

Digital Healthcare Revolution

**How to use tech to deliver better
outcomes for patients and staff**



Overcoming existing tech challenges

Legacy technology has become
a burden and is holding back
healthcare organisations



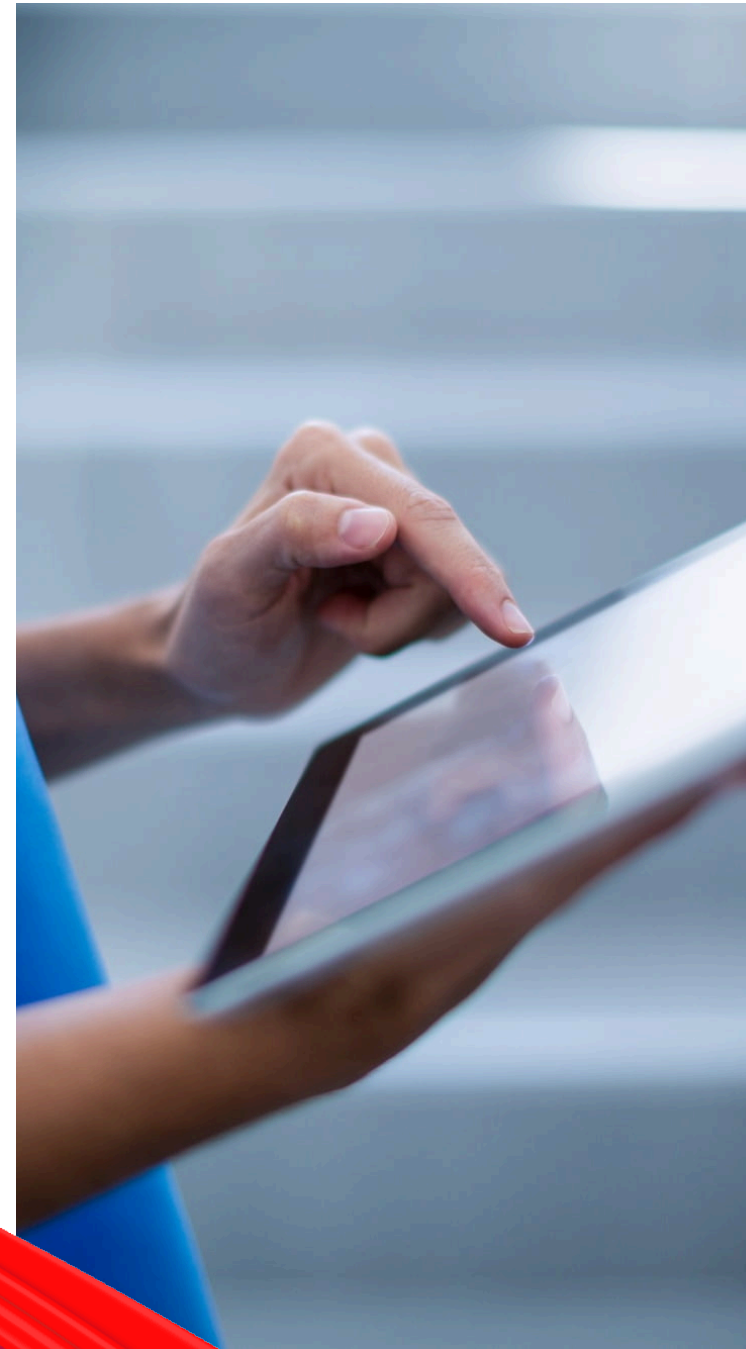
Digital transformation is crucial to delivering an efficient NHS

The Health and Care Act 2022 has brought significant reforms to the organisation and delivery of healthcare services.

Integrating different parts of the NHS and local government will enable more efficient decision-making to deliver better care to patients, improve health outcomes and tackle health inequalities.

To deliver this plan and provide the best possible care for decades to come, the healthcare sector needs to fully embrace digital transformation and start benefiting from modern technology.

But is the sector geared up to achieve its targets?



