



Medic Bleep

Clinical Communications Pandemic and Beyond

Mark Broomfield – BT Account Director

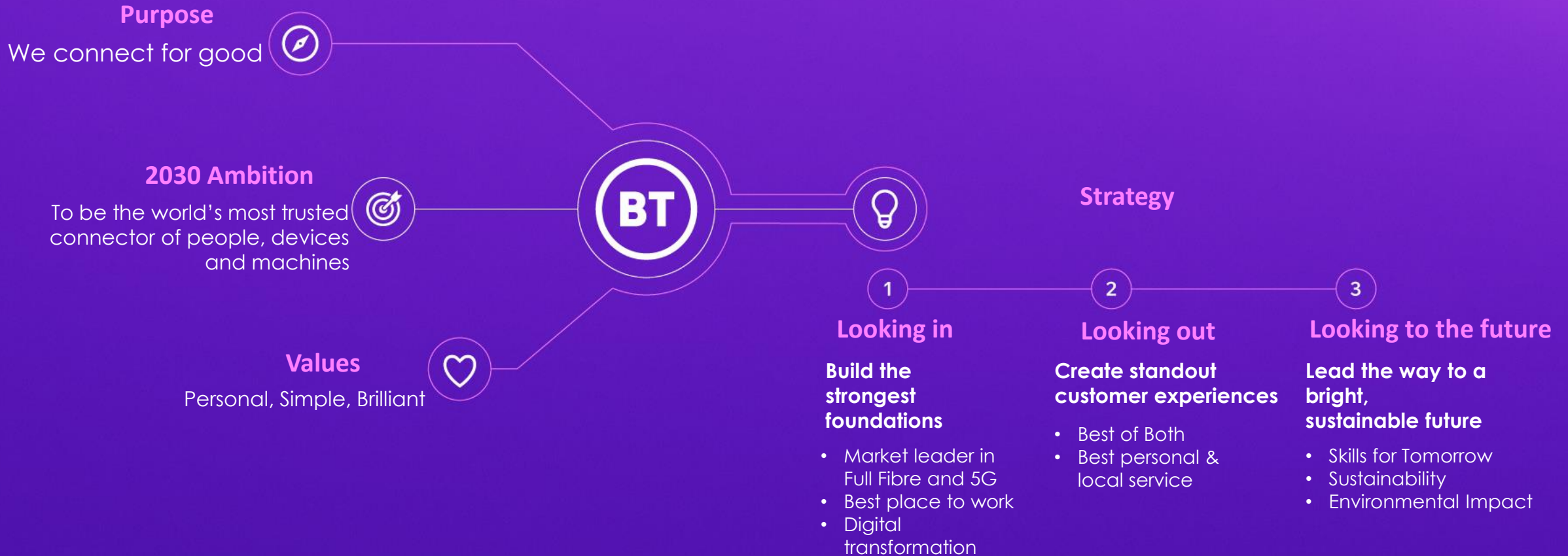
Joanne Callander – BT Account Director for Secure Messaging

