



BUSINESS

**ADAPT TO
ADVANCE,
TOGETHER**

Digitally connecting
health and social care





We know your world

Health and social care is undergoing a transformational change – driven by greater demand to meet the rising expectations of citizens. Organisations are now looking to enable a more flexible workforce and achieve greater efficiencies.

New initiatives like the National Information Board’s “Paperless 2020”, Sustainability and Transformation Plans (STPs) and NHS England’s Five Year Forward View are challenging health and social care organisations like yours to adapt and make a change.

But one of the biggest – and arguably one of the most exciting – changes to impact the health and social care landscape is the transition from the legacy N3 Network to the Health and Social Care Network (HSCN).

The HSCN will offer health and social care organisations the opportunity to access shared services and information, regardless of location or network supplier. It’ll create a more competitive environment between different suppliers – meaning you and your staff have a greater choice of tailored solutions to achieve better patient outcomes. Because of this, you’ll not only achieve significant cost savings; you’ll also be able to select the solutions supplier that best meets your organisation’s needs.





Your world. Our research

We interviewed 100 different organisations to fully understand the challenges and barriers in health and social care.

While 85% of respondents wanted to embrace digital services, only 15% felt ready to do so. That's because, along with budget constraints and limited resources, key departments of their existing IT infrastructure weren't prepared for digital innovations.

**So what are your real challenges?
How can the HSCN help?**

Legacy hardware and IT services



Network resilience and modernity



Network capacity

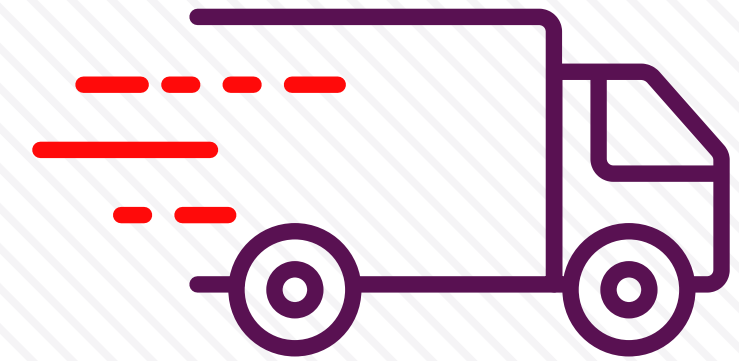


Data security



Other





Your true challenges

The health and social care sector is frequently expected to do more with less – adapting to changes against a backdrop of budget cuts, efficiency programmes and limited resources.

To overcome these obstacles, more and more organisations are starting to rethink the way they deliver their services, and how they can improve citizen experiences.

Staff also demand the latest ways of working, and IT teams are under more pressure to provide solutions that meet key initiatives like the National Information Board’s “Paperless 2020”, NHS England’s Five Year Forward View and STPs.

