# Ensuring the safe transfer of 600 hospital patients and 3.500 staff into the new building

## Case study

Peterborough and Stamford Hospitals **NHS**

**Company name:**
Peterborough and Stamford Hospitals

**Region:**
UK

**Industry:**
Healthcare

**Number of users:**
3,500

## COMPANY BACKGROUND:

Peterborough and Stamford Hospitals NHS Trust is a part of the global UK healthcare system, employing more than 4,000 employees across two sites.

## CHALLENGE:

Peterborough and Stamford Hospitals were in need of a notification system as a backup to email messaging while moving the hospital services to a new building. They needed a reliable communication channel to ensure the safe transfer of patients and staff into the new building without compromising vital hospital processes.

> "During the move, we had to ensure we had an effective and robust way of communicating any issues to the Trust when at the time we only had email.
>
> Being able to quickly and easily send instant messages was essential in helping manage the safe transfer of 600 patients and approximately 3,500 staff to our new hospital. We had limited funds, so we chose DeskAlerts to provide a cost-effective solution.
>
> We also asked the DeskAlerts team to create a template message for us using our organization's logo and colors as part of the package. Leading up to the hospital move, we deployed DeskAlerts to every PC and used it initially to message staff about system outages. During the move, it was used to notify when certain systems were being moved and also any organization specific issues that the move generated. It proved invaluable to keep staff informed in "real time"."
>
> Lee Loades, NHS representative

## SOLUTION:

The hospital chose DeskAlerts to communicate with staff during the move from three old, outdated buildings into a state-of-the-art new building. And after the event, they have continued to use it as a channel to deliver other important and time-sensitive communications.

> "We have now been using DeskAlerts for several years and find the product very easy to use and that it works excellently. The client that resides on the PC is small and does not cause any conflicts. Upgrades to servers and clients are very easy to undertake and the DeskAlerts support team is contactable very quickly if any problems occur (in all these years, we have not had a major DeskAlerts problem, contact has been only for a new feature request or for some advice). It is now our main communications system that is used for urgent messaging to all staff."
>
> Lee Loades, NHS representative

## RESULTS:

The DeskAlerts notification system showed itself to be a cost-efficient solution, providing all the functionality required to keep employees informed.

While providing all the communication functions the hospital needed, the DeskAlerts system was easy to deploy and maintain, had no negative impact on end users' workstation performance and proved itself to be a really cost-efficient solution in a limited funds situation.

Now the hospital uses DeskAlerts as a main communications channel when it needs to send urgent messages to staff.

## IMPLEMENTATION:

**The system was implemented internally by the hospital IT department.**

## KEY RESULTS:

☑ Cost efficient solution

☑ Send instant messages easily

☑ Ensured safe transfer of 600 patients

## Explore how DeskAlerts can work for you

alert-software.com
sales@deskalerts.com

**DESKALERTS**
INTERNAL COMMUNICATIONS SOLUTION