that works for everyone – from the patient to the hospital to the community.

BT is working with healthcare providers to help them transform the future of healthcare. BT is helping to create a connected and integrated healthcare system that works for everyone – from the patient to the hospital to the community.

BT is working with healthcare providers to help them transform the future of healthcare. BT is helping to create a connected and integrated healthcare system that works for everyone – from the patient to the hospital to the community.
How do you improve organisational efficiency to achieve savings while still delivering a better patient experience?

Agile and flexible working can do both.

How can better communications help you transform the patient experience and the delivery of healthcare?

Connecting care can benefit healthcare providers and patients by helping to share information and maximise your investment.

How do you increase the productivity of your people while still ensuring that patients receive the best care possible?

Mobile solutions and conferencing are proven to deliver results.

How do you deliver a better patient experience when there is so much pressure on resources?

Telehealth is helping to deliver an altogether improved patient experience.

Our innovations tackling your problems

We’re committed to helping healthcare commissioners and providers get the best out of information and communications services - now and in the future. We have the scale and capability to bring all these technologies together. Our track record proves we can help healthcare providers increase productivity and achieve efficiencies while delivering better, safer patient care.

The NHS has built a ‘platform for innovation’ – now is the time to leverage that advantage.

Countries around the world are aligning down critical information services to enable the transformation of the business of healthcare.

Working with the NHS, we have helped put in place a significant capability – N3 ensures breadth of clinical information systems; central informatics services in the Spine; and clinical information services such as the Secondary Uses Service (SUS). With the efficiency and quality challenges the NHS faces, now is the time to get the most from this existing infrastructure. After all, what has been delivered is a national platform for innovation. Now is the time to use it so that local health economies can transform the way care services are commissioned and delivered.

As one of the largest suppliers of IT and communications services to the National Health Service (NHS) in the UK, innovation is at the heart of everything we do.

Innovation is helping healthcare organisations like Community Partnerships provide higher quality care, as well as improving productivity and reducing costs, thanks to the rollout of mobility solutions for their frontline community staff.

Innovation is helping the NHS save on travel costs with N3 video conferencing – up to £160 million a year when fully adopted.

Innovation is helping Worcestershire Health Community use unified communications to deliver more efficient and effective care, while saving around £400,000 a year.

Innovation is helping to support how money flows through the NHS by using the NHS Spine service, which processes some £34 billion worth of transactions to healthcare providers each year via Payment By Results.

Innovation is helping St. Antonius Hospital Group in the Netherlands deal with the rapidly growing amounts of confidential patient data thanks to a new, secure, cost-efficient BT data centre.

Innovation is helping the NHS reduce carbon emissions through the use of their N3 broadband network, which could save around 250,000 tonnes of CO2 a year.

Innovation is what we do.
We have already begun this journey by providing efficiency-generating services such as N3 Voice and national videoconferencing over N3. We are also maximising BT’s nationwide investment in broadband to deliver telehealth solutions that change the way patients engage in self-care.

Now we can collectively go further and leverage central informatics and information services. For example, we could utilise investments in SUS and its existing capability to support and nurture a flourishing local information market to support the changing commissioning requirements of the NHS and the intended information revolution.

Together, we really can leverage existing technology to innovate today – generating short-term and sustainable efficiency savings and quality improvements. We can do this in the UK. We are also helping healthcare systems around the globe do this. It’s what we do.
To find out more about how we can help, visit us at

www.bt.com/health