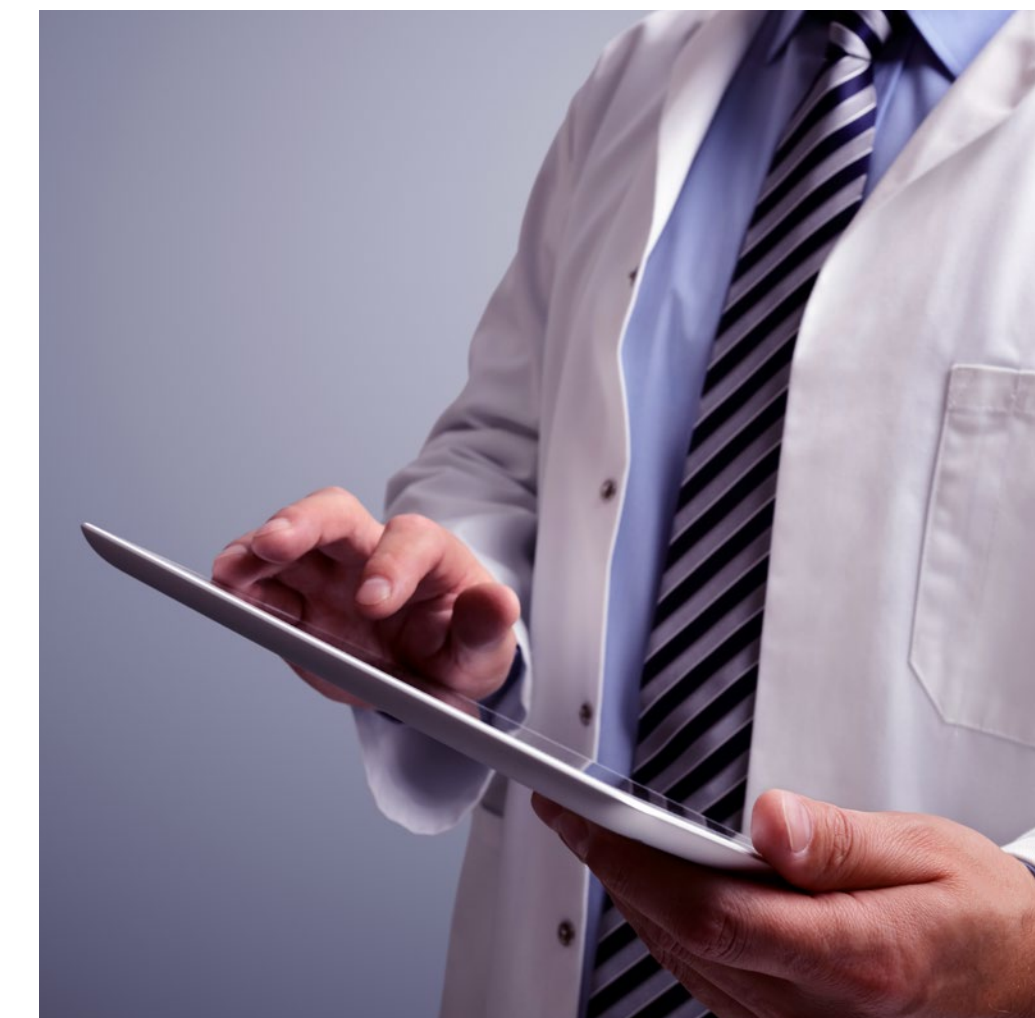
They said:

“How can I increase the productivity of my social care team out in the field?”

“I want to increase our collaboration with Local Authorities and emergency services. But how?”

“How can I reduce staff attrition through mobile technology and Bring Your Own Device (BYOD)?”

“Which remote and mobile technologies will allow me to extend our primary care working hours?”



Your true challenges

They said:

“Can I make shared patient systems available to primary care without impacting data security?”

“I really need to reduce the data-transfer times from hospitals. Which technologies will I need?”

“My patients are after better online services, but I’m not sure which ones are affordable and secure.”

“How do I ensure our voice estate is both fit for purpose and cost-effective?”

“The NHS Digital vision of free WiFi for patients and visitors across primary and secondary care is a great idea. But how can I get aboard?”

“I need to support e-referral and electronic prescription services. What technology should I put in place?”

“I need to attract and retain staff by providing technologies that support their needs.”



It's time to turn obstacles into opportunities

1/3

of people would prefer to book GP appointments online, but fewer than **10%** are able to do so.¹

£22 billion

in efficiency savings set out by the NHS Five Year Forward View, but it must achieve annual productivity improvements of **2.2%**.²

191,000

employees are in administrative roles in secondary care, and **17% to 19%** of nursing time is spent on “non-essential” paperwork.³

4,600

surveyed public sector staff had data-security concerns over the use of cloud computing.⁴

100%

of the public are expected to be able to book evening and weekend GP appointments by March 2019.⁵

E-referrals

are planned to be universally used by GP practices and hospitals by October 2018.⁶

1 Reform, “Work in progress. Towards a leaner, smarter public-sector workforce”, reform.uk/wp-content/uploads/2017/02/Reform-Public-Sector-Workforce-report.pdf.

2 Ibid.

3 Ibid.

4 Ibid.

5 NHS, “Next steps on the NHS Five Year Forward View”, england.nhs.uk/wp-content/uploads/2017/03/NEXT-STEPS-ON-THE-NHS-FIVE-YEAR-FORWARD-VIEW.pdf.

