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Agenda for today:

Tuesday 27th February | 15Hatfields, London

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Welcome to the Healthcare Connectivity Conference!

27th February 2024
9am – 5:30pm
15Hatfields, London

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Chairs Opening Address

Jonah Aburrow-Jones
Director of Digital - University Hospitals Derby and Burton NHS Foundation Trust and Chair of the HIMSS UK and Ireland Community

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Speaking Now…

John Wintour-Pittom
Head of Operations Trust Telecoms
Imperial College Healthcare NHS Trust

Revitalizing Healthcare: Unleashing the Future by Eliminating Legacy Bleeps in NHS Hospitals.

John Wintour-Pittom
Head of Operations Telecoms

Imperial College Healthcare NHS Trust
Chelsea & Westminster NHS Foundation Trust

Digital with Analogue Heart

AI

Will undoubtedly make great contributions in coming years, enhancing care pathways.

NHS Apps

Empowering patients and clinicians alike, bringing NHS services to fingerprints.

RPA

Automating routine admin functions will increase efficiency and free up resources for more complex work.

Patient Portals

Improving communication, scheduling opportunities.

Bleep System Challenge

CHALLENGE 01

Trusted technology that has been in service for 50+ years.

CHALLENGE 02

Fairly reliable coverage due it's on premise transmitters .

CHALLENGE 03

One of our most important systems.
(Albeit it with very little governance).

CHALLENGE 04

The Myth.
Hospital would not be able to function without it.

The Scale of the Challenge

- 2 Trusts
- 7 Hospitals
- 2 Bleep systems
- 5449 bleep devices
- Lack of governance in issuing devices and adding them to emergency response teams
- Lack of reporting capabilities

- ‘It’s too risky to change how we do crash calls.’
- ‘Nothing could be as simple and effective as a bleep.’
- ‘Bleeps are cheap and reliable.’
- ‘They last forever and they don’t run down.’
- ‘WiFi is just not good enough in hospitals’

How we tackled it?

Clinical Messaging Steering Group

Clinically led and responsible for delivering Programme of work.

Specification & Procurement

The multi-disciplinary teams, output and approved specification which went to market.

Governance, Safety, Engagement & Plan, Plan, Plan

Plan a roll out underpinned by all of the above.

The Roll Out

01 Identify User Base

Auditing our existing systems at 3 monthly intervals allowed us to remove thousands of non existent bleep numbers.

02 Early Engagement

Surveys and other tools allowed us to be clear about which areas wanted Trust devices and which wanted BYOD.

03 Routine Users Go First

Routine users in this context mean non-emergency bleep holders.

04 Now your Emergency Teams

Once your routine user roll out is complete, it's time to do the emergency teams and introduce dual running.

05 Roll out complete - BAU

Once emergency teams have transitioned and assurances met on coverage functionality.
Turn off old bleep systems.

What Bleep Free Looks Like

Total Routine Alerts Created

2,530,131

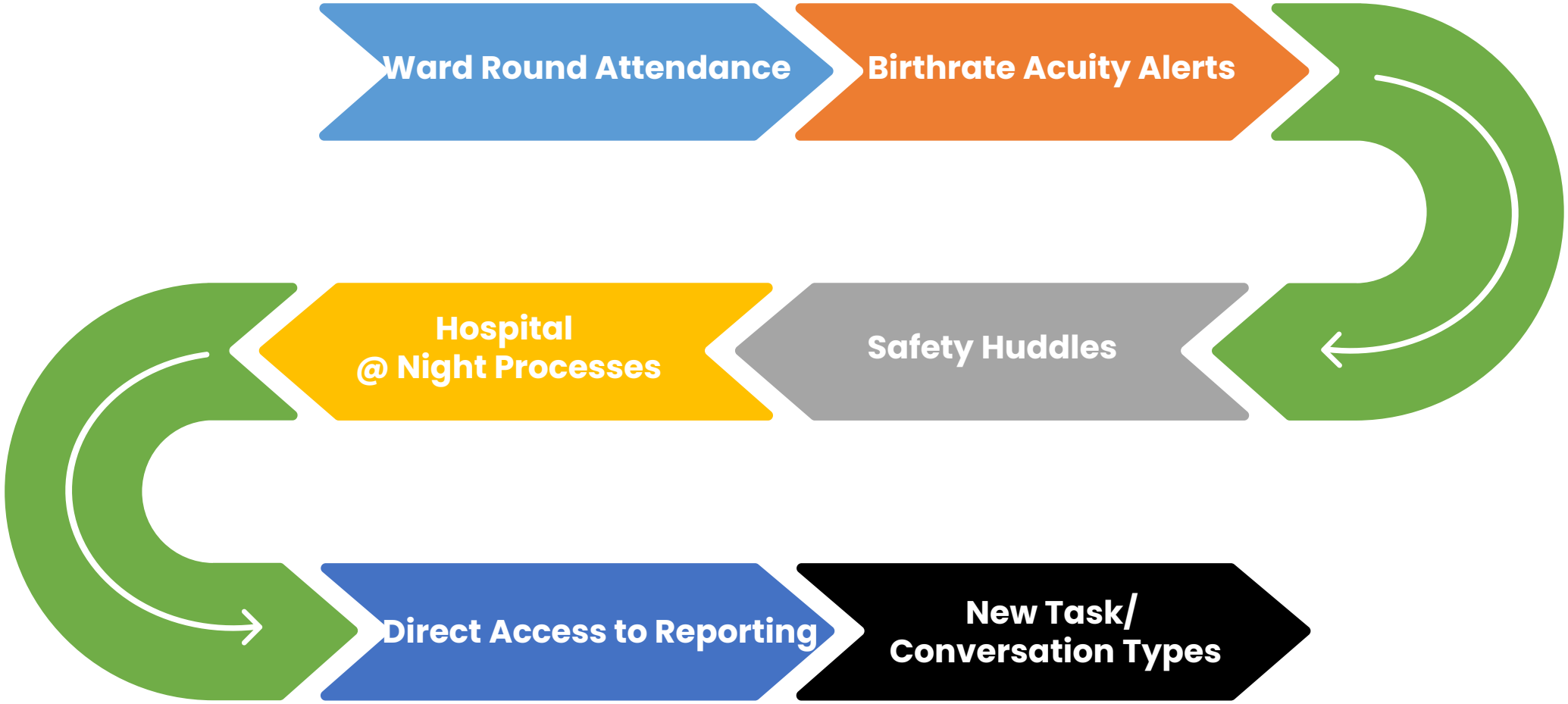
Total Emergency Alerts Created

32,517

Total Messages/ Tasks Created

168,217

Freedom to Innovate



Want to know more?