5 key tech challenges facing the NHS

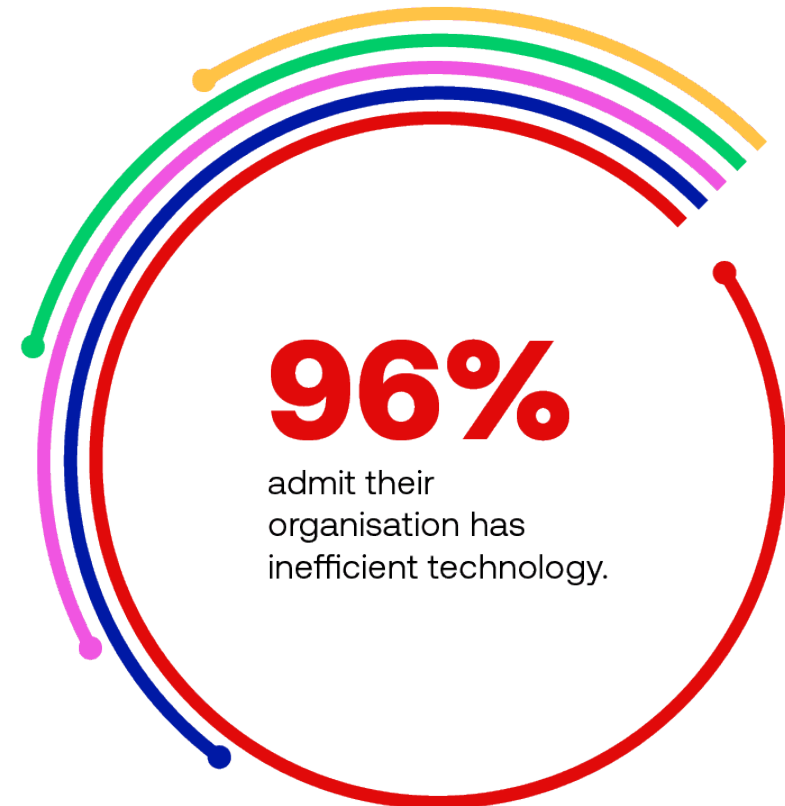
We surveyed 100 decision makers in the UK public health sector to discover how the NHS's digital transformation journey is progressing, what challenges staff are facing and how tech is making a difference.¹

21% have staff without the latest digital skills or who are resistant to training.

33% suffer with poor connectivity.

45% admit they need to use cloud infrastructure more effectively.

52% say old or outdated systems are a barrier to integrating new tech.



¹. Virgin Media O2 Business and Censuswide research 2023; survey of 100 UK public health sector decision makers.

The tech revolution is gaining traction

Although healthcare organisations have a lot of work to do when it comes to digital transformation, many have made progress in recent years by introducing:

- Remote working using Microsoft Teams
- Online video consultations
- Remote patient monitoring at home
- Information sharing via GP Connect, NHS app and electronic patient records (EPR)

99% of GP practices and 77% of trusts now offer video consultations to patients at home. ²



To speed up the progress, NHS England has provided funding to support the future-proofing of health connectivity infrastructure and launched wireless trials to explore how cutting-edge technologies can help improve patient care.³

The aim is to ensure health and care organisations make the most out of current and emerging tech to deliver digital healthcare services, with NHS England capturing best practice and sharing it across the wider NHS.

2. [NHS England; NHS England Future connectivity](#)

3. [NHS digital](#).

Unlocking efficiencies with technology

How to maximise your resources
and reduce costs



Achieve more with less

Modern IT infrastructure, connectivity and support are necessary to make the move to secure integrated care systems (ICSs) seamless. They become the foundation for full digital transformation across the total health ecosystem.

Investing in a robust and secure network is the first step in enabling the tools your workforce needs to do their jobs efficiently and effectively. It can also help reduce costs in the long term by unlocking opportunities to make the tech you have work harder too.

Here are a few examples of how you can make that happen with the support of digital partners.

Set up virtual and on-site digital support hubs

Create support hubs that ensure staff are properly trained on the tech they use. This will help them use tech efficiently and resolve any issues quickly.

