



Lewisham and Greenwich NHS Trust

Responding rapidly to an ever-evolving landscape



Lewisham and Greenwich
NHS Trust

Summary

Challenge

Following the start of the pandemic, it became vital that Lewisham and Greenwich NHS Trust were able to rapidly upscale their environment, whilst ensuring a sustainable remote work service to all their end users through a cost-effective solution that mobilised their community workforce.

Solution

Evolving their existing Azure infrastructure, the Trust adopted a Microsoft AVD solution, alongside NetApp files to ensure they were working with a robust solution that had the flexibility to scale at speed, as Lewisham and Greenwich NHS Trust continues to expand.

Lewisham and Greenwich NHS Hospitals first engaged with Proact in 2018, to support with modernising and mobilising their community workforce. With the aim of reducing the amount of time healthcare professionals spent on site, they were looking to channel those additional hours in to providing further care for their patients. This became even more critical in March 2020, as the need to provide remote working for doctors and nurses who may be in isolation or quarantine became imperative.

Adapting to change

With the Lewisham and Greenwich NHS Trust team already holding some knowledge of Citrix, they worked with Proact to establish an outline of what they were looking to achieve from the project. Through consultative conversations with Proact's Solutions Architects, a solution was developed to accommodate the differing use cases of Lewisham's community healthcare workers.

Building out a platform expansion based on Azure created an entirely different desktop image specific to supporting users that would need to work from home for sustained periods of time. The solution was defined and deployed extremely quickly, enabling the Trust to increase support by 1,200 users over a period of just 2-3 months.



**Proact are the best,
technically competent
partner I've worked with and
they know how to engage at
all levels of an organisation"**

Justin Beardsmore,
CTO, Lewisham and Greenwich NHS Trust

About Proact

Proact has over 25 years of experience supporting the NHS sector and currently works with over 50 healthcare customers across the UK. Our tailored solutions and technical expertise enhance healthcare services by supporting you to store, protect and gain valuable insight into your data.

We've completed thousands of successful projects around the world, have more than 4,000 customers and currently manage hundreds of petabytes of information in the cloud. We employ over 1,000 people in 13 countries across Europe and North America.

Founded in 1994, our parent company, Proact IT Group AB (publ), was listed on Nasdaq Stockholm in 1999 (under the symbol PACT).

Improving patient care through IT

The initial project with the Trust was a transformative experience for the community healthcare team, as it significantly reduced the amount of time spent travelling between Lewisham and Greenwich sites. This resulted in every midwife being able to see an extra two patients per day.

As the needs of the Trust began to change, the platform was evolved to Microsoft AVD and NetApp files, meaning that the file service was hosted natively within Azure, with the ability to host 2,000 users at the same price point as they had for 1,000 users. The Trust was able to dramatically improve the cost-efficiency of their infrastructure spend, whilst giving them a better performing solution for a larger number of users.

As a result, the community healthcare team could work from anywhere, on any device and at any time. The solution transcended geographical boundaries, offering the Trust access to a much wider talent pool, capable of delivering the services they need to care for the patients in their community. Moreover, standardising the environment has reduced pressure on the internal IT team, allowing them to focus on the projects most important to the Trust.

Working with Proact

The emergence and changing shape of ICSs has seen a move towards shared resources and collaboration both internally and across other NHS Trusts. As such, Lewisham and Greenwich were looking to drive their own digital transformation forward, including an immediate expansion of their hybrid working capabilities.

Justin Beardsmore, CTO, worked closely with the Proact team describing them as a "helping hand you can trust" whose "vendor agnostic advice and healthcare experience is a real value-add". Working to pre-empt further changes relating to the pandemic, both teams collaborated with the same ultimate goal: to deploy a cost-effective, efficient IT solution that enabled end users to do their job reliably and consistently.

Benefits



Stability

The fully managed solution provides a stable and reliable service for the entire Lewisham and Greenwich NHS Trust team.



Cost-effective solution

Working with the Trust to deploy a solution tailored to their needs provided cost-efficiencies as well as service improvements.



Improved patient care

The ability to work from anywhere has empowered their team to provide quality care to even more patients.



Flexibility

A flexible and scalable solution allows Lewisham and Greenwich NHS Trust to continue to adapt and evolve in an ever-changing landscape.

About Lewisham and Greenwich NHS Trust

Lewisham and Greenwich NHS Trust is responsible for two South East London hospitals and provides a range of community health services across the local area, as part of the South East London ICS. Covering an area of almost 1 million residents, the Trust's vision is to provide high quality care for every patient, every day – working together and treating everybody with compassion and respect.

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