j.wintour-Pittom@nhs.net

Future proofing technology in secondary care Panel Discussion

Dr Anna Barnes
Director King's College Technology Evaluation Centre, Hon. Consultant Clinical Scientist, Guy's and St Thomas' NHS Foundation Trust - King's College London

Dr Angela Kehagia, MD PhD
Deputy Director, Senior Health Technology Assessor and Clinical Expert - King's College London

Davide Zaccagnini
CEO - Agora Labs

Dr Victoria Kidgell
Lead Clinical Scientist (Medical Device Management Group) - Sheffield Teaching Hospitals NHS Foundation Trust

Dr Nisha Sharma
Consultant Radiologist Leeds Teaching Hospitals NHS Trust

Dr Mark White
Chief Technology Officer, University College London Hospitals, NHS Foundation Trust
University College London Hospitals, NHS Foundation Trust

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Headline Sponsor…

BridgeHead

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Speaking Now…

Georgina Hurst
VP of Sales UK&I
BridgeHead Software

How To Tackle Your Legacy Application Challenges

Georgina Hurst

Vice President of Sales – UK and Ireland

BridgeHead

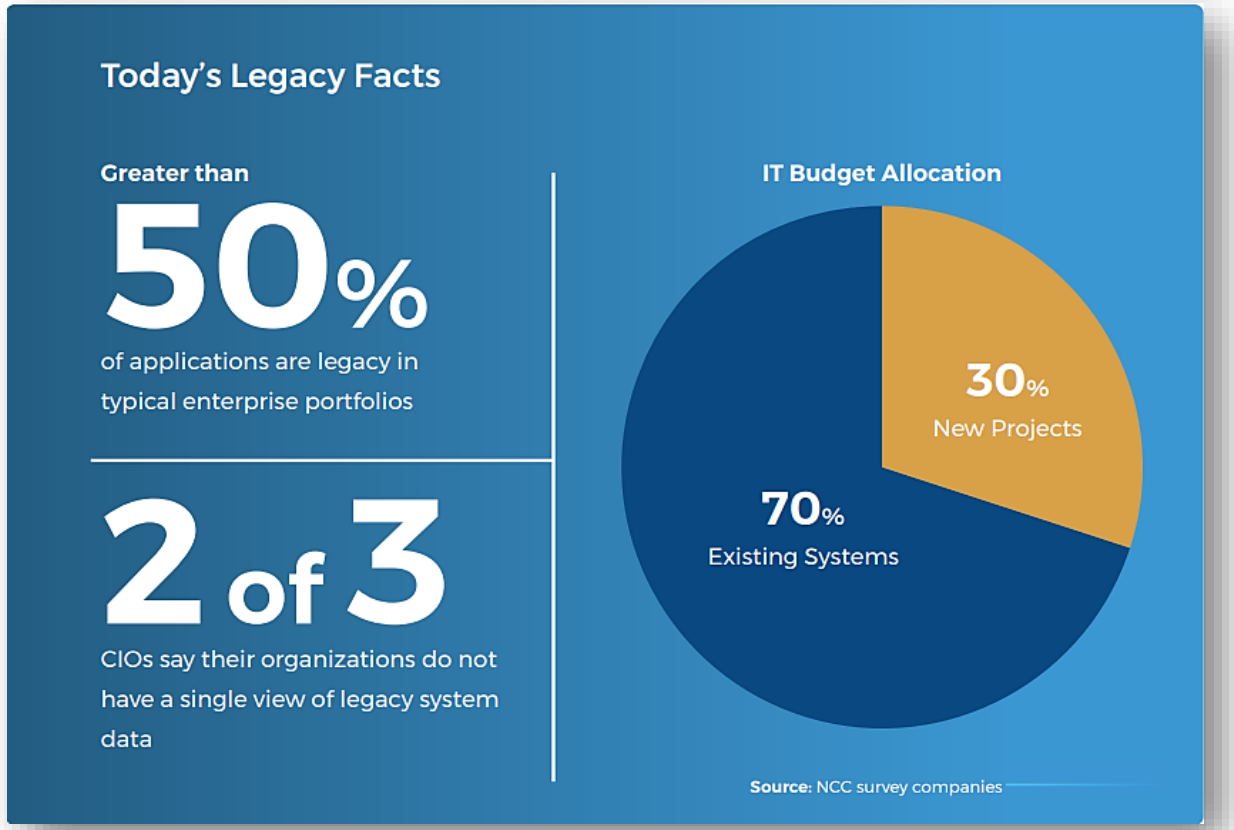
STORE | PROTECT | SHARE

Agenda

- What are legacy applications?
- Drivers for retiring legacy applications
- How can you retire your legacy applications?
- Questions

What are legacy applications?

Legacy solutions within healthcare



"40% of spending by integrated care systems (ICSs) goes on legacy infrastructure, while they only have 3% of revenue to invest in transformation."

John Quinn, Chief Information Officer, NHSE

Healthcare Excellence Through Technology (HETT) Sept 2023

"Failure to keep the government's tech up to date is an accident waiting to happen."
"It's crucial we know how vulnerable these [legacy] systems are to cyber-attacks and if they will prevent us using AI to improve public services."

Peter Kyle, Shadow Science Secretary

Drivers for retiring legacy applications

Drivers for retiring legacy applications

Reduce Cost

Alleviate The IT Burden

Improve Security

Retain & Leverage Data

Access Patient & Admin Data

STAGE	HIMSS Analytics® EMRAM EMR Adoption Model Cumulative Capabilities
7	Complete EMR; External HIE; Data Analytics, Governance, Disaster Recovery, Privacy and Security
6	Technology Enabled Medication, Blood Products, and Human Milk Administration; Risk Reporting; Full CDS
5	Physician documentation using structured templates; Intrusion/Device Protection
4	CPOE with CDS; Nursing and Allied Health Documentation; Basic Business Continuity
3	Nursing and Allied Health Documentation; eMAR; Role-Based Security
2	CDR; Int
	Ancillaries - Laboratory, Pharmacy, and Radiology/Cardiology information

Digital Maturity

The solution?

