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NHS Trust implements PageOne's Responder Smartphone App for BlackBerry

Challenge and Objective

For Barking, Havering and Redbridge University Hospitals NHS Trust (BHRUT), speed of response is key to the delivery of high quality patient care. Although the trust had invested in smart phone devices for its staff to communicate more effectively, the convergence of voice, email and text messages brought about additional challenges and communication barriers. "For example, urgent alerts were frequently missed by our Directors and Managers, so we were having to invest in additional handsets specifically for critical messaging", says David Bays, BHRUT's Emergency Planning Officer.

BHRUT knew they needed to invest in more resilient solution, one that could offer secure messaging, but also separate and elevate critical messages all from within a single device. This would not only help to streamline communications and offer a more responsive service, but also reduce mounting mobile phone costs.

Strategy and Implementation

BHRUT reviewed a number of possible options, but finally decided on PageOne's Responder Smart Phone App. Designed for BlackBerry as well as a iPhone and Android devices the Responder App provides secure priority two-way messaging, ensuring important messages and alerts reach the right people at the right time.

"The Responder App addressed all our concerns, and has played a major role in the trusts upgrade of its emergency response facilities" says Bays.

With pop-up alerting, a separate inbox for important messages and two-way quick reply options, the Responder App is ideal for delivering real-time operational and emergency alerts. Fully integrated into PageOne's cloud-based messaging solution or an existing command and control system, the Responder App also offers some sophisticated features and extensive auditing capabilities. BHRUT now know whether a message has been delivered, read or even replied to and using PageOne's powerful SmartGroup technology, the Trust can also organise staff into pre-determined groups. With each group assigned its own specific number, BHRUT can broadcast messages to multiple recipients in minutes.

"An extremely useful aspect of the Responder App is that when managing an incident, you can send out a message and plot the location of different staff – this gives us a clear picture of our available resources and enables us to act accordingly," adds Bays. "We can contact each member of our SmartGroups through any combination of SMS, email and the Responder application. Staff really like it. If it's an emergency, all three get sent and the handset will go off. You can't use your BlackBerry until the message on the handset has been read," added Bays.

Outcomes

Implementing PageOne's Responder App has transformed the way BHRUT communicate. Using the BlackBerry version of the App allows the trust to capitalise on existing technology without the need to invest in new hardware.

Directors and Managers no longer need to carry around multiple handsets, thereby reducing mobile phone costs. SmartGroups also provide a more efficient way to communicate, with staff only assigned to groups based on the emergencies they are qualified to respond.

"Implementing PageOne's Responder App has really simplified our day-to-day administration. A rapid and reliable communications capability plays a vital role in the smooth running of an NHS Trust and with the greater intelligence provided by the Responder App, our support staff can make rapid, informed decisions on the mobilisation and coordination of staff and resources."

About BHRUT

Serving a population of around 700,000, BHRUT is one of the largest acute hospital trusts in England and operates across two main sites at Queen's and King George hospitals. BHRUT also serve clinics across outer northeast London and with two A&E departments at both main sites excellence in patient care is the trusts central focus. As well as a cancer centre and regional neuroscience centre BHRUT also operate a Hyper Acute Stroke Unit at Queen's to provide further specialist care.

For further information, contact us today:

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PageOne Case Study – Barking Havering & Redbridge University Trust

Further Information

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