Integrate connectivity across the health ecosystem

Accelerate and utilise the move to the cloud to share data across your ICS more easily and safely. You'll be able to streamline multiple contracts too.

Use a unified communications solution

Simplify tasks by enabling your team to call, chat, share, present and meet from a single app. They'll be able to support more patients while still providing high quality care.

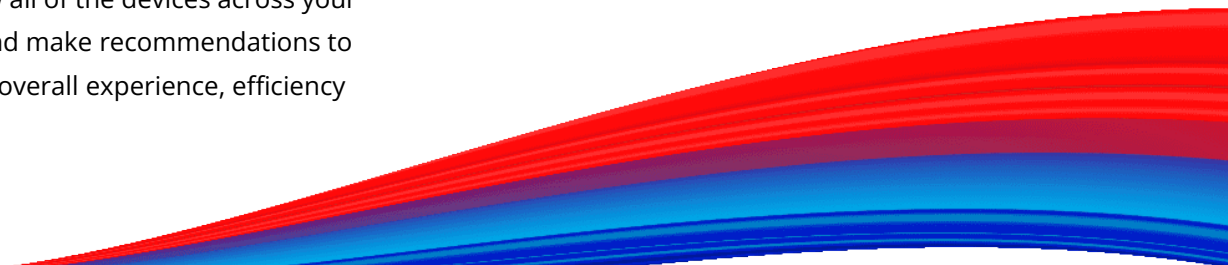
Get a Mobile Health Check on us

We can review all of the devices across your trust or ICB and make recommendations to improve your overall experience, efficiency and security.

'Digital shouldn't be something separate. It needs to be part of the DNA; part of everything that happens. Digital must be at the table from the very beginning to say that this needs to be part of the planning.'

Consultant Nephrologist & CCIO at Royal Devon & Exeter NHS FT, Dr Chris Mulgrew

Quote from [Digital Health Roundtable: Challenges and opportunities of digital transformation in the health sector](#)



Digital transformation in practice

The Norfolk Community Health and Care NHS Trust (NCH&C) serves a population of more than 900,000 at more than 70 locations.

Its existing network infrastructure was inflexible, reliant on data centres and could not meet the needs of a large community health trust.

With our help, NCH&C took the bold decision to embark on a digital transformation journey and move to a cloud-based, software-defined wide area network (SD-WAN)-supported system.

The new connectivity solution delivered:

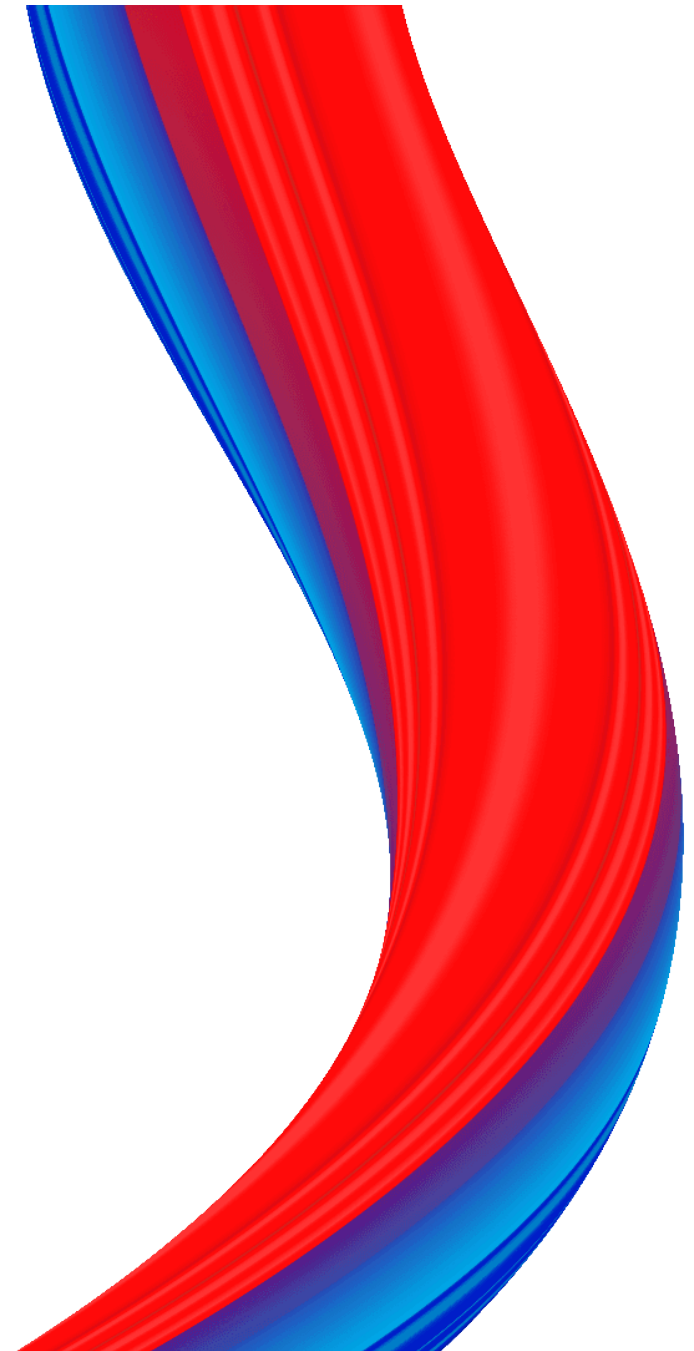
- Significant cost savings
- A tenfold improvement in network speed and resilience
- Dramatically reduced network outages

