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Carol Johnston, Informatics Project Manager, NHS North Yorkshire and York

power to you



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NHS North Yorkshire and York**

NHS North Yorkshire and York is geographically England's largest Primary Care Trust (PCT), covering 3,200 square miles. It employs around 4,500 people in the delivery of almost £1.3 billion worth of healthcare services to a population of around 800,000 residents.

The size of the territory means that many members of staff often work away from the Trust's main centres in York, Harrogate, Thirsk and Malton, though managers routinely work both in the field and in their offices. As well as looking after their teams, managers are on call 24/7 to deal with urgent issues of both a clinical and operational nature.

Outside the office, they depend on their BlackBerry® devices to speak to colleagues and respond to emails but, in the office poor network coverage meant they had to switch to fixed lines, which was inefficient, inconvenient and often resulted in calls and messages being missed.

No signal

“Our managers look after staff and services across North Yorkshire,” explains Carol Johnston, Informatics Project Manager, NHS North Yorkshire and York. “It's important that their teams can contact them, and that they can keep up with their emails swiftly and easily. Collaboration and coordination suffer if managers miss messages because they have no signal.”

Also, staff with no available desk and no signal within the building they were visiting were unable to make calls or check emails when they attempted to work before or in between meetings. Many had to resort to leaving the building and working in the car park.

The solution to this problem came in the form of Vodafone Sure Signal which was installed at the Trust's Harrogate office, providing an instant boost to mobile signals, with the result that managers' working days were transformed.

Vodafone Sure Signal can provide good reception wherever you live or work – even in an otherwise total blackspot. It works in the countryside, in a basement flat or in a building with thick walls that can block mobile signals.

“We've gone from a situation where we had no signal at all to one where up to four managers can make and receive calls at the same time. They can also check emails and use their calendars without switching devices,” says Carol.

“Their teams know that they can get hold of them on one number, and they no longer have the stressful problem of missing calls that need their urgent attention.”

Maximum value

For the Trust, staying connected at the office means that teamwork is maintained and issues are resolved faster, ensuring that the Trust operates more efficiently and healthcare services run more smoothly for residents they serve.

“It's great to know we're getting maximum value from our investment in BlackBerry® devices, and giving our staff the ability to make the most of their working days,” concludes Carol.

Significant benefits

- Vodafone Sure Signal ensures that staff stay connected, whatever their location
- Reliable, continuous connections promote efficient working and speedy exchange of information
- The Sure Signal solution is especially valuable for the Trust as avoidable delays in contacting members of staff could endanger the health of residents
- Sure Signal means that the Trust is getting the maximum value from its investment in mobile devices, at a time of severe pressure on budgets

