

CASE STUDY

Sheffield Teaching Hospitals NHS Foundation Trust

Maintel supports critical communication
to maintain clinical quality and outcomes
for 2 million patients

Sheffield Teaching Hospitals NHS Foundation Trust is one of the UK's biggest providers of integrated hospital and community-based healthcare. In the face of rapidly increasing service demands, the Trust needed a highly skilled and responsive support partner to maintain the internal and external voice communications that are critical to their day-to-day operational services and positive patient outcomes and experiences.



At a glance

The issue

Critical Openscape 4000 and Openscape Voice PABXs required skilled and responsive support to deliver the internal and external voice communications that enable 20,000 staff across 5 hospitals to provide positive patient experiences and outcomes.

The project

Maintel provides 24/7 coverage from 12 engineers and highly skilled technicians through its Network Operations Centre (NOC) and offers valuable expertise to support the Trust's in-house teams.

The outcome

An agile and collaborative approach has enabled efficient and reliable communication between patients, doctors and departments, and ongoing advice has allowed the Trust's Telecoms teams to deliver increasingly self-sufficient fixes.

Their Background

Sheffield Teaching Hospitals NHS Foundation Trust is one of the UK's biggest providers of integrated hospital and community-based healthcare. Over 20,000 staff deliver more than 2 million patient contacts every year to the residents of Sheffield, South Yorkshire, Mid Yorkshire and North Derbyshire and also some highly specialist services to all parts of England.

In the face of rapidly increasing service demands, the Trust needed a highly skilled and responsive support partner to maintain the internal and external voice communications that are critical to their day-to-day operational services and positive patient outcomes and experiences.

The Challenge

The Trust manages five of Yorkshire's best known teaching hospitals including Northern General Hospital, Royal Hallamshire Hospital, Charles Clifford Dental Hospital, Weston Park Cancer Hospital and Jessop Wing Maternity Hospital.

Encompassing two city campuses and over 20 community sites, the Trust's Atos Unify estate had historically been supported by a third party. Effective staff and patient communication across the Trust's voice solution was critical to maintaining high quality provision of patient care, staff training, clinical excellence and innovation in medical research. Any outages, faults or failures would lead to lengthy call queues for patients, leading to frustration, delays and complaints.

The mixed economy of new and legacy technology for voice, on such a scale meant the trust sought a partner with in-depth knowledge and expertise in supporting the existing infrastructure.

Why Maintel?

Maintel first met the Trust's Telecoms team while hosting an National Performance Advisory Group (NPAG) NHS Telecoms Best Value's Group, which Tom Co-chairs, where they discussed current challenges, solutions and services. The Trust was looking for a support partner with its own in-house staff, and the expertise and accreditations required to be a single point of contact with a close relationship to the existing Atos technology.

When the Trust then tendered to find a new telecoms partner to support their critical Openscape 4000 and Openscape Voice PABXs, Maintel was successful. The tender response was able to demonstrate that Maintel had the skillset, services and credibility within the NHS to deliver premium voice support for Atos Unify that could resolve incidents and changes within the service levels required by an Acute NHS Trust.

The Solution

Maintel provided industry leading support services including a Network Operations Centre (NOC) with 24/7 service coverage from highly skilled technicians.

The Trust had well established Telecoms teams across both campuses, and wanted to structure a contract that would allow them to become more self-sufficient. As they had previously been reliant on the incumbent provider's diminishing product knowledge, the Trust did not wish to find themselves with a lack of internal expertise again.

Upskilling staff to fully understand faults along with the possible solutions was a priority, and Maintel's 12 embedded engineers committed to supporting the internal teams to confidently tackle everyday issues.

What are the benefits?

The improved responsiveness and access to relevant, readily available expertise has particularly been felt by the Trust's switchboard operators, who are responsible for logging the majority of faults.

Many of the team had previously lost faith in the system due to lengthy difficulties fixing operator consoles or out-of-hours faults that the Trust's in-house engineers were unable to rectify in the interim.

Since Maintel's support contract commenced, operators have been impressed by the rapid and reliable response they have received and the ease and constancy of communication. This reactive support ensures that patient calls efficiently reach their destination, improving overall experience.

For the first time, the Trust's own engineers have a direct relationships with Maintel's engineers, allowing them to work together and build trust and true partnership. In the past, development for the Telecoms teams required a generic training course. A timely chat with a Maintel engineer who has all the relevant context achieves much improved understanding, and supports the in-house teams in carrying out their own interim fixes.

What does the future hold?

As a hospital, the Trust will always provide services to patients in physical locations with a physical telecoms infrastructure. While a fully cloud based solution is not on the horizon, telephones may be rationalized in the future, and utilizing Atos Teams interconnectivity to improve staff communication is an obvious next step.

With a solid, stable telephony platform, the Trust have the opportunity to build on a strong foundation going forward. Any future innovation and digital telephony requirements can be a gradual journey instead of a wholesale change, allowing the team to improve services for users with minimal disruption.



Now we get quick responses, quick fixes and thorough explanations that allow us to do a certain level of triage. And by utilising remote support to save a site visit, we're reducing the project's carbon footprint to help meet ESG requirements. Maintel have continued to impress us with the level of knowledge, support and advice provided around our digital transformation projects.

Tom Boyle, Head of Telecoms, Sheffield Teaching Hospitals NHS Foundation Trust



Solid Solutions for a Dynamic World

Maintel is a communications managed services provider. We empower our clients across the public and private sector to deliver mission critical services and achieve their workplace, service and customer experience goals.

We consult on the design, deploy and manage network infrastructures, platforms and software, including our own, that keep ongoing operations running smoothly and dependably, protecting business as usual, at the same time being flexible enough to adapt.

When customer, employee, the general public and regulatory expectations are ever-changing, choose Maintel. We provide progressive, solid solutions that help you succeed in a demanding, dynamic world.

Our Services

We provide solutions that are not only robust but also adaptable and responsive to the ever-changing nature of the world around us.

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Securely connecting your people, partners and guests to your cloud platforms, applications and data.

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