



Owen Powell

CIO

CNWL NHS Foundation Trust



Central and
North West London
NHS Foundation Trust

About us



Location

Central and North
West London



150

Sites across the
South East



7000

Employees



Our Services

Operating in a highly
dynamic, complex
environment

Originally a London Mental Health Trust,
diversified into one of the largest
healthcare providers in the UK

Prison Health

Grenfell

Sexual Health

Community
Services

Learning
Difficulties

Eating Disorders

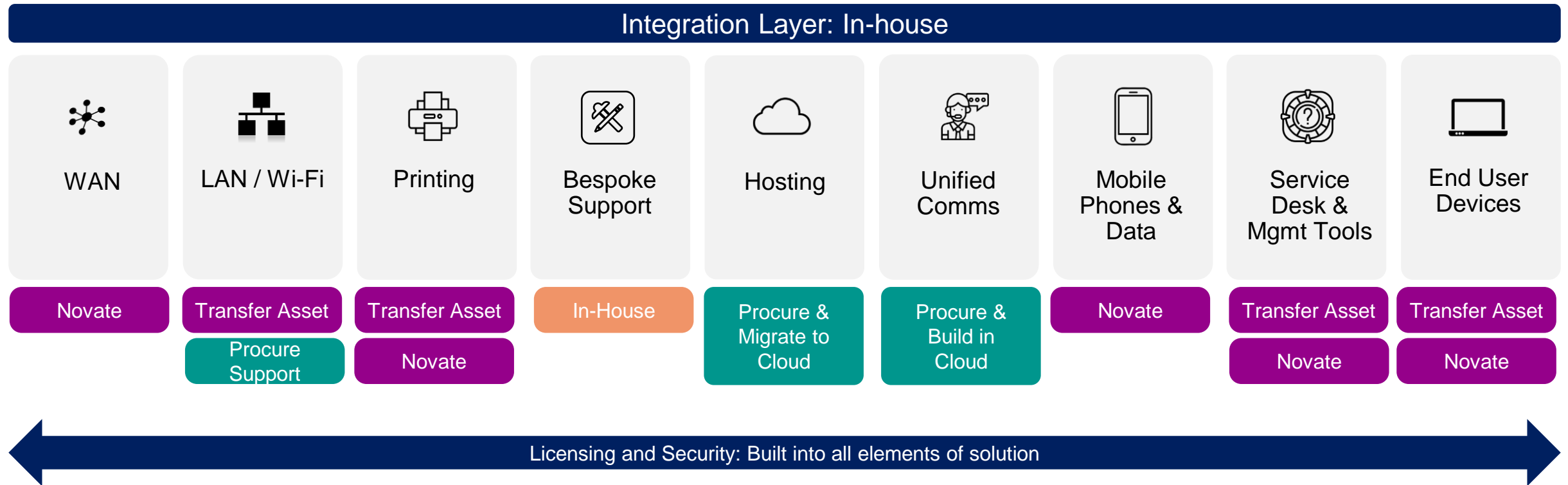
Addictions

Our Digital Journey

- Transition from an ICT Dept into a Digital Services Team
- Strategic outsourcing of Hosting, Infrastructure, Network Services and Service Desk
- Maintained in-house Business Partners, Digital Skills, Systems Development, Projects Team, Cyber Team and Commercial Team
- Moved away from being a 'technical' service to being a 'knowledge' service



CNWL Digital Service Approach



Success Factors



Strong Commercial skills within the Trust



Clear understanding of what we need from our partners



SIAM – coherent set of integrated services



Executive buy-in



Burning Platform










Re-focus the in-house team and review skill-mix



Ensure outcomes support our core business – patients and service users

COVID-19

-  5000 out of 7000 staff have laptops and work remotely
-  Concurrent remote access slots increased from 2000 to 5000 in 48 hours
-  Technical capacity can now support 8000 remote users
-  Average remote concurrency running at 2000+, up from 200 in January
-  Skype Telephony fully portable.
-  Widespread use of Zoom, Teams etc across services
-  Rapid upgrade to Guest wi-fi to support video contact for patients in wards.

Our Next Steps

1. Respond to the “New Normal”
2. Retain the best of what we’ve achieved during Covid and capitalise on the rapid cultural shift
3. Retire “ICT” and rebrand as Digital Services
4. Develop team skills profile to reflect the change in emphasis
5. Adopt a partner model, not a supplier model, internally and externally



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