And the best part?

We managed to create a seamless transition to the new solution for NCH&C, with very little disruption to end users.

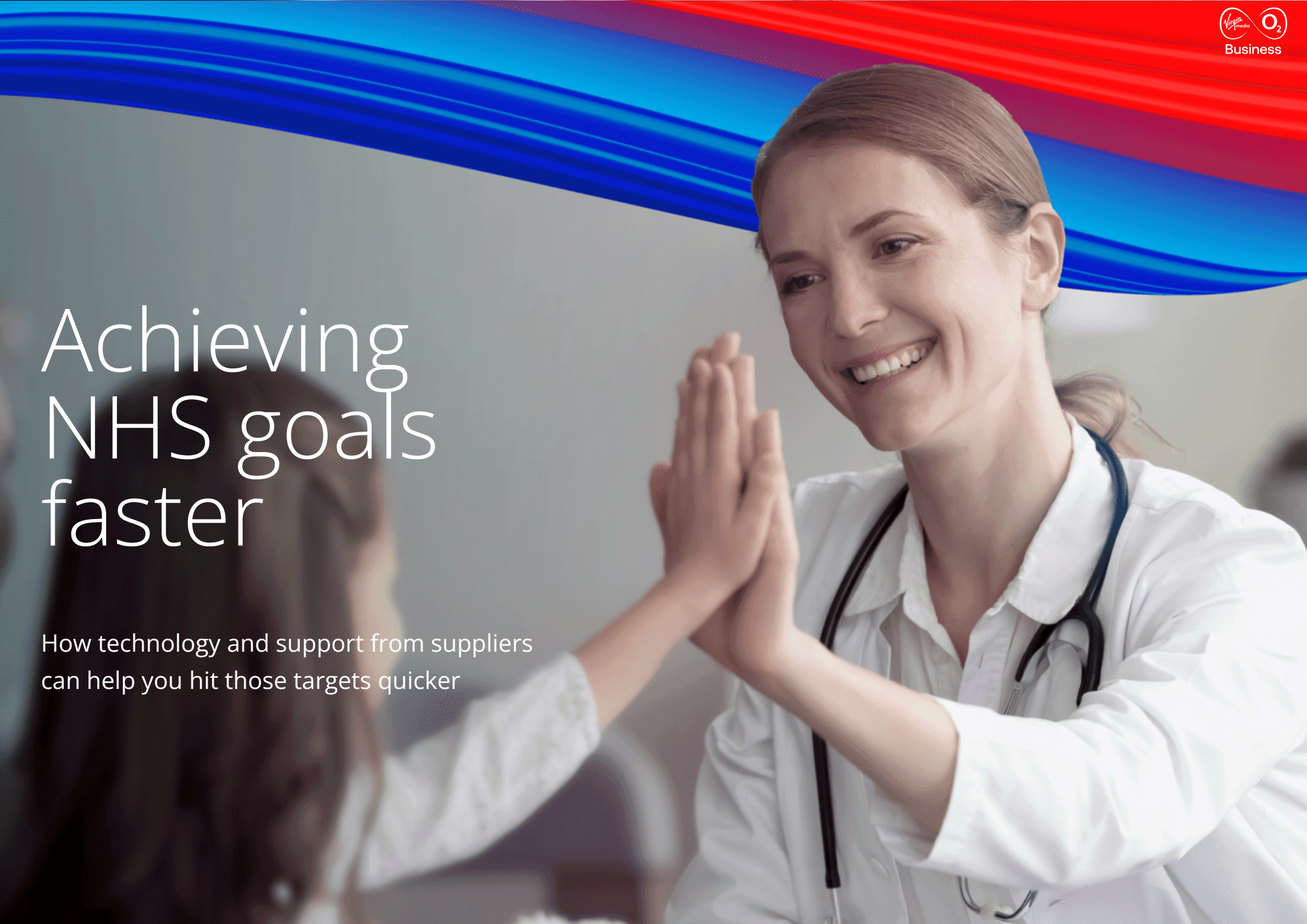
'It's rare when large-scale infrastructure projects deliver exactly what they promise – but with sufficient planning and groundwork. Fortunately this was one of those occasions.'

