



## CASE STUDY

# CHILDREN'S ACUTE TRANSPORT SERVICE (CATS)

## COMMUNICATIONS UPGRADE CRITICAL FOR CHILD HEALTH

The Children's Acute Transport Service (CATS) is part of The Great Ormond Street Hospital NHS Trust. The CATS service moves critically ill children in the North Thames and East Anglia regions to hospitals that have appropriate intensive care facilities.

### THE CHALLENGE

Clear, consistent and timely communication is vital throughout the CATS process so that children receive prompt clinical opinion, triage and the best care planning from its multi-disciplinary teams. Rapid and reliable communications are essential for the identification and access to specialist resources as well as ensuring real-time visibility and management of all CATS cases, including the capture, recording and auditing of all information across the whole patient episode.

CATS is a specialised service designed to make intensive care rapidly available to critically ill children. When its services are called upon, every second counts - it relies heavily on the telephony system to rapidly connect callers to specialist consultants and teams. Owing to a move to new premises, CATS had a very tight timescale in which to work its requirements into the GOSH telephony system. The relocation of CATS from Bedford Row to Ormond House presented an opportunity for Great Ormond Street Hospital (GOSH) to upgrade an ageing telephony infrastructure to a more robust, reliable and service rich communications platform, which currently spans the rest of the Trust.



**“This was a very anxious time for our staff changing to a new communications system, Block were very helpful and ensured that our key systems remained operational. We now have a solution that delivers a much improved service.”**

Mhairi Emery,  
CATS Office Manager,  
Great Ormond Street Hospital for Children

## CASE STUDY

# CHILDREN'S ACUTE TRANSPORT SERVICE (CATS)

### THE SOLUTION

As a trusted adviser to the GOSH ICT team and understanding the key business drivers for the Trust, Block were chosen to deliver the unified communications and collaboration platform for CATS that would complement the existing mission critical Cisco architecture within the main hospital - also implemented by Block.

The new solution delivers enhanced video and collaboration access to the GOSH paediatric intensive care unit and external Trusts using TelePresence (for assistance on CATS case resolution), advanced conferencing and contact services for CATS calls, call recording and interactive whiteboards and adds business continuity in the event that the CATS office is unavailable.

### THE BENEFITS

Having a strong relationship with the GOSH team, Block ensured the solution delivered against the hospital's immediate needs and timescales, while mapping to and supporting longer-term Trust goals.

CATS can now take advantage of an end-to-end capture and auditing system to enhance patient contact and care, and maintain its ongoing commitment to quality of care and safety. The resulting solution has not only improved overall productivity, but also furthered performance and efficiency of the CATS staff.

CATS staff received significant support from the Block team during their office move. "This was a very anxious time", said CATS Office Manager Mhairi Emery, "for our staff changing to a new phone system, Block were very helpful and ensured that our key systems remained operational. We now have a solution that delivers a much improved service."

"The Block team did a fantastic job of tailoring the system to meet our needs, bringing with it huge improvements to the way we are able to provide continuity in the event of a major incident. Naturally, a change of telephony in an environment such as ours made our staff very nervous. Block responded to this by providing extra coaching and support to key users of the system, making a huge difference to our staff when transitioning between systems....."

Mhairi Emery,  
CATS Office Manager,  
Great Ormond Street Hospital for Children

## CASE STUDY

# CHILDREN'S ACUTE TRANSPORT SERVICE (CATS)

### THE TEAM



**Tom Fisher**

Account Manager

**T.** +44 (0) 20 3005 3006

**E.** [tfisher@block-solutions.net](mailto:tfisher@block-solutions.net)



**Dan Worman**

Collaboration Practice Lead

**T.** +44 (0) 1270 446666

**E.** [dworman@block-solutions.net](mailto:dworman@block-solutions.net)



**Charlie Glynn**

Collaboration Consultant

**T.** +44 (0) 20 3005 3048

**E.** [cglynn@block-solutions.net](mailto:cglynn@block-solutions.net)



**Rhodri Jenkins**

Network Consultant

**T.** +44 (0) 20 3005 3033

**E.** [rjenkins@block-solutions.net](mailto:rjenkins@block-solutions.net)



**Hendrick Muller**

Infrastructure Delivery  
Manager

**T.** +44 (0) 1270 446744

**E.** [hmullerww@block-solutions.net](mailto:hmullerww@block-solutions.net)

### CONTACT US

If you'd like to find out more information or have any queries, please pick up the phone or drop us a line using the details below:

#### ADDRESS

Cannon Wharf, 35 Evelyn St  
London SE8 5RT

**T.** +44 (0)84 4967 1646

**F.** +44 (0)84 4967 1642

### ABOUT BLOCK

Block is a technology consultancy that specialises in delivering infrastructure and communications solutions. Our solutions deliver outstanding performance for organisations that need robust systems to stay ahead of the competition.

See [www.block-solutions.net](http://www.block-solutions.net) for more information.