Simply migrate all of your 'historical' data to your new system…

HealthStore®
Clinical Data Repository

Introducing HealthStore® – Clinical Data Repository

Extract data from other applications

Ingest all types of data

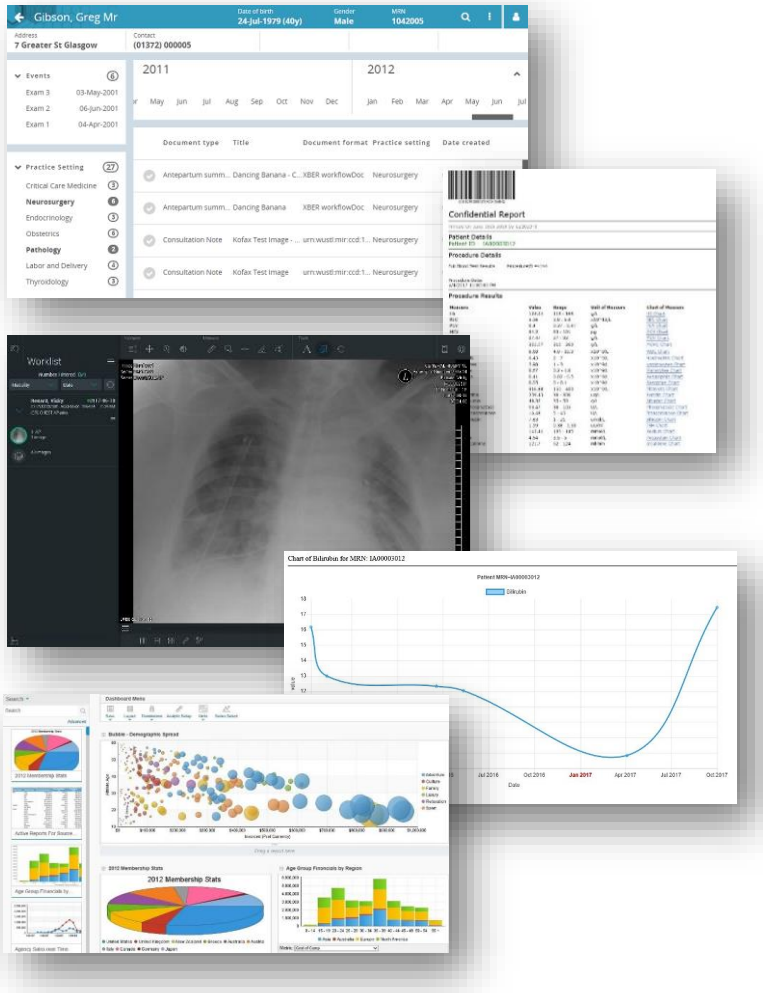
Centralize, store and protect data

Access, view, and share data

Epic
Hyland
SECTRA
GE Healthcare
MEDITECH
Cerner
AGFA HealthCare
eClinicalWorks Improving Healthcare Together
PHILIPS

