

Staff and patient experience improved at University Hospitals of Derby and Burton

Indoor mobile signal solution for the Healthcare industry

Overview

The University Hospitals of Derby and Burton NHS Foundation Trust operates across five hospitals in Derbyshire and Staffordshire. The trust employs over 13000 clinical and non-clinical staff members and served a population of approximately one million people. In the year 2019-2020 the trust has accommodated 1.2 million outpatient appointments and 230,000 inpatient admissions.



1.2M

Outpatient appointments



230,000

Inpatient appointments

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THE PROBLEM



Thanks to the evolution of smartphones, key hospital staff including clinicians, consultants, doctors, nurses, and hospital operations staff use their mobile phones as their main communication device. However, the poor in-building mobile signal was causing major problems in tracking down and getting hold of staff members. The issue was particularly critical as contacting on-call staff during an emergency was proving difficult within areas of the hospital including A&E due to poor indoor connectivity. The communication delays in such a time-critical environment became increasingly unacceptable.

"Installing a CEL-FI solution has had two folds benefit, improving local coverage for staff, and reducing pressure on the local networks as patients and visitors could continue to use mobile network regardless of the provider they were using." - Simon Reynolds, Head of Voice, UHDB

BUSINESS NEEDS



Although Network issues were prevalent for all four networks, the Head of Voice at UHDB wanted to prioritise improving their corporate network in the Kings Treatment Centre, Security offices, Pharmacy Stores, and Estates offices at the Royal Derby Hospital in the first phase of installation.

Soon after the completion of the first phase of installation, UHDB commissioned the second phase of the multi-floor signal booster installation for all four networks within their Adult & Children's Emergency Departments of the Royal Derby Hospital, to improve patient care.

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**Professional
Service**



**Timely
Installation**



**Accounting
Management**



**Scalable
Solution**

CHALLENGES

The complex building structure and concrete floors posed challenges in running the cables between the floors and getting the antennas to the intended areas of the hospital. However, our experienced installation team was able to overcome the challenges and install the solution successfully with minimum disruption.

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THE SOLUTION

Analysing the client's requirements, budget, and timeline, CEL-FI Solo was the recommended solution for both phases of installation.

RESULT

Following the installation of the CEL-FI signal booster solution, a significant signal gain was possible in all the area covered. The installation resulted in significantly improved staff communications and responsiveness in critical situations, thus an overall improvement in hospital operations and patient care.

"Staff are now able to use their mobile devices far more effectively in their roles of providing clinical services. Furthermore, both staff and patients are now able to communicate much more easily with those based within the buildings and out within the hospital premises. We would certainly consider CEL-FI solutions in other areas if the need arises. Quite happily recommend CEL-FI as a solution, it seems to work very-very well and certainly met our needs, Thank you.", Simon

O2



dBm -57

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EE



dBm -64

3 THREE



dBm -65