Infrastructure Consultant for Norfolk Community Health and Care NHS Trust, Paul Walsh



Achieving NHS goals faster

How technology and support from suppliers
can help you hit those targets quicker



4 healthcare technologies you could start benefiting from today

Tomorrow's tech has already arrived.
Here are four key technologies that have revolutionary potential.¹

Smartphones and wearables

87% of UK adults own a smartphone in 2023.² With the right research and clinical input, these devices could be used more widely in healthcare to create and monitor personal digital biomarkers, improving prevention and treatment. They could also help make sustained behaviour changes.

1. [The Digital Revolution by The King's Fund](#) | 2. [Finder.com](#)



Digital therapies and immersive technologies

Digital therapies are health interventions delivered by embedding information, clinical therapy and coping mechanisms into digital forms. For example, prescribing a mobile app to a person with anxiety to help them overcome episodes without needing further help.

Speech Therapist



Speech and language therapists provide life-changing treatment, support and care for children and adults who have difficulties with communication, eating, drinking and swallowing. You'll help people who, for physical or psychological reasons, have problems speaking and communicating.



Diagnostics

Typically, your doctor is referring to a diagnostic test, sometimes known also as a diagnostic procedure or tool. These are commonly used to confirm or rule out a condition or disease. They're part of a continuum of care that can include screening, diagnosis, treatment and management of that condition or disease.



Therapy

Psychotherapy (sometimes called talk therapy) refers to a variety of treatments that aim to help a person identify and change troubling emotions, thoughts, and behaviors.



Most psychotherapy takes place when a licensed mental health professional and a patient meet one-on-one or with other patients in a group setting.