Database
Images
Files
Screen Views

Google Cloud
Azure
aws
On-premise
Hybrid
Cloud



Customers retiring legacy systems

NHS
University Hospitals of Derby and Burton
NHS Foundation Trust

- iCM
- EDIS
- iLab
- MEDITECH EHR
- Lorenzo EHR

CANNOT RETAIN UNSUPPORTED SYSTEMS

RISK TO PATIENT DATA

CYBER SECURITY RISK

EXPENSIVE TO SUPPORT

NHS
Bradford Teaching Hospitals
NHS Foundation Trust

- Cardiology VNA

CENTRALISE, STORE & PROTECT DATA

IMPROVE DATA INTEGRITY

EASY/QUICK ACCESS TO DATA

RETIRE OLD CARDIOLOGY VNA

Customers retiring legacy systems

NHS
The Robert Jones and Agnes Hunt Orthopaedic Hospital
NHS Foundation Trust

- Graphnet EHR
- Ideagen

COST REDUCTION

ACCESS TO LEGACY DATA

CYBER SECURITY RISK

INTEGRATION WITH NEW EHR

Government of JERSEY

- Radiology PACS
- Cardiology PACS
- Other ‘ology systems

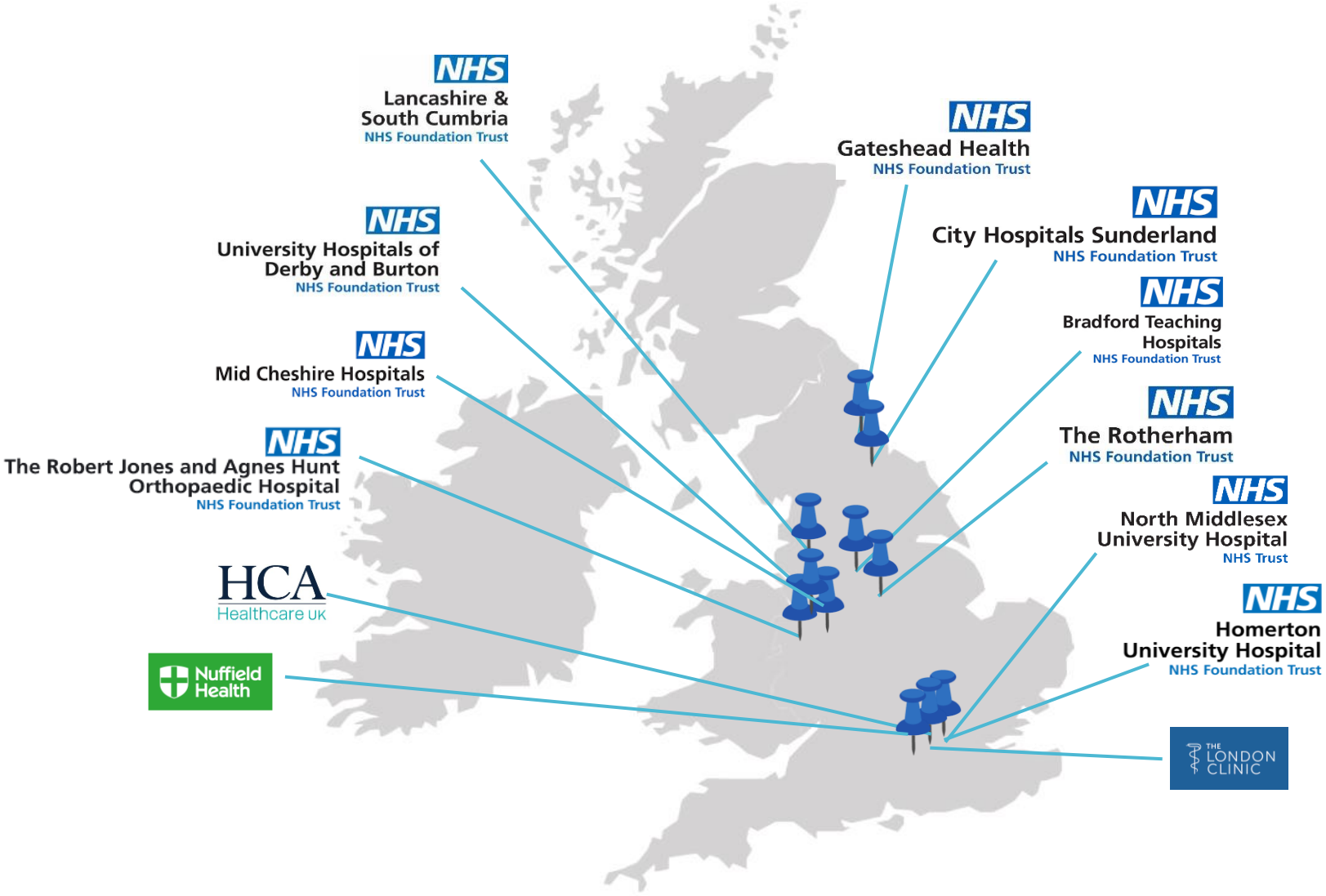
ACCESS TO LEGACY IMAGES

CYBER SECURITY RISK

COST REDUCTION

CLINICAL CONTINUITY

Just some of our UK adoption…



BridgeHead

Funding paths for application retirement

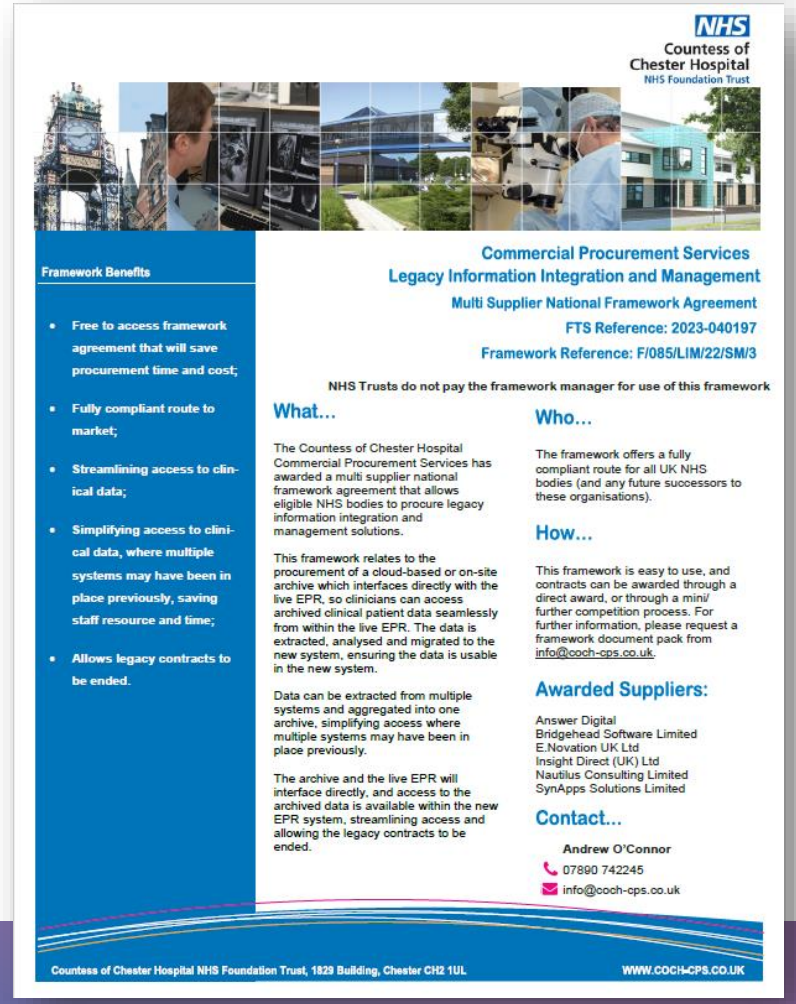
Customers advice on how to fund legacy application retirement programmes

- Use savings/offset costs from the retirement of your legacy systems
- Monitor NHS funding – there are central pots of money available
  - Frontline digitisation
  - Diagnostic modernisation
  - Cybersecurity funds
- Explore end of year budgets – ‘mad February’ and ‘mad March’
- New NHS procurement framework…

New National Framework Agreement

“Legacy Information Integration and Management”

- Managed by Countess Of Chester NHS Foundation Trust
- The following Contracting Authorities are entitled to place Orders:
  - NHS bodies in England and Wales (clinical commissioning groups (CCGs), care trusts, NHS trusts and Welsh local health boards
  - NHS bodies in Scotland (regional NHS Boards, Special NHS Boards and public health bodies listed by NHS Scotland)
  - Health and Social Care Trusts in Northern Ireland (listed by Health and Social Care Northern Ireland)



NHS
Countess of Chester Hospital
NHS Foundation Trust

Framework Benefits

- Free to access framework agreement that will save procurement time and cost;
- Fully compliant route to market;
- Streamlining access to clinical data;
- Simplifying access to clinical data, where multiple systems may have been in place previously, saving staff resource and time;
- Allows legacy contracts to be ended.

Commercial Procurement Services
Legacy Information Integration and Management
Multi Supplier National Framework Agreement
FTS Reference: 2023-040197
Framework Reference: F/085/LIM/22/SM/3

NHS Trusts do not pay the framework manager for use of this framework

What...

The Countess of Chester Hospital Commercial Procurement Services has awarded a multi supplier national framework agreement that allows eligible NHS bodies to procure legacy information integration and management solutions.

This framework relates to the procurement of a cloud-based or on-site archive which interfaces directly with the live EPR, so clinicians can access archived clinical patient data seamlessly from within the live EPR. The data is extracted, analysed and migrated to the new system, ensuring the data is usable in the new system.

Data can be extracted from multiple systems and aggregated into one archive, simplifying access where multiple systems may have been in place previously.

The archive and the live EPR will interface directly, and access to the archived data is available within the new EPR system, streamlining access and allowing the legacy contracts to be ended.

Who...

The framework offers a fully compliant route for all UK NHS bodies (and any future successors to these organisations).

How...

This framework is easy to use, and contracts can be awarded through a direct award, or through a mini/further competition process. For further information, please request a framework document pack from info@coch-cps.co.uk.

Awarded Suppliers:

Answer Digital
Bridgehead Software Limited
E.Novation UK Ltd
Insight Direct (UK) Ltd
Nautilus Consulting Limited
SynApps Solutions Limited

Contact...

Andrew O'Connor
07890 742245
info@coch-cps.co.uk

Countess of Chester Hospital NHS Foundation Trust, 1829 Building, Chester CH2 1UL
WWW.COCH-CPS.CO.UK

Next steps?

Next steps…

If anything we've talked about piques your interest…

- Come and see us at our meeting area
- Organise a demo of HealthStore
- Discuss our BridgeHead Discovery Workshop
  - Types of Applications
  - Data Volumes
  - Migration Complexity
  - Prioritisation

Questions?