6 Ibid.

Make the move to the HSCN

HSCN services can be procured via any suitable procurement vehicle, including Crown Commercial Services' Network Services Framework, where Virgin Media Business has achieved a place on all 10 lots, or an existing regional vehicle.

NHS Digital is advocating three key engagement models for HSCN procurement:

Centrally managed aggregate procurement

NHS Digital will run the procurement on your behalf, and this will be loosely based on STP footprints.

Collaborative self-serve

You can collaborate with your chosen suppliers on the design and management of the procurement.

Individual self-serve

You can take complete control of the procurement, tailoring it to your unique needs.



How technology supports better patient outcomes

More and more organisations are making their services available online. Why?

43%

want improved service provision to patients.

19%

want increased staff and operational efficiency.

15%

want modernised patient services.

9%

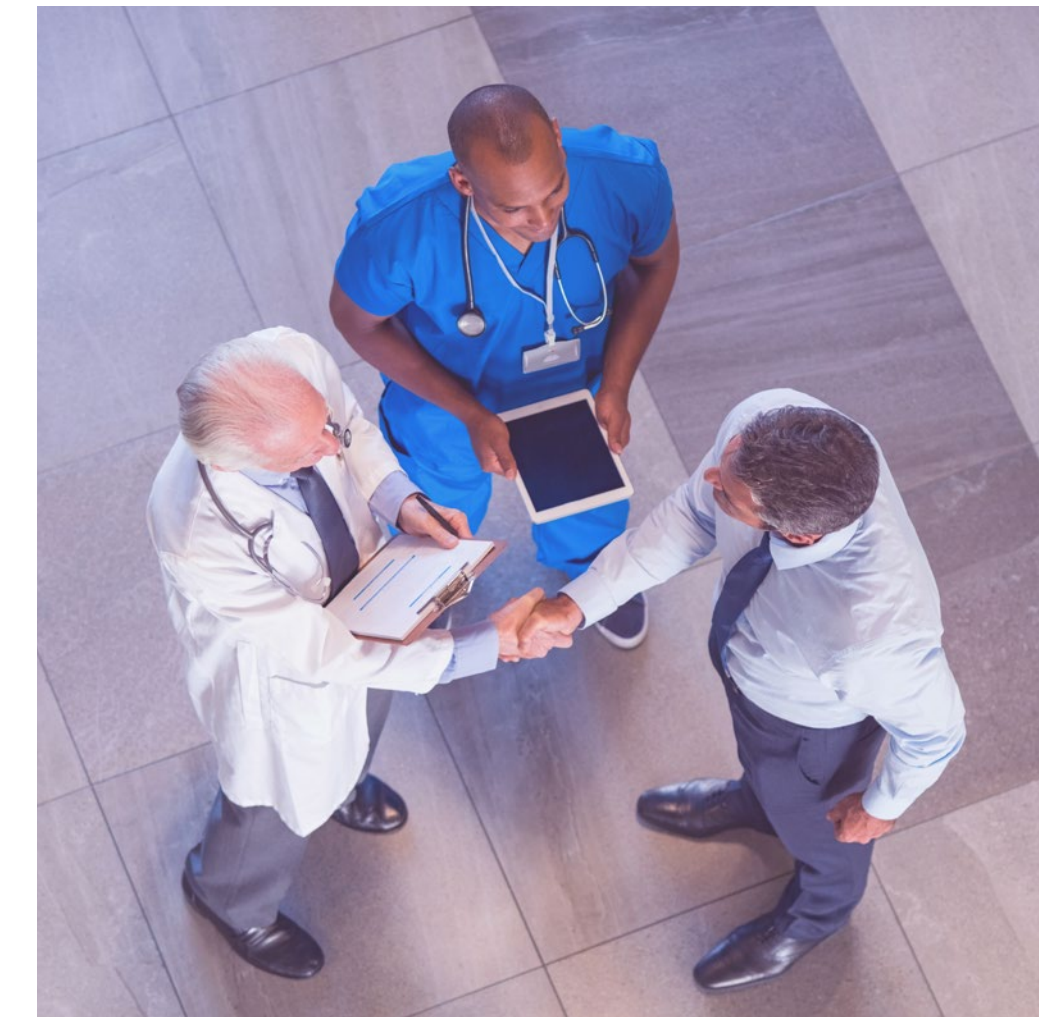
want to respond faster to patient needs.

