

StarLeaf helps NHS Trust balance security and simplicity

StarLeaf, in collaboration with partner Pure AV, gives Barking, Havering and Redbridge NHS Trust a video solution that's intuitively simple and easy to use, all while providing the security and reliability a healthcare service needs.



About Barking, Havering and Redbridge NHS Trust

Barking, Havering and Redbridge University Hospitals NHS Trust runs the King George Hospital in Goodmayes and Queen's Hospital in Romford; serving clinics across outer north east London and delivering of a range of services from Barking Hospital. The Trust also works closely with a network of academic, health and social care partners to provide joined-up care to the communities they serve.

The network migration from N3 to HSCN left the Trust without a video conferencing facility. As a result, the Trust needed to find a solution able to support efficient communication between the different groups within the Trust and the broader healthcare community.

The solution

The initial focus of the project was the upgrade of the ten MDT rooms spread across the various sites within the Trust and used by multi-departmental groups. The meetings held in the spaces involve both in-room and remote participants and require the sharing of medical content and information to determine the treatment plans for patients.

Each room contains three displays, a PACS PC, an administrator PC, microscope and video camera. The priority in these spaces is quick connectivity, easy content sharing and straightforward operation. The solution provided by Pure AV replaced the legacy Polycom equipment with StarLeaf GT Mini 3300 videoconferencing systems and PTZ cameras. The original displays in the rooms have been retained and new room control, microphone and speakers added.

The 99.999% StarLeaf uptime guarantee and three-year licence with warranty support ensures peace of mind and reliability of service.

The benefits

The introduction of the new system has led to a reduction in the time taken to start meetings, as the participants can join with a simple push of the onscreen green button. Those unable to make it to a meeting space can enter the call quickly, securely and remotely via the StarLeaf app.

To connect to other Trusts and partner organisations is now straightforward. The flexible connectivity of the StarLeaf system means that conferencing is possible regardless of the system in use and whether the other parties are on N3 or HSCN.

The interoperability is a highlight of the StarLeaf system referenced by Martin Perrett, Junior IM&T Project Manager at the Trust; he was able to implement the solution ahead of their transfer to HSCN and ensure continuity of service once the Trust was ready to switch to the new network.

The instant messaging functionality of the StarLeaf app is also set to be rolled out to support secure messaging between staff and enable the seamless escalation from message to voice and video call as required. The appeal, as Martin Perret explained, is the ability to offer staff the same flexibility that they have with 'WhatsApp', but to do so within a more secure environment.

The feedback from Staff has been about how easy the system is to use, how smoothly connections between other Trusts and partner organisations are now made, and a noticeable improvement in quality when sharing content.

“We found it helpful that the StarLeaf system works on both N3 and HSCN. It meant we could avoid having to switch networks and introduce a new conferencing system at the same time. We were able to introduce the new system to staff ahead of the transition, so that from their perspective, at the time of the switch to HSCN, there is no difference, meetings and conferences can continue uninterrupted.”

*Martin Perrett, Junior IM&T Project Manager,
Barking, Havering and Redbridge University Hospitals NHS Trust*

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