Georgina Hurst

Vice President of Sales – UK and Ireland

georgina.hurst@bridgeheadsoftware.com

07586 122858

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Refreshments & Networking

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Chairs Morning Reflection

Jonah Aburrow-Jones
Director of Digital - University Hospitals Derby and Burton NHS Foundation Trust and Chair of the HIMSS UK and Ireland Community

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devoteam

salesforce

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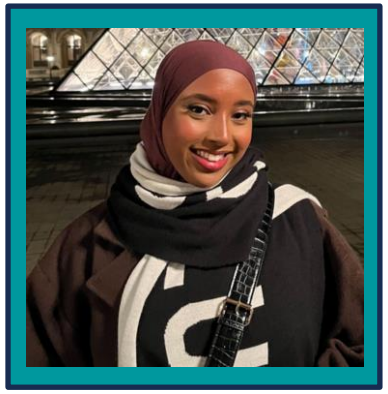
Maximizing Efficiency: Unleashing the Power of Integration and Legacy Platforms

Richard Andrews
Managing Director
Devoteam UK

John Menzies
Enterprise Architect
Devoteam UK

Andrew Davey
Solution Engineer
Salesforce



Aaliyah Hasan
Solutions Engineer
MuleSoft

Rikki Patel
Senior Account Executive
Salesforce

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Up Next…

IGEL

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Speaking Now…

Gordon Cass
Senior Presales
Engineer - UKI

Nathaniel Comer
Founder
Sunscreen IT

Delivering the Secure Endpoint OS for Healthcare
Now & Next

Gordon Cass – IGEL Technology, Senior Presales Consultant

IGEL

25/01/2024

One NHS Trust Case Study – 4 major OUTCOMES

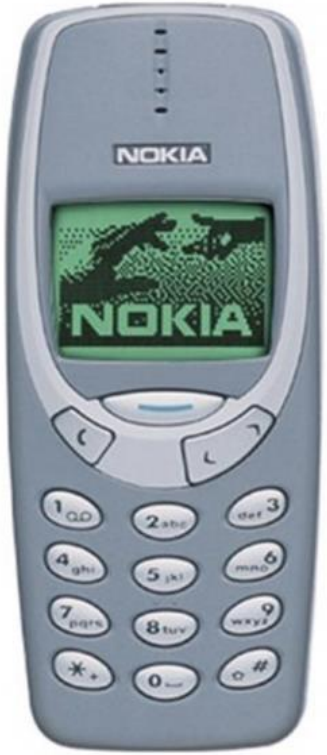
- £500,000 CapEx Avoided
- Repurposed 2000 existing devices
- 400 Tonnes of CO2e AVOIDED
- 380m Litres of WATER USE AVOIDED
- **ONE Operating System,**

  regardless of device….

Let’s bring this point home…. How old is this Phone?

24yrs

Device Refresh Rates:
Have we been sold a lie?



2024 Network Speed

2024 Reception/Coverage

2024 Encryption

2024 End User Experience

DEMAND on Healthcare IT Teams is Diversifying

"Your Customer is everywhere & on anything"

Shared workstations

- In room
- Workstation on Wheels
- Physician and specialist offices
- Doctor Dictation Stations

Back office

- Knowledge Workers
- Nursing Managers
- Telehealth / Virtual visits

Remote workers

- Remote IT
- Helpdesk
- Remote back-office
- Call Centers
- Work from home

Patient Experience

- Kiosks
- Signage
- Display boards

Tech being DEMANDED to answer staffing challenges

News

New NHS software to improve care for millions of patients

21 November 2023

Digital Innovation

The NHS will roll out new softwar
millions of patients, help tackle w

The software will bring together e
information to provide improved

The new tool, known as the Feder
held in separate NHS systems to
coming out of the pandemic.

Using Artificial Intelligence enabled technology to telephone patients on the elective care waiting list

Optimising new ways of working through the use of digital technology as outlined in the NHS England Operating Framework, will support the recovery of elective services and productivity and transform the NHS for the future which are key priorities for the NHS for 2023/24.

New technology set to reduce waiting times and offer faster diagnosis for patients with suspected skin cancer

13th

09 NOVEMBER 2023

NHS staff call for 'long overdue' investment in health tech to tackle wait times for diagnosis and

SEPTEMBER 26, 2023

Maximizing time for care: How tech innovation is enabling better patient outcomes in the NHS

No one is DEMANDING less Security….

“The attacks keep coming”

News > Health

More than a million NHS patients’ details compromised after cyberattack

Exclusive: NHS leaders warned patient data may have been accessed in university cyberattack

Meanwhile in America…

Healthcare cyberattacks have affected more than 100 million people in 2023

December 18, 2023

Ron Southwick

Featured Article

UK battles hacking wave as ransomware gang claims ‘biggest ever’ NHS breach

NHS trust says it's 'urgently investigating' the alleged theft of patient data

Carly Page

@carlypage_ / 1:15 PM GMT+1 • July 10, 2023

Comment

FINANCIAL TIMES

UK COMPANIES TECH MARKETS CLIMATE OPINION WORK & CAREERS LIFE & ARTS HTSI

Navigating Cyber Risk

Healthcare + Add to myFT

Cyber attacks are one of the biggest threats facing healthcare systems

The vast amount of information held by health services makes them a prime target for cyber criminals

'That's not a merry Christmas': Integris Health sued over email extortion attempt

Giles Bruce - Tuesday, January 2nd, 2024

Save Post Tweet Share Listen Text Size Print Email

Oklahoma City-based Integris Health faces a multimillion-dollar lawsuit over a ransomware attack in which hackers attempted to extort patients on Christmas Eve, *KFOR* reported.

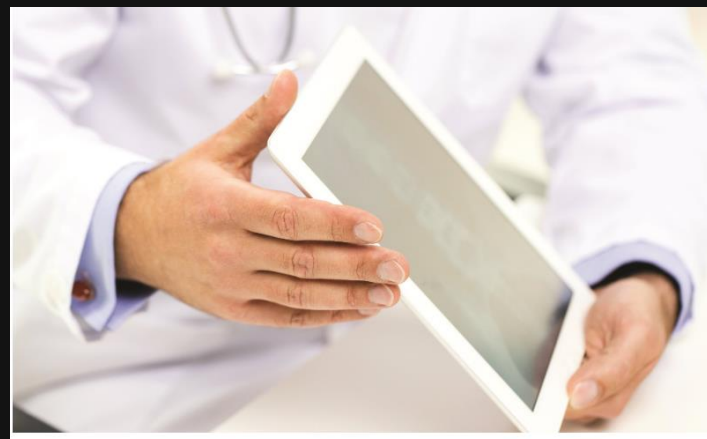
Hackers reportedly emailed 2 million patients on Dec. 24 demanding $50 in bitcoin or their data would be published to the dark web.

