

# South West London and St George’s mental health NHS trust accelerates application delivery to improve productivity with Cisco

EXECUTIVE SUMMARY	
<b>CUSTOMER NAME</b>	· South West London and St Georges Mental Health NHS Trust Case Study
<b>LOCATION</b>	· South West London, England
<b>INDUSTRY</b>	· Healthcare
<b>COMPANY SIZE</b>	· 2,700 employees
<b>BUSINESS CHALLENGE</b>	<ul style="list-style-type: none"> <li>· Make the provision of healthcare more efficient and cost effective by improving productivity levels</li> <li>· Help clinicians access the information they need to improve healthcare services, reduce waiting times and meet targets</li> <li>· Reduce end-user complaints and time spent on resolving IT inefficiencies</li> <li>· Provide faster access, at a local level, to centralised applications and healthcare information</li> </ul>
<b>NETWORK SOLUTION</b>	· Cisco WAAS
<b>BUSINESS VALUE</b>	<ul style="list-style-type: none"> <li>· Enables clinicians to improve the way healthcare services are delivered, for the benefit of the patient</li> <li>· Faster access to healthcare information when and where it is needed – Information download time cut from two minutes to two seconds</li> <li>· Reduces waste and inefficient use of NHS resources in responding to IT inefficiency complaints</li> <li>· Huge return on investment, potential first year annual savings of £72000 and thereafter £120000</li> </ul>



Cisco Wide Area Application Service (WAAS) is enabling South West London and St George’s Mental Health NHS Trust to improve provision of its healthcare services whilst ensuring best value for money.

## Business Challenge

South West London and St George’s Mental Health NHS Trust serves a local population of about one million people across five boroughs. The Trust operates from 100 locations in the United Kingdom, with 53 networked sites. It is responsible for providing complete mental health and social care services to the communities of Kingston, Merton, Richmond, Sutton and Wandsworth, and more specialist services to people throughout the United Kingdom. The Trust employs about 2,700 staff and has an annual budget of £170 million.

The Trust is responsible for community and hospital psychiatric services across the five boroughs. Currently 21,766 people are receiving treatment and care from the Trust in the community, some at home. There are 30 Community Mental Health Teams (including adults and older people). They have 736 inpatient beds and 3,830 inpatient admissions a year.

With an increased emphasis in the NHS on reducing

patient waiting times and the introduction of the easy access to electronic care records key to providing clinical services, one of the challenges faced by The Trust is improving response times for local business applications to enable its staff to treat patients quicker.

To speed up connections to centralised applications and strengthen information sharing across the existing network, the Trust launched a major initiative to create a networking infrastructure capable of improving the way healthcare services are delivered by providing faster, efficient and more cost-effective application performance. Trust has the Data Centre infrastructure equipped with Catalyst 6500's and Catalyst 4948's.

Asim Mukhtar, Network Manager at South West London and St George's Mental Health NHS Trust, says, "In healthcare, access to information and effective communication between clinicians is vital. The speed and performance of our business applications play a big part in removing barriers that prevent NHS professionals from providing the best level of care to their patients."

The Trust used the Cisco solution to help plan a network infrastructure to significantly improve the end user experience and application delivery, across the distributed community connected to the existing N3 network.



### Network Solution

The Trust installed Cisco Wide Area Application Services (WAAS) with the aim of significantly improving the end user experience by accelerating application delivery across the distributed community connected to the N3 network.

The integration of the WAAS solution improved the performance of local business applications such as file, email and internet access. Underpinning the WAAS is a Cisco network comprising a Wide Area Network (WAN) and Local Area Networks (LANs) linking the 100 locations in the UK, in which the Trust operates.

In addition to the improvements in application delivery the new service also proved more cost-effective than the existing networking technology. Prior to deploying the system, South West London and St George's Mental Health NHS Trust used dedicated megastream WAN circuits, which incurred additional bandwidth charges as the native N3 WAN performance for their local business applications was slow. The new system made it possible for the Trust to de-commission the costly mega stream WAN circuits, by implementing the N3 optimised network instead.

System integration was another important factor to consider. "The new technology seamlessly integrated with our legacy system, minimising disruptions to patients and staff. We've received positive feedback from our end-users who have noticed the difference this makes to their performance," says Mukhtar.

The introduction of Cisco WAAS within the NHS N3 WAN environment has made it possible for the South West London and St George's Mental Health NHS Trust to confidently use the N3 network to transport their local business applications. As well as creating a secure community using Cisco Trusted WAN acceleration over N3, the Trust is avoiding substantial increases in recurring costs for the New National Network (N3) wide area links.

**"To meet NHS healthcare targets, it is important that clinicians have reliable and timely access to information when and where it is needed. Cisco technology is enabling us to increase productivity levels across the trust by improving efficiency, speed of communication and productivity levels. Healthcare technology is changing and Cisco has helped us embrace that change for the benefit of NHS staff and their patients."**

**Asim Mukhtar, Network Manager, South West London and St George's Mental Health NHS Trust**

The solution allowed the Trust's IM&T department to adopt a 'Shared Services' approach making these applications available to the distributed community by providing a solution whereby remote users were provided with accessibility to data and applications to which they are accustomed, as if the applications were deployed locally to them. The initial WAAS purchase was piloted in three remote sites and focused on improving response time for the local business applications that traversed over the N3 network.



### Business Results

For healthcare clinicians working in remote areas, faster access to email and patient records means that they can now spend more time treating patients and less time resolving IT problems. "Before implementing the system we received between four and five complaints a month from staff who were unable to carry out their day to day activities due to IT inefficiencies. We've noticed an enormous difference, almost immediately, and so far we have not received one complaint. With each complaint taking on average seven hours to resolve, that means we've now got almost a weeks worth of extra hours to dedicate to other areas" Mukhtar explains.

Consultants at the Trust now have instant access to their patient's medical records so treatment is timely and ultimately more effective. Faster access to the patient files means that consultants are better informed on patient history, which helps enable them to make informed decisions to ensure that the most appropriate treatment is provided.

There is also now improved communication between healthcare professionals. Enquiries are often time critical so speed is of the essence for email communication. "Slow response times were contributing to inefficiencies and the delay of vital information between our clinicians" Mukhtar says, "Our response times are now quicker, which has enabled us to provide a better level of care. As a result, our clinicians are now able to spend less time on administration and more time with their patients, reducing waiting times, improving health outcomes and meeting targets."

The introduction of the National N3 Network and move away from costly WAN circuits has improved cost effectiveness. Mukhtar comments, "The project has been running for three months and we are already seeing a return on investment, with a predicted annual saving of £7500 per site. When rolled out across 16 sites this is a potential saving of £120000."

PRODUCT LIST
<ul style="list-style-type: none"> <li>· Cisco WAAS Appliances</li> <li>· Cisco 2800 ISR with Integrated WAAS Network Module</li> <li>· Cisco Catalyst 6500 Switches</li> <li>· Cisco Catalyst 4948-10G Switches</li> </ul>

The project was initially piloted in two of the Trust's hospitals and CiscoWAAS has now been deployed across 16 sites.



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