

## HEALTHCARE SECTOR CV

Technology is saving lives, not just improving them

### MODALITY SYSTEMS HELPS YOU TO SUPPORT OUR CITIZENS...

In January 2019, the NHS published a long-term plan focussed on a £4.5 billion digital transformation drive to improve care for citizens, with up to half a million lives and an estimated 85,000 premature deaths per year to be saved as a result. In particular, the provision of technology within community care, mental health care and GP surgeries is set to rise under the plans, predominantly from the use of online consultations and collaborative applications that suit tight NHS budgets and compliment busy schedules. However, as technology advances, the gap between where you are versus where you want to be continues to get bigger. Examples include:

- **For patients**, the average waiting time to see a GP is approximately 2 weeks.

- **For community care nurses**, over a third are wasting time replicating data entries across disparate NHS systems.
- **For mental health care workers**, understaffing is a real issue. In 2018, 23,686 mental health staff left the NHS which is the equivalent of one in eight of the sectors whole workforce, resulting in increased waiting times.

Add to this the fast-evolving government regulations, data and security concerns, workforce shortages and higher patient expectations, and there are still many challenges within the NHS to address before it becomes future-proof.

### HOW IS MODALITY SYSTEMS SUPPORTING THE NHS?

Delivering software and solutions that enable technology to be successfully deployed, adopted and governed is critical. In collaboration with Microsoft, Modality addresses these challenges:

#### Office 365

Modality's instance of O365 creates an integrated experience of apps and services designed for collaboration and effective working within the NHS. Office 365:

- **Improves collaboration** - O365 integrates with current NHS mail Exchange and Skype for Business/ Microsoft Teams to ensure all services within the NHS are consolidated for ease of communication.
- **Increases productivity** - O365 offers greater mobility so employees can work more efficiently with anytime access to both patient and organisational information.



**OneConsultation**

Modality’s OneConsultation is an immediate, private and high-quality video consultation application utilising Microsoft technology. Delivered from secure Azure AD and accessible via existing systems already used within the NHS (including Skype for Business), it has the potential to save £22billion by allowing patients access to services across all areas including mental health, social care and primary care such as GP services. OneConsultation:

- **Increases accessibility** - Ideal for those with limitations or challenges in attending in-person appointments, OneConsultation removes the need for physical appointments to improve patient accessibility.
- **Improves security** - There are approximately 60 million patient records in the UK so security is paramount. OneConsultation is entirely hosted in Microsoft Azure, and no confidential information is stored to ensure complete GDPR compliance and doctor anonymity. In addition, no extra or third-party apps or plugins are required by the patient which eliminates the risk of using unauthorised applications that could compromise patient data.

- **Drives down costs and creates efficiencies** - Leveraging use of existing applications such as Skype and Teams, OneConsultation can help control spend within often tight NHS budgets. Early trials of video consultation software indicate that 2-3 patients can be reviewed in the equivalent time it takes to conduct one 10-minute face-to-face appointment. Critically, more patients seen in less time could result in more lives saved.



**WHY MODALITY SYSTEMS FOR PUBLIC SECTOR TRANSFORMATION?**

**A global provider and trusted partner**

Modality has been supporting the NHS with digital transformation projects for nearly a decade.



**Supporting your business your team and you**

Wherever you are on your journey to digital transformation, Modality can help you to take advantage of the full business value and transformational impact of Microsoft’s communications and collaborations suite.

Understanding and appreciating common pain points such as cyber-security and budgets, Modality’s team of UC consultants will work closely with you to deliver software and services that put adoption, security and governance at the forefront of your strategy.

Modality’s services are available through G-Cloud and RM3808 frameworks, demonstrating our expertise in transforming public sector services with flexible, secure, cost-efficient and highly resilient technologies.

For further information or to book a complimentary consultation, please contact [enquiries@modalitysystems.com](mailto:enquiries@modalitysystems.com)