The Independent

Techcrunch

IGEL

However…. These Demands don’t come with budget..



Exclusive: National tech budget slashed by £300m to plug deficits

20th November 2023

FINANCIAL TIMES

UK COMPANIES TECH MARKETS CLIMATE OPINION WORK & CAREERS LIFE & ARTS HTSI

Stay one step ahead
Save up to 40% on a Standard subscription.

NHS England + Add to myFT

Inflation has eroded NHS England budget by £3.5bn, think-tank finds

Health Foundation warns of further reduction in real-terms spending because of high price growth

…..so how do we do more, with less?

https://hsj.cdn.wilmingtonplc.com/2023/11/20/exclusive-national-tech-budget-slashed-by-300m-to-plug-deficits/content.html

The OS – “is” the OPPORTUNITY >>> *To De-Risk & Cut Cost*

Healthcare Endpoints & Zero Trust

- Secure by design
- Replaces old "monitor, detect, remediate"
- Eliminates endpoint agents:
  - Anti-virus
  - Endpoint detection and response
  - Endpoint performance monitoring
  - Backup / recovery
  - Data loss prevention
  - Virtual private network client
  - Unified endpoint management
- Significantly reduces ransomware risks
- Recover in minutes not weeks
- Supports Zero Trust , Secure Access Service Edge, Secure Service Edge

Safe on Device, in Traffic, in DC

Pennine Acute Hospital – Outcomes Summary

THE CUSTOMER

Employing 10,000 staff, Pennine Acute Hospital operates four hospitals in the northeast area of Manchester serving Bury, Rochdale and Oldham

THE CHALLENGE

Over 2,000 hardware devices were end-of-life. Requirement to expand VDI and thin clients. Old management software.

The EUC environment was consuming vast amounts of time hindering rollout of new infrastructure

THE SOLUTION

- IGEL OS – Defer new hardware costs
- IGEL Cloud Gateway
- IGEL Universal Management Suite (UMS)
- Vmware Horizon

THE BENEFITS

- £500,000 saved deferring purchase of 2,000 new thin client devices
- Vastly improved reliability of desktop and trolly-based computers in hospital wards
- IGEL UMS enables just one person to manage the whole of the Trust's EUC estate. The local care ecosystem has been joined up with IGEL-OS powered endpoints provided to external community care providers
- Pandemic work from home delivered quickly through the use of VDI

400 Tonnes of CO2e AVOIDED + 380m Litres of WATER USE AVOIDED

IGEL

How we innovated ITAD to fund our Charity

Simple, Sustainable, Awesome. (+ Globally Unique)

Sustainable Funding

IT Asset Collection

All IT equipment From Mice to Mainframes

ESG for Enterprises

Safely & Securely disposing of data & sensitive Hardware

Regulated to Highest Standards

Certification Provided

Circular Computing

Residual £ Value of Refurbished IT Sales donated to

Royal Berks Charity
supporting your local hospital

100% ITAD Margin Donation

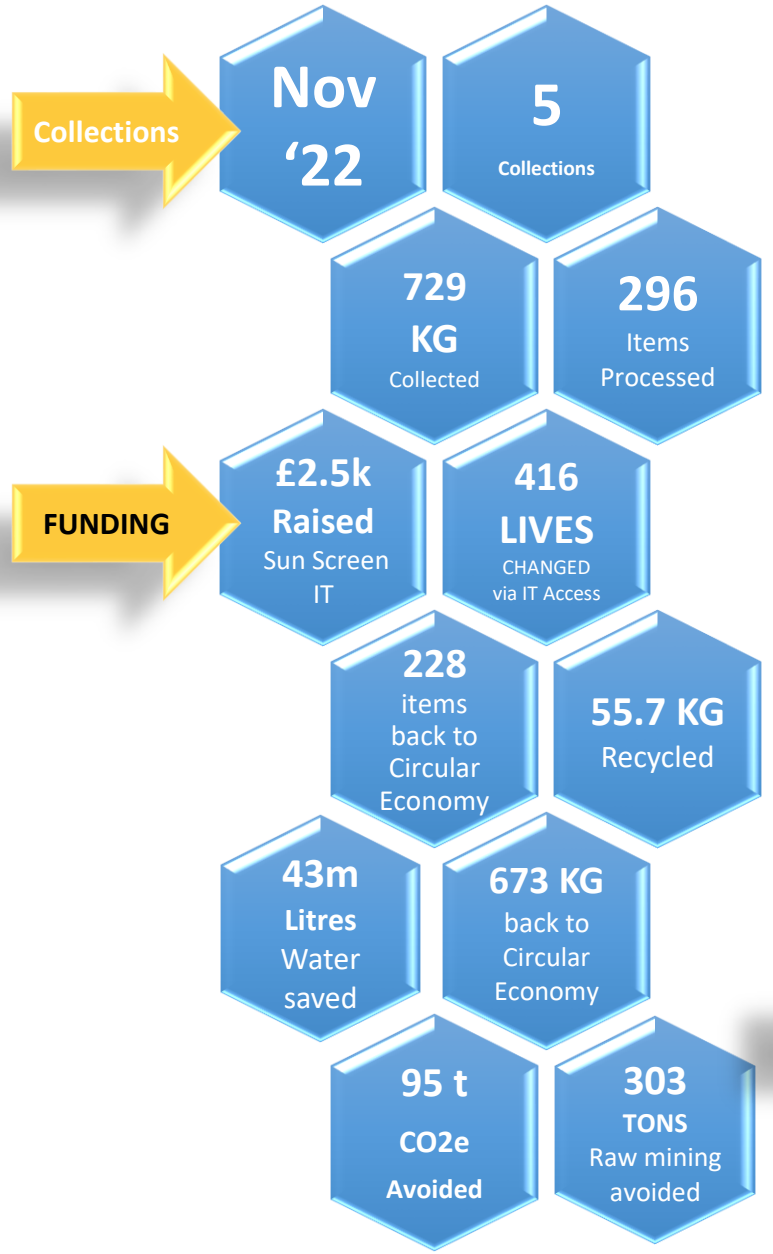
Sun Screen IT Foundation Charity

Sustainable IT Access donated to young people in areas of economic need

Driving skills to build communities out of poverty PERMANENTLY.