Connected communities

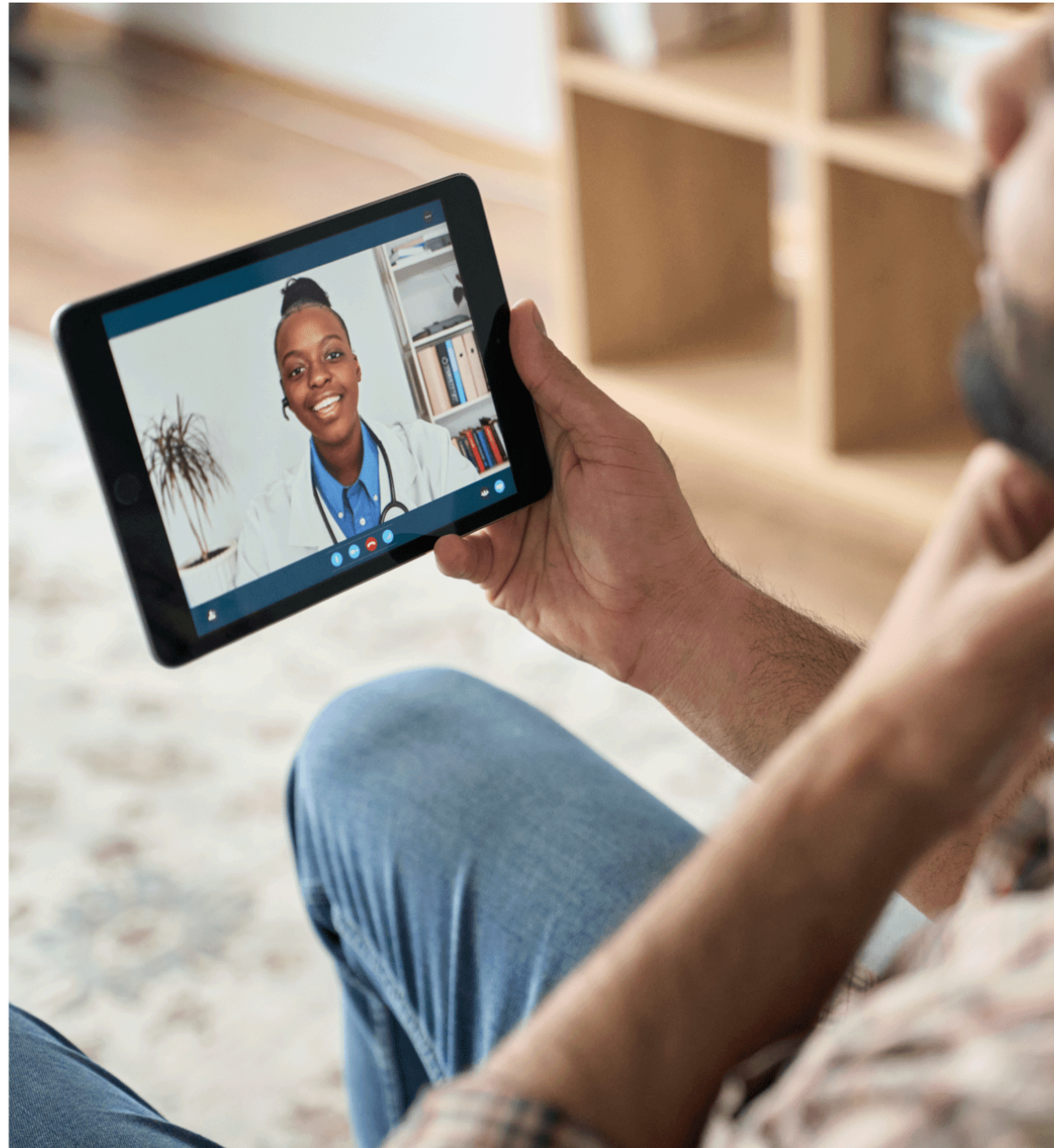
The internet has facilitated the development of many connected health communities. One Croydon Alliance, Solidarity Network and Gloucestershire Enabling Active Communities to name a few. Such platforms enable people to support each other from around the world.





Portable diagnostics

Diagnostic tools which used to only be found in hospitals can now be used in homes and in the community. For example, a highly portable point-of-care ultrasound system can use a smartphone or tablet to support diagnosis whilst receiving virtual support from a clinical expert.



What about environmental, social and governance (ESG)?

Around 4% of the country's carbon emissions are produced by the NHS.³ It launched its Greener NHS campaign in 2020 to set out a practical path to net zero by 2040 (for emissions the NHS controls directly).

We teamed up with Censuwide to survey over 1,200 workers across the public and private sectors, from senior decision makers to junior staff, to understand how organisations are progressing against their ESG goals and how tech can help.

88% of senior respondents said they're committed to social impact,⁴ but measuring and reporting on progress in a robust way is a challenge.

Better communication is needed

69% of senior respondents aren't receiving enough information to track the carbon footprint of products from suppliers or can't rely on the accuracy of what is available.⁴

A way organisations can overcome this is to ensure they can rely on partners and suppliers to be transparent with ESG data. This will mean that sustainability can be built across the entire supply chain.

