



## 2gether NHS Foundation Trust

2gether NHS Foundation Trust provides high quality mental and social health care services to the residents of Gloucestershire and Herefordshire. The Trust serves a combined population of 761,000 people living in the region. Ninety-six percent of the services are provided within the community and as close to an individual's family and friends as possible, which is a vital aspect in aiding a patient's recovery.

### The requirements

A large proportion of the Trust's 2,300 employees are operating increasingly from the field – in particular its nurses, who are constantly on the move visiting patients at their homes or residential care homes, or in hospitals and GP surgeries. With this trend in mind, the organisation took the decision in 2016 to go mobile, implementing an effective IT strategy to support its staff. To achieve this, the Trust turned to Toshiba.

As Tim Mullan, Deputy IT Systems & Programme Manager at 2gether NHS Foundation Trust, explains: "Our nurses have to constantly be out and about across the region, and technology is a vital aspect in enabling them to carry out their work efficiently. Given the sector we are in, it is absolutely essential that they can perform their roles with 100 per cent accuracy at all times. As a result, it was essential for us to provide them with functional, lightweight and secure devices which enable them to work with ease across different environments."

### The solution

Toshiba's Portégé Z30 was identified as the most suitable solution, with the Trust purchasing an additional devices in 2016 to grow its fleet to 1,400 units across the workforce. As well as meeting the criteria above, the 2gether NHS Trust's existing relationship with Toshiba was a key factor in influencing its decision.

"We've worked closely with Toshiba in the past, and its understanding not only of how we work, but also of the wider healthcare sector, is extremely valuable," Tim says. "The Portégé Z30 is now integral to the way we work, but we've also previously rolled out devices from Toshiba's Tecra series. We always know we are going to get a secure, productive and reliable product."

### Meeting mobile targets

The Toshiba devices are in many cases used to help provide clinical care while on the move, for example playing a key role in the work of the Trust's speech and language therapists. But beyond this, the power, portability, connectivity, and battery life of the devices combine to enable nurses to meet vital clinical performance targets, with staff required to record notes within as short a time as possible after an appointment. "We work in a field where there is no room for error – whether giving out advice or recording clinical notes, our staff have to ensure everything is completed with absolute accuracy. To do this, speed is of the essence – the longer information sits in someone's head, the more likely it will begin to fade. Toshiba's devices enable our nurses to record their notes as soon as they possibly can, whether that is while with the patient, or at one of our remote office locations across the region."

In what is a demanding job, the devices also help to meet the Trust's goals in terms of providing a better work-life balance for staff. Instead of having to travel back and forth from a central office, the devices give employees the flexibility to work from home whenever possible, or from the most convenient office location.

### Secure management of sensitive data

The sensitive nature of handling patient data and medical records was also an important consideration for the Trust when it comes to implementing new technology.

“Protecting the data of our patients is vital, and so security has always been a central pillar of our IT strategy. For example, we have long used tools such as Microsoft BitLocker for encryption. The security features built into Toshiba’s Portégé Z30 – such as Trusted Platform Module, which provides heightened security through encryption and secure sign-in options – provides us with an extra robust layer of protection and helps us to feel confident that our data is protected no matter what.”



### The future

The 2gether NHS Foundation Trust also participates in Toshiba’s Self Maintainer Programme, which helps to add further value to the devices and prolong their lifespan. Through the Self Maintainer Programme, Toshiba provides training and support to enable the Trust to become more self-sufficient in arranging any minor repairs for the laptops in the event of any damage being caused while on the move.

Tim continues: “Toshiba understands that our nurses are often carrying lots of clinical equipment, and so the devices can easily take a few knocks. While the reliability of the Z30s is unparalleled, accidents can’t be helped and sometimes the devices do get dropped and take some damage. The Self Maintainer Programme has been great in enabling us to quickly repair such units and get them back into circulation without invalidating the warranty, especially when working to tight budgets which are often out of our control.”

“The overarching reliability of the Portégé Z30 is unparalleled though, and when combined with the high-quality mobile performance it gives us, we’re confident that we’ll be using these laptops for the next three to five years. The devices also work seamlessly with our own clinical IT programme, Rio, and have become a major part of our nurses’ day-to-day role, making their everyday working lives easier in any environment. We are delighted with Toshiba’s service and devices, and hope to continue working with them in the future.”