ROYAL BERKSHIRE NHS FOUNDATION TRUST

REAL RESULTS – REAL OUTCOMES



E

- ✓ Supporting UN's Sustainable Dev Goals
- ✓ Reducing Carbon, Water, & Energy

S

- ✓ Funding Life-changing Charities

G

- ✓ Assuring E-Waste away from Landfill

FUNDING

£1543 raised for Royal Berks Charity

Just one Tonne of CO2e

"Preventing emissions is orders of magnitude easier than trying to fix the problem afterwards."

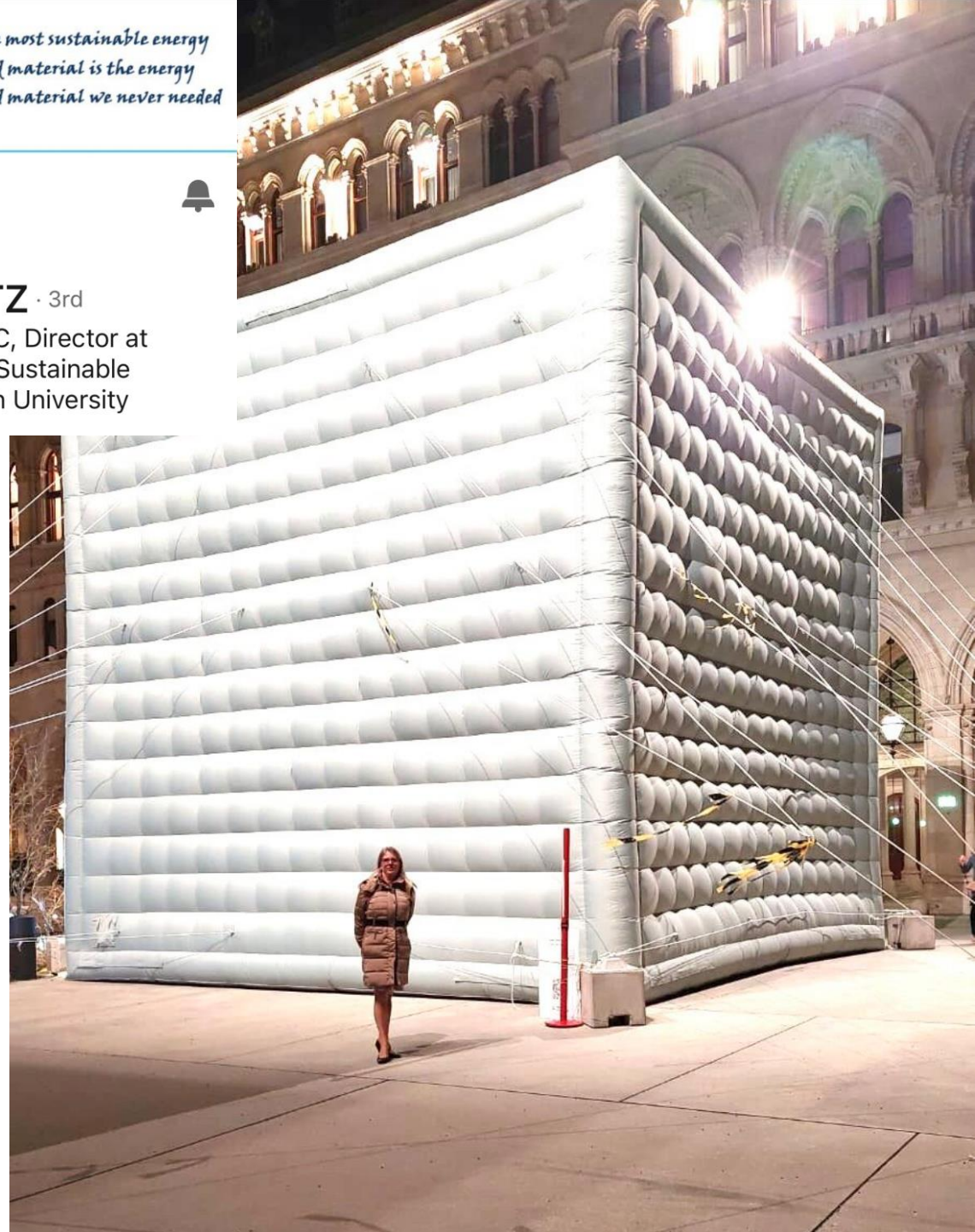
"Behind me you can see the volume of 1 tonne of CO2 at atmospheric pressure."

"It's enormous.

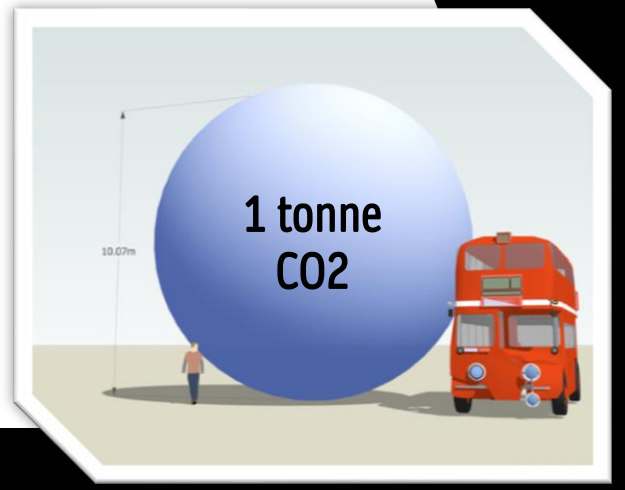
In a few hours long flight, we can often emit that amount (per passenger!!).

However, to remove that much CO2 from the atmosphere for example, with #DACCS (direct air capture and storage), you need to pump that much air 35,000 (thirty-five thousand) times through a 20% efficient device."