8%

want reduced staff workload and administration.

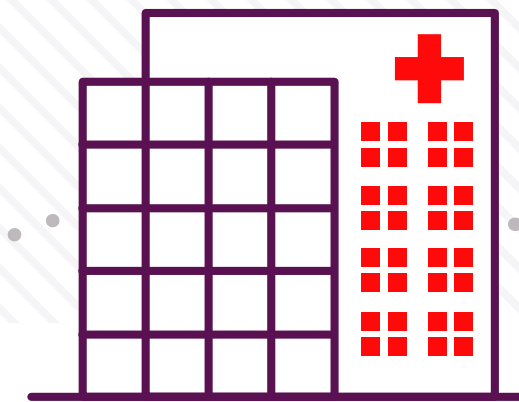
6%

want lower operational costs.



Save time. Save lives

One organisation that embraced technology and saw significant results was the Cumbria and Lancashire Telestroke Network. With our flexible and reliable high-speed network, they can now provide an out-of-hours stroke-thrombolysis service for patients.



8 hospital sites
look after stroke patients in the area

And the network remotely connects a team of

15 stroke specialists



And the service is expected to save the NHS

over £8 million per year



2.2m

Approximate population of Lancashire and Cumbria

4,000

of whom suffer a stroke every year

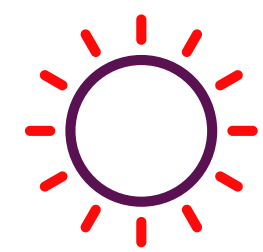
4.5 hours

is the maximum time for clot-busting thrombolysis treatment to be truly successful from the onset of a stroke