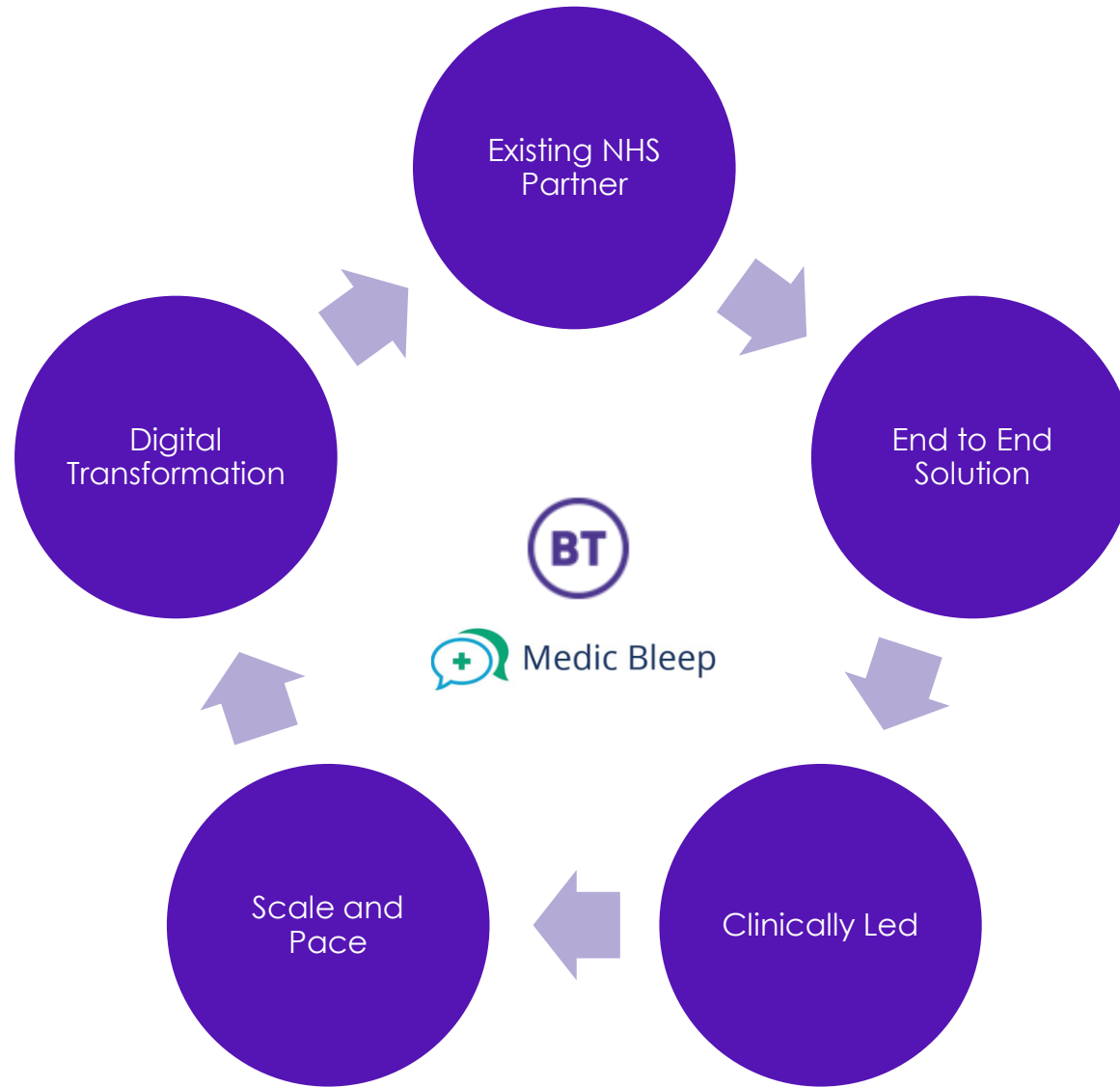
Sandeep Bansal – Founder of Medic Creations

