

IN GOOD HEALTH

Royal Brompton & Harefield NHS Foundation Trust improves patient care with workstyles analysis

SERVICES

- Client Computing
- Strategy & Advisory
- Supply Chain Servicest

USER EXPERIENCE

- Better access to information
- Greater productivity

BUSINESS IMPACT

- Right devices for right users
- Increased value from workplace IT

BUSINESS OUTCOME

- Lower IT support costs
- Better patient outcomes

OBJECTIVE

Royal Brompton & Harefield NHS Foundation Trust (RBHT) had a vision to employ better end user computing to enable superior clinical outcomes and patient care. However, the trust's approximately 3,000 employees were reliant on ageing workplace devices and a legacy operating system. As a result, administrative and clinical staff were encountering IT system availability and performance issues that prevented them from accessing information in a timely manner. Faced with a range of choices, the trust needed expert help developing an end user computing device strategy.

SOLUTION

RBHT, which undertakes more than 144,000 outpatient appointments a year, turned to Computacenter and its impartial workplace advisory services. As part of a workstyle analysis, Computacenter talked to more than 80 members of RBHT staff – from registrars and radiographers, to consultants and specialist nurses – to understand their IT challenges and requirements. This enabled Computacenter to define five core workstyles and recommend different devices for each group along with other workplace transformation activities. RBHT went on to source 1,500 new Lenovo desktops, laptops and all-in-one devices from Computacenter.

OUTCOME

More efficient end user computing enables RBHT staff to deliver improved patient care. With a future-proofed end user computing strategy in place, the trust will be able to ensure its staff are equipped with the right devices for their role while reducing IT support costs and complexity. RBHT also maximised its spend on workplace IT by leveraging Computacenter's vendor relationships and bonded stock capabilities.



Computacenter has helped us get better value from our end user computing devices. With a variety of defined workstyles, we can make better choices of device for our employees so they can deliver the best outcomes for patients."

Joanna Smith, CIO, Royal Brompton & Harefield NHS Foundation Trust