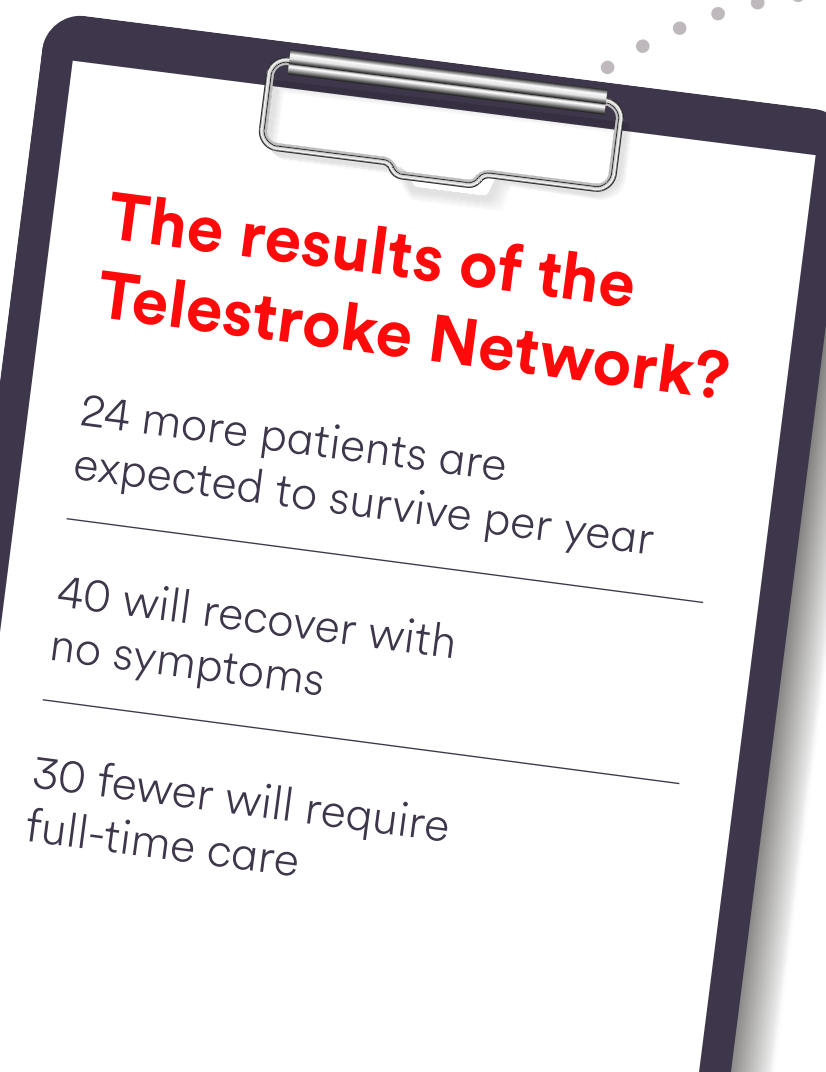


This means diagnosis is quicker. Because when it comes to a stroke,

every second counts



Enabling care to be taken more easily to the patients – **day and night**

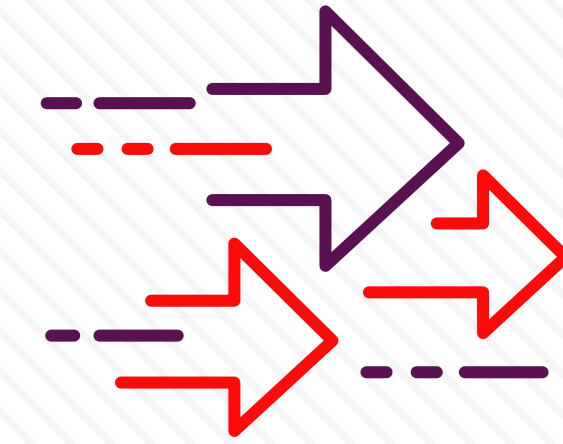


The results of the Telestroke Network?

24 more patients are expected to survive per year

40 will recover with no symptoms

30 fewer will require full-time care



Journey into the digital future

Enter the era of connected and collaborative patient care, to make the most of the HSCN and the opportunities it brings.

The key steps to digital transformation.

Source a trusted supplier

Choose your procurement route with a supplier that acts as a trusted advisor throughout your entire migration and best meets your needs.

Truly understand the digital estate

Identify risks and uncover new opportunities to gain greater efficiencies.

Successfully scope your digital transformation

Plan every step of your digital journey with a roadmap that goes beyond your current connectivity needs.

Connect multiple sites and implement a secure network

Put robust and flexible foundations in place to accommodate a wide range of technologies.

Fill skills gaps

Develop plans to free up resources and upskill your staff.

Collaborate securely with your external partners

Recognise the technologies that allow your staff to collaborate effectively and share information securely with other departments and external organisations.

Find your digital voice

Review your voice estate and create new efficiencies by adopting new technologies.

Create a flexible, mobile workforce

Empower your staff to be more efficient and more productive by equipping them with the latest tools and solutions – enabling them to access data faster and work more effectively from anywhere at any time.

Connected Care

Our Connected Care portfolio is a complete suite of our SMART Solutions – offering next-generation connectivity, fully integrated mobility applications and solutions, along with dedicated professional, advisory and managed services.

