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Paging allows NHS Trust to deliver more efficient and responsive care

Challenge and Objective

Airedale NHS Foundation Trust employs over 2,900 staff, and treats around 51,000 patients every year for emergencies alone, so it's vital that the Trust has the right communication systems and processes in place to enable a fast and effective emergency response. With switchboard having to contact each staff member individually, Airedale knew it needed to enhance its existing process which was proving too costly and time-intensive.

Located near the Yorkshire Dales, sole reliance on mobile phones would be impractical given the area's coverage issues and their restricted usage in certain parts of the hospital. With this in mind, a reliable messaging solution offering multi-device delivery and auditable capabilities would be key to ensuring a more efficient and reactive contact strategy.

Strategy and implementation

Having reviewed a number of possible options, Airedale selected Connect, PageOne's cloud-based messaging solution. "Not only did the service meet our key requirements in terms of cost, functionality and ease of use, but it also provided a resolution given concerns around mobile usage," says Andrew Hutchinson, Medical Engineer and Systems Manager, Airedale.

"Now we have over 100 pagers with PageOne. This gives us that added resilience and with Connect, switchboard no longer need to contact the on-call team individually, but simply broadcast a single message to any combination of pager, email and mobile device."

In the case of a major incident, Airedale can also make use of PageOne's powerful

SmartGroup technology. This allows the Trust to organise staff into pre-determined groups, with each group assigned its own specific number. The number can then be called, allowing Airedale to broadcast messages to staff within the chosen group.

The Trust keeps a log of the messages that have been sent and staff can see at a glance whether the message has been delivered. They therefore have an instant record of which incidents are being dealt with and can focus their efforts on those that may need to be escalated. Andrew explains,

"Since incorporating PageOne's Connect system, feedback from the switchboard team has been very positive. On-call staff members now respond to messages quickly, which means we can address patient care in a swift and more efficient manner."

Airedale also utilises additional features within Connect which allow the Trust to categorise contacts by a defining feature such as job description or location. "If the hospital urgently needs to contact all available midwives in a specific area, switchboard can type 'midwife' or 'Skipton' and a list of all corresponding contacts will appear. We can then easily send a message to all contacts that meet the right criteria," says Andrew.

Outcome

"Using Connect has really enhanced our day-to-day administration processes, leading to a recurring monthly saving of 59% on messaging costs," says Andrew.

Connect has also allowed the Trust to make further savings through a mobile phone audit, which helped determine which phones were no longer in service.

With its real-time proof of message delivery, history log and group broadcasts, Connect provides Airedale with a flexible and secure integrated messaging platform. Speed and resilience has been key, providing the Trust with greater intelligence to make rapid and better-informed decisions on the mobilisation and coordination of staff and resources. This has further fuelled Airedale's pursuit for continued excellence in the delivery of high quality patient care.

About Airedale Foundation Trust

Airedale NHS Foundation Trust is an award winning hospital trust that provides high quality and specialist care for a population of over 200,000 people. Founded in 1970, the hospital covers a wide geographical area including West and North Yorkshire and East Lancashire. Airedale's vision is to be the hospital chosen by the community for putting patients first, providing excellent, innovative and diverse services and delivering safe standards of care, all underpinned by the constant pursuit of efficiency.

For further information call now on:

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PageOne Case Study – Airedale NHS Foundation Trust

Further Information

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