

A photograph of three healthcare professionals in a clinical setting. They are gathered around a monitor, looking at a medical scan. One person is pointing at the screen. The scene is brightly lit, suggesting a window in the background.

Don't go  
it alone

Accelerate Digital  
Transformation with the  
Right Technology  
Partnerships

In partnership with

**rackspace**  
technology.



Wellbeing for life

# About CNWL



NHS Foundation Trust



7000 staff across 150 sites in London and South East



We provide a wide portfolio of health services;

- Mental Health
- Community Health
- Sexual Health
- Learning Difficulties
- Prison Healthcare
- Eating Disorders

# February 2020 - COVID



## Outbreaks

Dealing with outbreaks on wards, and staff illness



## Testing

Ramping up our testing capability



## Remote

Moved rapidly to a remote workforce.  
200 > 2000 concurrent users within a couple of days



## Adoption

Fast adoption of video-consultations



## Transformation

Wholesale change in our operational model - 3 years transformation in 3 months



## Technology

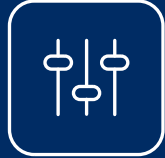
Entire exercise underpinned by technology

# Your cloud partner



## Rapid Transformation

We know that rapid transformation needs scale and expertise.



## Factor in

Also need to factor in:

- Security,
- Flexibility
- Cost (noting the switch from CAPEX to OPEX model)



## Technology partner

Highly unlikely we could have undertaken this work without a technology partner



## Focus and time

Allowed the in-house team to focus on business and clinical transformation

# Next steps

The post-COVID future is unknown, but we expect technology to be at the heart of everything we do.

## Retain the positives:



Flexible working



Video-Consultations



Estate rationalisation



Mindful of staff sentiment/wellness

## Refine cloud solutions:



Mix of public/private cloud



Cost & service optimisation

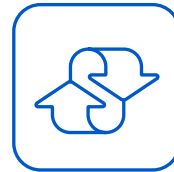


Continued emphasis on security

# In Summary...



Transactional approach won't work – need a partnership approach



To deliver transformation, you need to point your in-house teams at the People & Process challenges.



COVID-19 has emphasised the need for agility



Don't forget Phase 2 activity

***rackspace***  
***technology***<sup>™</sup>

**NHS**

**Central and  
North West London**  
NHS Foundation Trust