SMART Connectivity

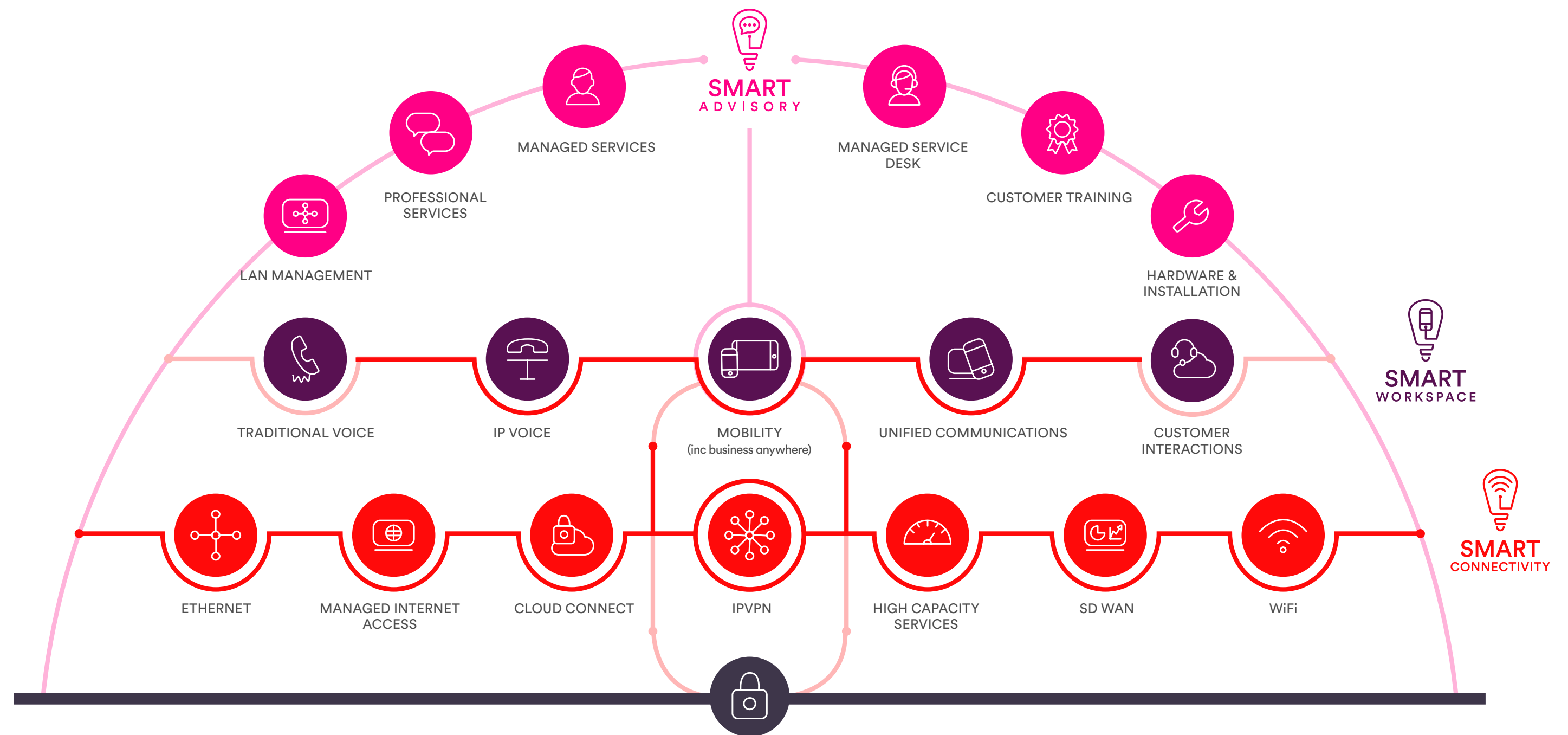
Unleash your networks by embracing new ways of working and collaborating.

SMART Workspace

Unleash your people by empowering your workforce to be more efficient and more productive.

SMART Advisory

Unleash your brilliance by driving your digital transformation with our knowledge, skills, expertise and support.

