

Westminster PCT improves health care services for local community

EXECUTIVE SUMMARY
CUSTOMER NAME · Westminster Primary Care Trust (PCT)
LOCATION · Marylebone, Central London
INDUSTRY · Healthcare
COMPANY SIZE · 2,200 staff
BUSINESS CHALLENGE · Ensure healthcare information is available to clinicians and patients quickly and efficiently · Improve access for clinicians to centralised systems and applications · Increase value for money for the services that the PCT delivers
NETWORK SOLUTION · Cisco Data Centre Networking · Cisco Wide Area Application Services (WAAS) · Cisco Unified Communications
BUSINESS VALUE · Makes accessing centralised applications and data easier and faster · Increases speed of access to healthcare information by up to 80 percent · Improves productivity by enabling community-based clinical staff to increase the number of home visits they can do in a day · Helps make health care information more accurate and up to date · Improves value for money for health care services delivered to the community



A Cisco Data Centre Networking solution is helping Westminster PCT improve access to centralised applications and data so that clinicians have faster and more efficient access to the health care information they need to help patients.

Customer Profile

Westminster Primary Care Trust (PCT) provides health services in Westminster, central London for 250,000 residents and over million people working in the area. It funds hospital services and supports 52 general practitioner (GP) practices, 57 dental practices, 64 eye practices and 94 pharmacies. It also manages other community health services such as district nurses, health visitors, midwives and elderly care.

Business Challenge

- Improve access for clinicians to centralised computer systems and applications
 - Activities like sending and receiving emails and accessing data and information were slow
- The PCT has centralised computer systems and applications into a single data centre
- Some of locations, especially those where staff work in locations shared with other PCTs, poor network connections meant accessing centralised applications was slow and difficult
- The PCT's business strategy is to invest in technology to reduce long term costs, delivering best value to the community
 - As part of its cost and resource rationalisation, the PCT also wanted to reduce computer hardware footprint as space, particularly at shared locations, is often limited

Network Solution

- Westminster PCT is developing a Cisco data centre network solution based upon Cisco's Data Centre 3.0 strategy which helps organisations transform data centre architectures to virtualized resources and increase operational efficiency
 - Westminster PCT has a Cisco Wide Area Network and Cisco Local Area Networks (LANs) link around 100 sites including administration offices, clinics, day care centres and locations shared with other health service organisations

- Cisco Wide Area Application Services (WAAS)
 - Using the Cisco WAN and LAN platform, the PCT has deployed Cisco WAAS initially covering six sites
 - Cisco WAAS will be extended to other sites where there is a slow connection
- Cisco Unified Communications
 - A Cisco Unified Communications system is being used at two main sites for 180 users and at a local clinic for 65 users
 - It include Cisco Unity integrated with email so that users can read voice messages and listen to emails
- Cisco network security
 - Cisco worked with Westminster PCT to install the Cisco WAAS solution and with Cisilion, a Cisco Gold Certified Partner, to implement the Cisco Unified Communications system.



Business Results

- Makes accessing centralised applications and data easier and faster
 - “Cisco WAAS forms part of the Westminster PCT ICT infrastructure strategy facilitating the enhanced performance of our ICT systems. Cisco WAAS is giving staff in more remote locations and those out in the community better access to clinical information and reducing the time it takes to process patient data. Improved access to information enables our staff to provide a faster and more efficient service for our patient base and simultaneously strengthens our data integrity,” says David Thomas, head of IT Operations at Westminster PCT.
 - Westminster PCT tested the Cisco WAN acceleration and found that a 2MB file, which used to take four minutes to download before Cisco WAAS, is now taking 19 seconds for the first transfer and just one second for subsequent downloads`
 - Other tests showed Cisco WAN optimisation improved network bandwidth capacity between 50 percent and 80 percent
- Improves staff productivity, especially for staff such as district nurses and home health visitors working in the community
 - Mobile staff, typically, visit patients' homes and gather data via a laptop which needs to be added to the central database for other clinicians to access
 - Mobile staff are often based at sites shared with other PCTs or health service organisations where network links can be poor
 - With Cisco WAAS, mobile staff can upload information to the data centre much faster reducing frustration and time wasted
 - Simon Lane, network manager at Westminster PCT, says, “Because uploading information is easier and faster, mobile staff are able to fit in one or two more home visits a day.”



PRODUCT LIST
<p>Application Networking</p> <ul style="list-style-type: none"> • Cisco 2800 Series Integrated Services Routers • Cisco Wide Area Application Services (WAAS) • WAAS Network Module for Cisco 2800 Integrated Services Router <p>Voice and IP Communications</p> <ul style="list-style-type: none"> • Cisco Call Manager • Cisco Unity <p>Security</p> <ul style="list-style-type: none"> • Cisco ASA 5500 Series Adaptive Security Appliances

- Improves value for money delivered to the community
 - Part of Westminster PCT's strategy is to invest to increase value for money
 - Because Cisco WAAS increases the capability of low bandwidth network links, the PCT is planning to replace expensive connections with less expensive links, using Cisco WAAS to maintain existing performance and quality of service levels.

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David Thomas, Head of IT Operations, Westminster PCT



Americas Headquarters
 Cisco Systems, Inc.
 170 West Tasman Drive
 San Jose, CA 95134-1706
 USA
www.cisco.com
 Tel: 408 526-4000
 800 553-NETS (6387)
 Fax: 408 527-0883

Asia Pacific Headquarters
 Cisco Systems, Inc.
 168 Robinson Road
 #28-01 Capital Tower
 Singapore 068912
www.cisco.com
 Tel: +65 6317 7777
 Fax: +65 6317 7799

Europe Headquarters
 Cisco Systems International BV
 Haarlerbergpark
 Haarlerbergweg 13-19
 1101 CH Amsterdam
 The Netherlands
www-europe.cisco.com
 Tel: +31 0 800 020 0791
 Fax: +31 0 20 357 1100

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Printed in the UK

The Print Consultancy (01483 771211) / Feb 09