



NHS patients come first with Ascom and ISDN

Ascom and ISDN improve communications, resulting in reduced overheads and improved patient care within NHS.

Prior to the recent NHS structural changes in Berkshire, The West Berkshire Priority Care Service NHS Trust was responsible for the majority of West Berkshire's NHS clinics, hospitals and administration centres. Across their region a number of diverse communications systems were installed which proved inefficient, difficult to manage and support. Several sites were not able to cope efficiently with the demand and volume of calls. When some clinics were relocated, the NHS opened a competitive tender to find a cost effective, reliable and efficient telephone systems provider to supply appropriate solutions throughout eleven key sites in the region.



Dellwood Hospital, Reading

Ascom Communication Systems Division (CSD) won the contract on its ability to meet the diverse set of telecommunication requirements across the region. Its ability to provide centralised and local system management, thereby reducing the ongoing operational costs, and optimise line usage via ISDN was imperative.

Looking carefully at the NHS Trust's current and ongoing requirements, Ascom proposed the Ascotel range of ISDN systems that offered the various NHS Trust departments the ability to develop and expand the system to suit their immediate and ongoing needs. New telephone systems have been installed throughout the various clinics within the County to benefit patient care and to improve overall internal and external communications.

DECT Cordless comfort – patient care

At Dellwood Hospital in Reading, patients are provided with bedside DECT cordless phones for the duration of their stay. Helping them feel more comfortable in their surroundings, patients have the ability to make and receive calls anytime, anywhere and stay in touch with relatives and friends with ease. These digital cordless handsets offer greater freedom and

flexibility for both staff and patients and do not interfere with hospital equipment nor do they need awkward wiring changes each time a person wishes to use the phone.

Direct access to key staff and departments with DDI

DDI (Direct Dialling In) has improved communication significantly. Departments and individuals can be reached directly; either from externally, without having to be switched through an operator or internally from desk to desk. This has also reduced the number of callbacks and messages that were left therefore improving efficiency, productivity and customer service. By incorporating Ascotel Office keyphones in various departments, multiple calls can be handled, held and transferred quickly and very easily to the appropriate members of staff.



Integrated call management software within each Ascotel telephone system also provides greater cost control for each unit. The software enables the NHS Trust to keep track of costs and to attribute expenditure to the appropriate cost centres.