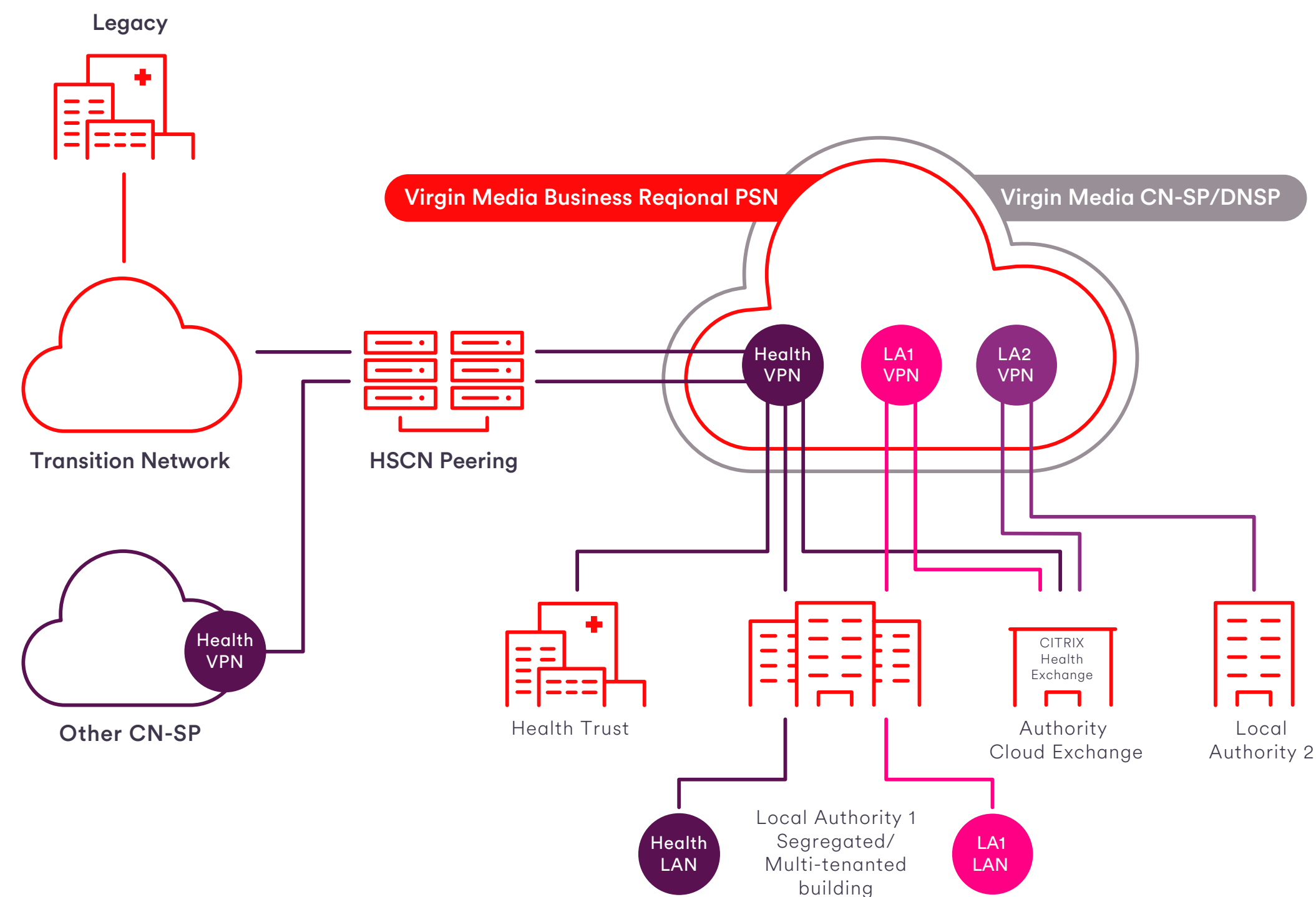


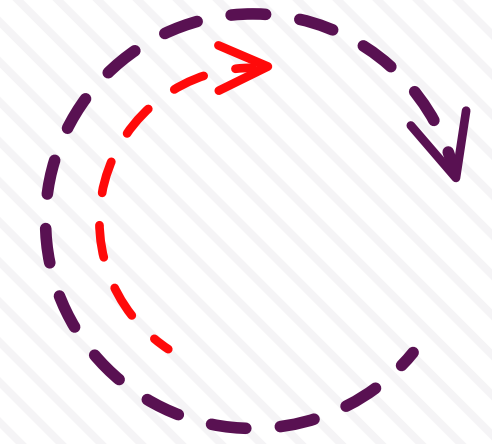
A helping hand with the HSCN

At Virgin Media Business, we've made our IPVPN solution (the same solution we used to deliver our Public Services Network (PSN) services) HSCN-compliant.

This means we're able to offer our Public Services Network proposition to the HSCN meaning our health customers will benefit from the performance and stability of this proven technology.

