

## ORGANISATION SUCCESS STORY

# NHS mobile nurses visit more patients, worry less about connectivity with NetMotion



## The Challenges

A large NHS organisation with 800 nurses can visit more than 8000 patients in a day. Reporting care at the point of delivery is seen as efficient and ultimately provides better patient outcomes. However, with patchy and unreliable 3G/4G connections, nurses found data would regularly be lost and they often spent valuable time logging back into the secure network. With up to 600 connectivity incident reports being logged each week, the mobile working solution which was supposed to help them became a barrier to providing care. For nurses visiting patients, the focus needs to be on providing care rather than connectivity issues.

“

**Without NetMotion, our mobile working solution was simply not fit for purpose. Unreliable data connectivity resulting in data loss make the job of reporting patient care at the point of contact virtually impossible.**

## The Solution

NetMotion has been seamlessly deployed on all Windows laptops for community care nurses in the field and those based at rehabilitation centres located throughout the community. NetMotion ensures that even when there are mobile connectivity dropouts, applications and crucially data persistence is maintained. Patient records are updated immediately, and nurses can focus on care and not reporting technical connectivity issues. NetMotion has also been installed on the laptops of the Trusts' administration staff to ensure they remain always connected and are able to provide the critical support as they work from home following the CV19 outbreak, taking the total number of NetMotion licenses to over 2000.

”

**NetMotion enables our community nurses to get on with the job of caring and not worrying about losing their work.**

## The Results

NetMotion now underpins and is central to their mobile working programme. Consistent, secure connectivity is a 'must have' not a 'nice to have' requirement to enable those working out in the community to report on the care programmes they are delivering. The NetMotion platform prioritises users, devices, and applications so nurses have access to the records they need, when they need it.

- Data loss in the field through dropped connections is now insignificant
- Reliable connection means more time spent caring for patients
- NetMotion has reduced mobile-related incident reports from 600 to less than 5 a week

“

**Nurses are visiting multiple patients in the community on a daily basis and need to access the records of each patient whenever and wherever they need it – NetMotion makes this happen so nurses can focus on patients.**