Hannah Trott – BT Product Manager for Secure Messaging



Our Connecting for Good Plan





Approximate annual internal NHS hospital calls

1,000,000,000

Calls to find the right extension/pager


23%

Invalid numbers

7-10%

Calls unanswered

32%

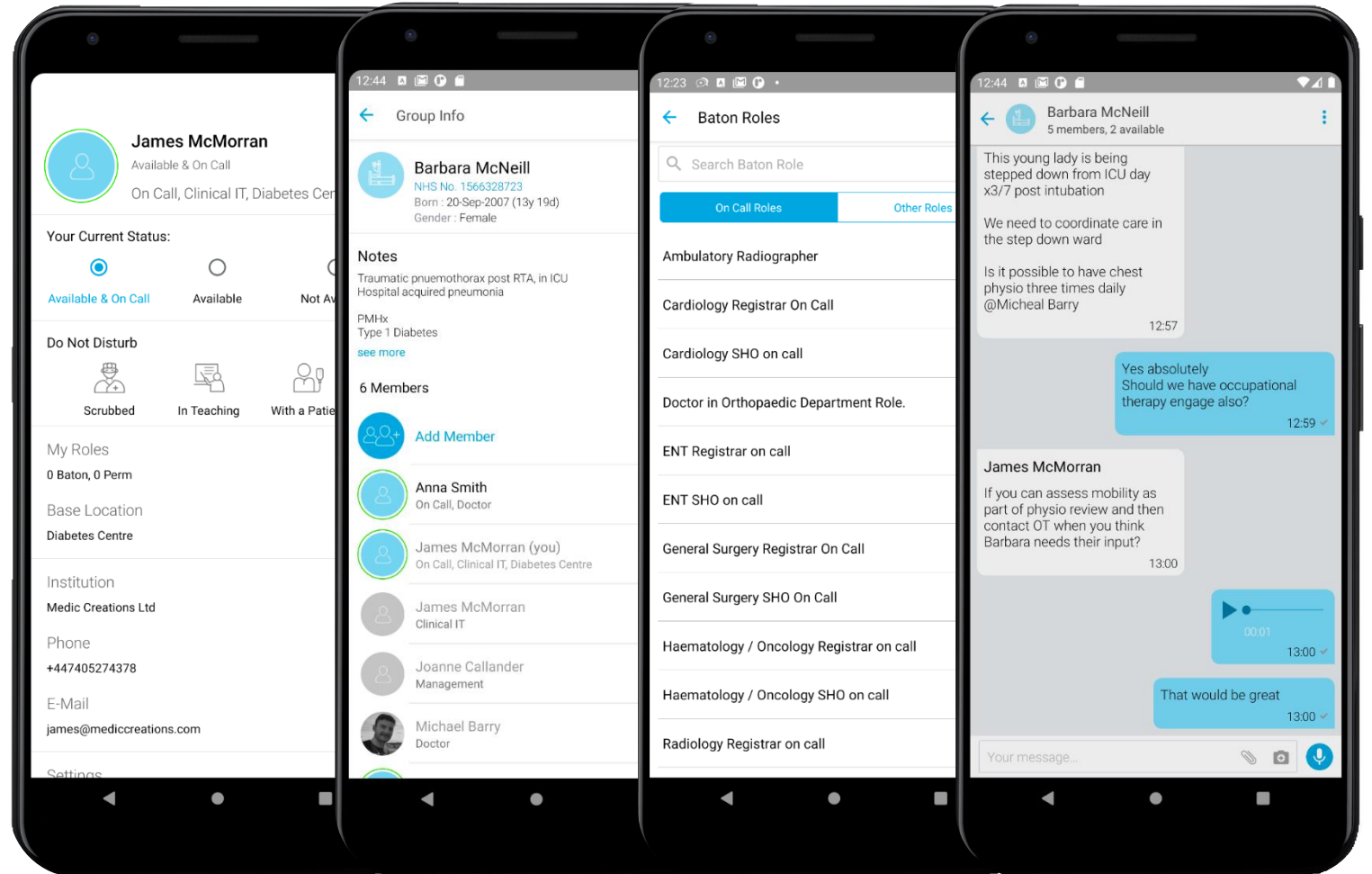


All medical errors citing poor
intern team communications as
primary cause (NHS)

21%

Incidents a year
400,000

We're saving junior doctors 48 minutes per shift, and nurses 21 minutes per shift. Secure Messaging being an **invaluable tool** for pandemic management and **underpinning integrated care collaboration.**



GDE blueprint

- Structured collection of knowledge assets and associated methodology
- Step-by-step guide for removal of Bleeps
- SOP templates, comms materials
- Benefits and outcomes measurement

Available via the FutureNHS Platform
<https://future.nhs.uk/>

Global Digital Exemplar Community

Removal of Bleeps – Implementation of Medic Bleep

In 2018 West Suffolk Foundation Trust piloted a clinical instant messaging application (called Medic Bleep), using this instead of traditional non-emergency pagers. The pilot demonstrated the potential for nurses to save up to 20 minutes per shift and doctors up to 40 minutes – giving them back time to care.

Based on this evidence it was decided to roll the application out across the Trust. It took 18 months to move from pilot to roll out. This blueprint will outline the approach that the trust took and the lessons they have learned along that way that means other trusts will be able to move much faster.

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ORGANISATION	West Suffolk Hospital NHS Foundation Trust <small>Acute Trust</small>
FUTURENHS CATEGORY	Hospital-Based and Acute Care
WORKSPACE CATEGORY	Digital Capability
TAGS	
FIRST PUBLISHED	Kasia Janowska 8 Jul 2019
LAST UPDATED	Kasia Janowska 9 Sep 2019



West Suffolk
NHS Foundation Trust



Implementation approaches

- Rapid Implementation(2-3 weeks)
- Technical pre-requisites
- Integration with third party systems
- Change management
- Training and ongoing support
- Medic Bleep users send 3.6 times more messages VS users on other clinical communication platforms

Case Study - Video

How can we help?

Access the GDE blueprint, sharing best practices.

Business case input, sharing our economic model.

Demonstration to your stakeholders.

Engage in a pilot/rapid implementation.

Text **BLEEP** to **84222** to receive the Secure Messaging demo.

For more information please contact – smenquiries@bt.com

Q&A