89% of public sector respondents report challenges in clearly conveying ESG targets,⁴ which shows there are communication hurdles to overcome.

3. [NHS England](#) | 4. [Virgin Media O2 Business and Censuwide ESG research 2023](#)



Improving your ESG score

75% of public sector respondents have established ESG strategies or goals,⁴ reflecting the broad recognition of ESG's operational relevance.

But in a time of unprecedented economic strain and with reporting obligations and public pressure mounting, ensuring you're making ESG progress in a measurable, transparent and meaningful way is crucial.

So how can the NHS overcome these communication hurdles and ensure its ESG efforts make a meaningful contribution to society?

It starts with making use of the tools your technology partners offer. We recently launched the following services for customers:

Carbon Calculator

Estimate and help limit the carbon footprint of working with us and our technology.

Digital Skills Programme

Help narrow the UK's digital divide through local skills support sessions.

Mobile Recycling Scheme

Extend the life of your old or unwanted devices by trading them in for money back.

Tech Donation Programme

Donate smartphones and mobile data to digitally excluded people.

4. [Virgin Media O2 Business and Censuwide ESG research 2023](#)

Get care-ready connectivity

Simpler, safer integrated digital healthcare
is the foundation for success



It's time to lean on your suppliers for help

The healthcare sector is facing a balancing act between tight budgets, tech challenges and ambitious targets. Secure, integrated connectivity is needed to enable anywhere, anytime healthcare and the continued focus on ESG.

'Wireless technology has an increasingly important role to play in delivering effective and efficient digital health services to provide the best care for patients.'

NHS England Executive Director of Platforms, Stephen Koch



Secure, integrated connectivity for modern digital healthcare

In a sector where no two days are the same, you need connectivity that's ready for anything.

Night shift-ready

Emergency-ready

Frontline-ready

Future-ready

And the kind of support and security that won't let staff or patients down, wherever they are, whenever they need it.

With the combined tech and expertise of two powerful network providers on your side, we can help you make simpler, more integrated healthcare possible.

We'll support your journey to provide integrated care beyond the physical hospital and GP surgery walls, into the homes and hands of care providers and individuals receiving the service. Enabling a healthcare system that is accessible anytime, anywhere.





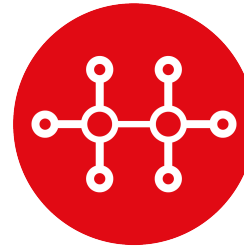
Supported

Your own dedicated account manager will guide you every step of the way, making sure service isn't disrupted during implementation or beyond. We also offer 24/7 tech support, so we're here when you need us.



Simple

You get one provider and expert team for all your connectivity needs, with tailored recommendations to help improve efficiency and give you financial flexibility, not just now but in months and years to come.



Reliable

Over 550 public sector organisations and one in two blue light services depend on us for secure connectivity already, so your patients' health and privacy will be in good hands, as will your reputation.

Our mobile network spans 1.7 million connections, with 99% UK coverage.



