



Part of Capita plc

Rapid response for health trust

Paging and SMS messaging have emerged as the most resilient forms of communication – which is why Connect is a preferred option for more and more health professionals like Surrey and Sussex Healthcare NHS Trust.

As the dedicated care centre for Gatwick Airport, East Surrey Hospital has a crucial role to play in the event of an airport emergency.

Surrey and Sussex Healthcare NHS Trust, which runs the hospital, requires fast, efficient communications with staff to help coordinate its response to emergency situations.

Choosing PageOne Connect gives the Trust the peace of mind of knowing that its emergency and routine communications are in the hands of communications experts.

In December 2008 the Trust put Connect to the test during a major incident exercise, simulating an aircraft crash at the airport, with 120 'casualties' flooding the hospital.

"We used Connect to call out about 80 of our heads of departments and consultants," says Sara Reeve, Switchboard Supervisor.

"Before, we had about four different numbers to call, but with Connect we were able to collate them all into one group. This is a great

improvement."The trust uses PageOne SmartGroups to target messages for different groups of employees."We use PageOne's Pagers under one group name and we have a mobile group that are on another group name, says Sara.

"As well as for major emergencies, we use Connect for administrative tasks such as consultants' meetings."

Sara also highlights another advantage of paging during a crisis. "Following the 7/7 bombings in London in 2005, when the mobile networks were congested, paging was one of the few ways of keeping in touch."

"This is exactly the kind of robust system we need to maintain contact with our people if we have a full-scale emergency on our hands."

- » Fast, resilient communications are vital for Surrey and Sussex Healthcare NHS Trust
- » PageOne Connect provides robust paging and SMS messaging – which the Trust has found an ideal match for its requirements.
- » As messaging technology continues to develop, PageOne is pioneering the latest improvements to help the public sector improve its performance.

For further information call now on:

☎ 0844 811 0070

✉ enquiries@pageone.co.uk

🌐 visit www.pageone.co.uk

PageOne Case Study – Surrey and Sussex Healthcare NHS Trust

📄 Further Information

Contact us now and discover what our mobile technology can do for your world.

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