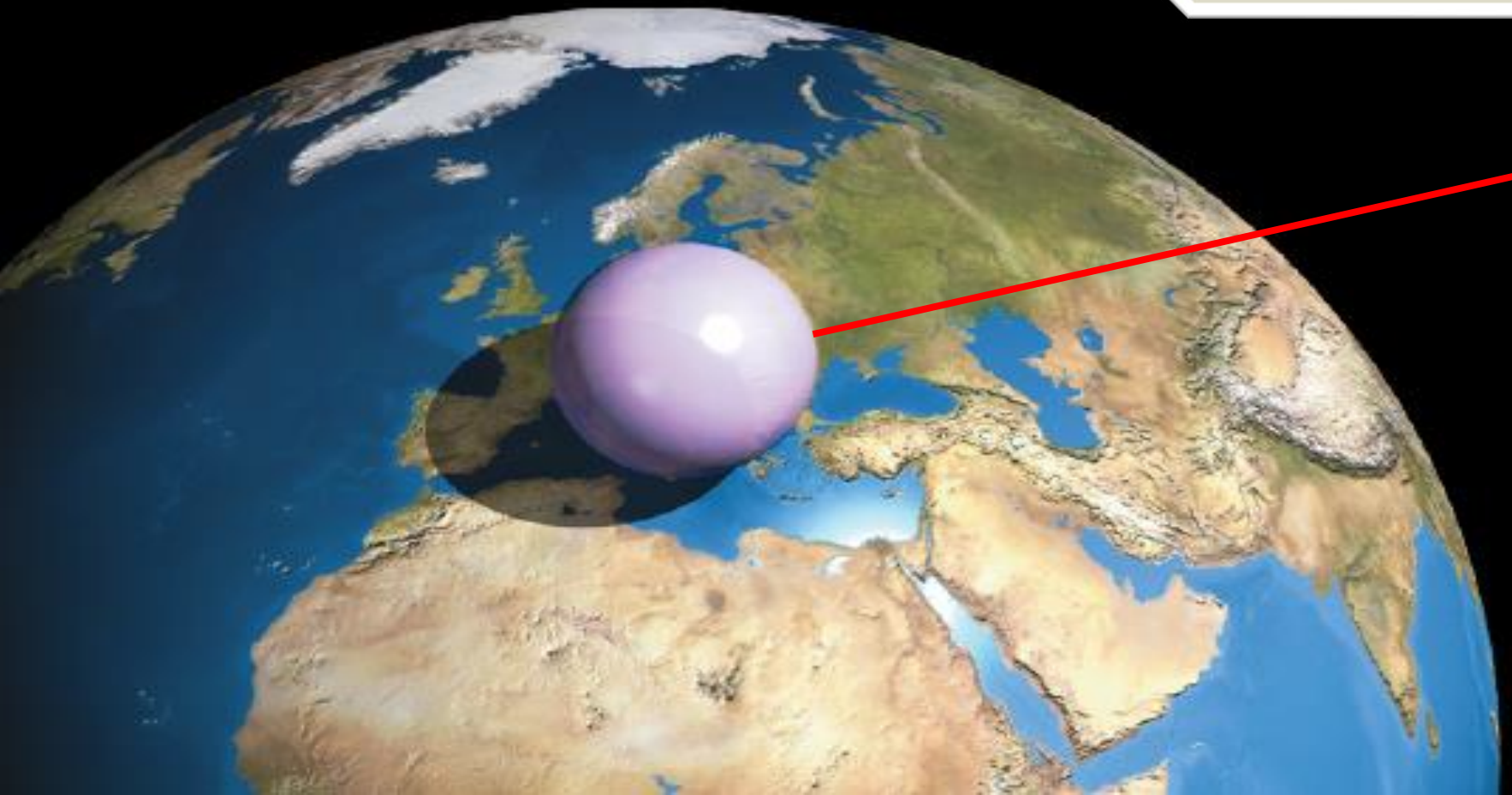
Avoiding CO2e is far preferable….



CO2 from IT Desktops
140 Million Tonnes pa



95 t
CO2e
Saved



....All the air in our entire atmosphere

THANK YOU

You're already Changing the world

Royal Berkshire Hospital NHS Foundation Trust

43m
Ltrs
Water
saved

Equivalent to over 16.5 25-metre swimming pools worth of water SAVED

Sierra Leone & Ghana – W.Africa

- ✓ Sustainable Thin Client IT Access
- ✓ Over 3,500 local pupils per year
- ✓ Young adults Vocational Training
- ✓ Micro-Revenue for host school via night classes

sunscreenIT. FOUNDATION

Charity Funding driving real change.. .

Francess

New IT skills – now working at “2 Young Lives” – Mentoring young mothers on building brighter futures

Abdul

'' I want to do Social work for the less privileged because someone helped me when I was in need''.

Marion

No access before our deployment 2020
Now working in Bank

What might your OUTCOMES be from taking action?

- £500,000 CapEx Avoided
- Repurposed 2000 existing devices
- 400 Tonnes of CO2e AVOIDED
- 380m Litres of WATER USE AVOIDED

You know who to call……

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Speaking Now…

Ross Fullerton
Chief Information Officer
Buckinghamshire, Oxfordshire and Berkshire
West Integrated Care System

Up Next…

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Lunch & Networking

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Chairs Afternoon Address

Jonah Aburrow-Jones
Director of Digital - University Hospitals Derby and Burton NHS Foundation Trust and Chair of the HIMSS UK and Ireland Community

Up Next…

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intelligent technology. practical solutions.

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Speaking Now…

Andy Hunter
Chief Technical Officer
ITPS

itps
intelligent technology. practical solutions.

The Public / Private Dichotomy

Andy Hunter – CTO, ITPS

Tuesday 27th February 2024

itps.co.uk

I ntelligent
T echnology
P ractical
S olutions

ITPS

Providing the expertise to successfully transform IT

Framing the problem:

Users, data, and applications are all now outside of your boundaries, and using public shared infrastructure.

- **The Concern:**
  Information governance, control, availability, sovereignty, a duty to protect data and staff

- **The Dichotomy:**
  Your information needs to be private, but is more and more hosted on public and shared infrastructure

The direction of travel has changed:

The internet is the network of choice.

Enabling Information Transformation

The issue has changed.

Connectivity is no longer the problem.

End points and data are king.

The Challenge is Security, Governance and Control In a Public World

What does this mean?

You need to chose ISPs with great interconnectivity with your application providers, and fibre where the majority of your users are.

- **Suppliers are not all equal**
- **Identity is your new perimeter security:**
  Embrace zero trust network access with secure access services edge

itps.co.uk

This is what good looks like:

Data integration and intelligent insight finally creating the value that cloud has promised.

itps

intelligent technology. practical solutions.

Thank you.

+44(0)191 442 8300

contact@itps.co.uk

ISO 9001 Quality Management Systems CERTIFIED FS 631431

ISO/IEC 27001 Information Security Management CERTIFIED IS 589062

Crown Commercial Service Supplier

CYBER ESSENTIALS CERTIFIED

CYBER ESSENTIALS CERTIFIED PLUS

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Speaking Now…

Diane Baynham
Director of Digital Care Pathways
Coventry and Warwickshire ICB

CONVENZIS

Speaking Now…

Tony Rich

Head of Customer Engagement

Eviden

CONVENZIS

Speaking Now…

Gavin Stone

Intelligence Officer. Mentor & Trainer. Body Language Expert. Media Talent & Public Speaker. - Best Selling Author. Guest Host NBC Radio.

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Canapés, Drinks and Networking

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Thank you for attending the Connectivity Conference!

Register for the next Connectivity Conference in October 2024…