Responsible

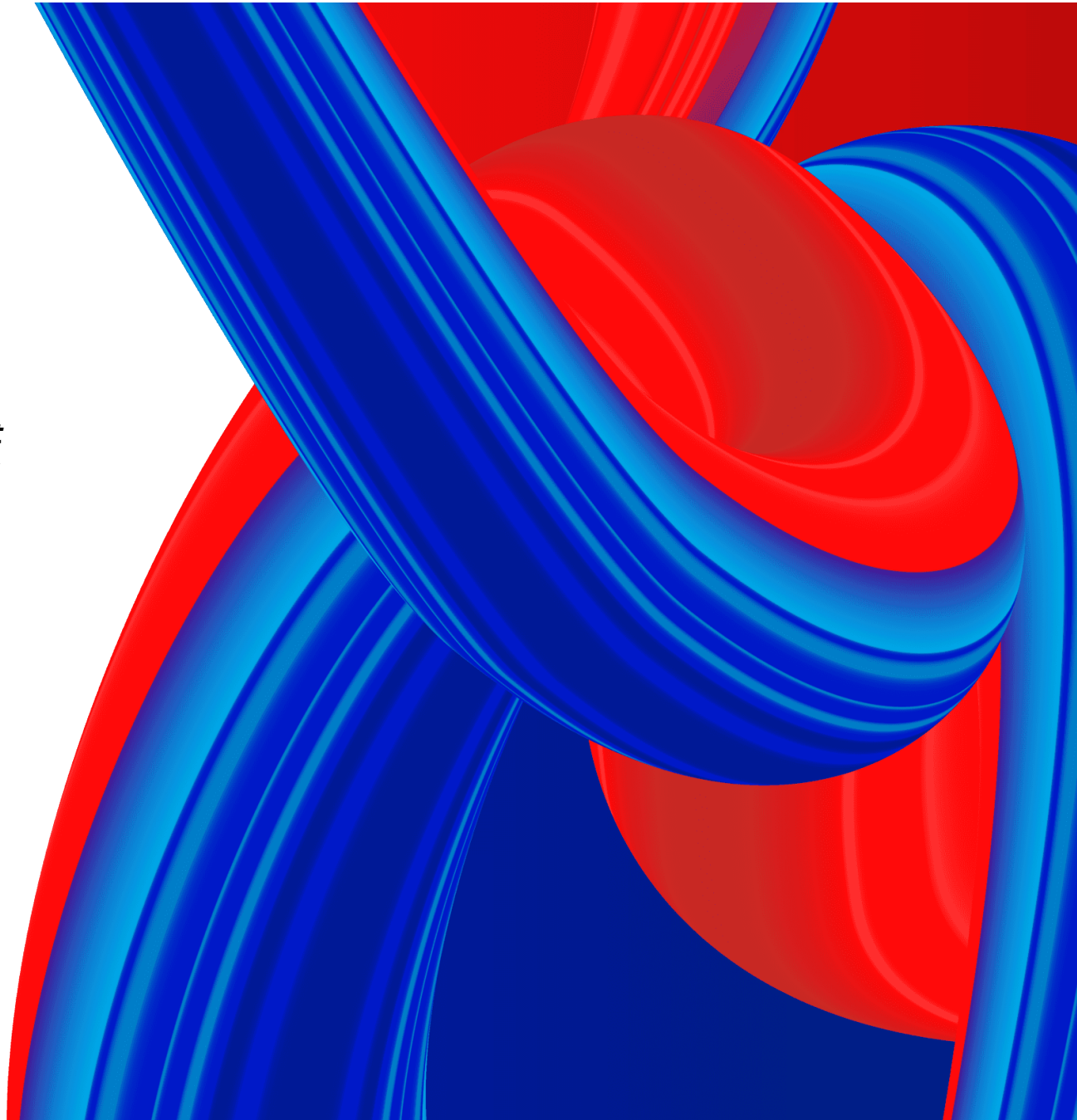
We have a track record of helping NHS staff and patients in the community, empowering the workforce and enabling digital inclusion. We can support with our [Connect More Digital Skills Programme](#), which aims to help close the digital divide.

***'In partnering with Virgin Media Business,
we have been completely reassured.***

***They came with a reputation for excellent support
and customer service – not to mention the quality
and reliability of their connectivity services.***

And they have not let us down.'

*Infrastructure Consultant
for Norfolk Community Health and Care NHS Trust,
Paul Walsh*



Join the digital health revolution today

Want to learn more about our care-ready connectivity solutions?

We can help you get more from your existing tech to make your budget go further. And we'll balance that with helping you embrace the latest solutions in a way that's effective and affordable.

Get in touch with our dedicated health sector lead,
Mark Burton, at
mark.burton@virginmediao2.co.uk



Get a Mobile Health Check on us

We can review all of the devices across your trust or ICB enabling us to make recommendations to improve your overall experience, efficiency and security.



Arrange a Digital Explore Workshop

Have a face-to-face session with our digital experts, who will spend time getting to know your trust so they can create tailored solutions to help you achieve your goals.

Thank you for reading

Join the digital health
revolution today