If you're one of our current PSN customers, you'll be able to consume HSCN services over your existing PSN connections. And if you have enough capacity, you may not need to procure any additional connectivity – driving further efficiencies and cost savings.





Top tips for a seamless migration

These five tips will help you get ready for a smooth transition to the HSCN.

1

Engage with IT suppliers and talk to them (not just the incumbent, BT).

2

Make a list of your networking sites and technology. You'd be surprised how many organisations don't know the full extent of their vast networks, nor the technologies they'll be transitioning away from. Our Network discovery and design audits can help you to map and understand your existing estate.

3

Consider your future network-capacity needs: What applications are you likely to run over the HSCN?

Will multiple organisations be using it?

Do you see an increase in remote working and/or video conferencing?

Will you be sharing your network with the general public or with your employees' personal devices?

How will it integrate mobile technology?

Considerations such as these can have a strong influence on the capacity needs of your future network.

4

Determine the service levels you are likely to need.

5

Consider your procurement options, and their pros and cons. For example, is it best to buy network connectivity in partnership with other public sector organisations in your region, or to procure for just yours?

Why Virgin Media Business?

We're one of the largest national network providers in the UK, supporting more than 58,000 business customers both nationally and locally.

So far, we've invested £13 billion in our network infrastructure and have set aside another £3 billion over the next three years.

With more than 20 years of public sector experience, delivering tailored solutions and providing our technical expertise, we're dedicated to digitally connecting health and social care for improved patient outcomes.

PSN

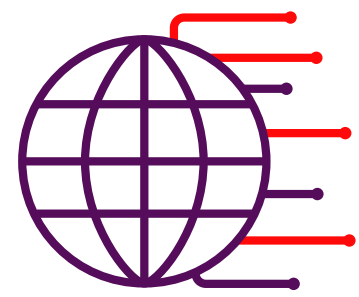
We played a key role in building the PSN and were the first organisation in the country to be awarded PSN Compliance Certification (certificate 001).

HSCN

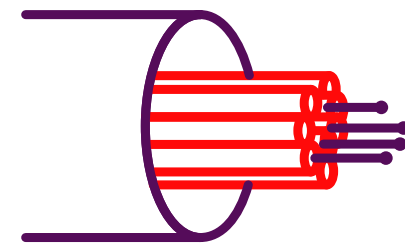
With our rich history of delivering seamless connectivity within the public sector, and as a member of Innopsis (the industry association that has worked closely with NHS Digital to shape the HSCN), we were instrumental in shaping and planning the HSCN network. Now, having achieved stage-two compliance, we're fully prepared to bring health and social care together, for true connected care.



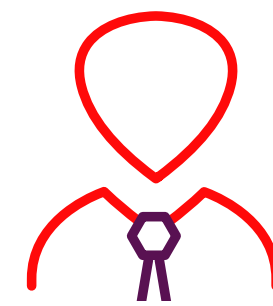
Why Virgin Media Business?



800,000km of wholly owned global fibre network.



186,000km of fibre-optic cable.



58,000 business customers.



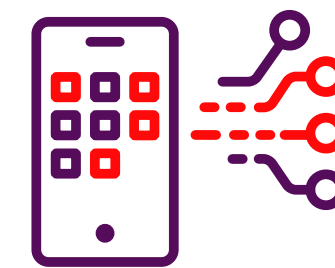
Over **100** offices.



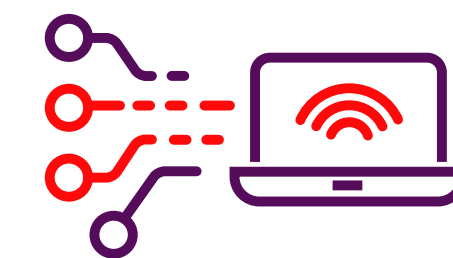
More than **2,000** employees.



1,500 network operators.



40% of the UK's mobile traffic.



35% of the UK's broadband traffic.

Ready to adapt?

See how, together, we can help you adapt and advance to the digital future of health and social care.

Head over to virginmediabusiness.co.uk/hscn/ or chat to us on:

0800 052 0800

Read our white paper [here](#)

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