

4C support West London Mental Health Trust for over a decade

West London Mental Health Trust was formed in 2001 from the merger of the mental health organisations of Ealing, Hammersmith and Fulham and Broadmoor Hospital Authority. In the present day, the Trust administers and manages a wide range of services for the treatment and support of residents affected by mental health issues. Covering the urban areas of Ealing, Hammersmith and Fulham and Hounslow, which has an estimated population of 700,000, the Trust employs over 4,000 staff in a variety of clinical, technical and administrative roles.



Over the past 12 years, 4C has worked with the Trust on many projects, including a voice and data infrastructure replacement at Broadmoor Secure Hospital

Organised over 32 different sites, including Broadmoor Hospital, the Trust operates a number of clinic sites, assessment units, day hospitals and drop in centres. Because of the variety and difference in the type of sites, as well as the range of services provided, the Trust has a complex telephony structure. Such a diversity of services and locations has serious implications for communication systems and resources - and how they are utilised to ensure the overall smooth running of the Trust.

The start of a fruitful relationship

4C Strategies has been working with the Trust in one form or another in its capacity as an independent ICT consultancy since 1998. Firstly with the Ealing, Hammersmith and Fulham Mental Health Trust, when the company was appointed to assist with the procurement and installation of the Trust's main telephone systems at its headquarters.

Then, when the Trust subsequently amalgamated with the Broadmoor Hospital Authority to form the West London Mental Health Trust, the complexity of their telephony and ICT requirements increased still further. With a proven relationship of trust and support already in place, as well as extensive experience working within the health sector, the newly formed Trust was happy to continue its successful professional relationship with 4C Strategies.

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Established credentials

"4C had already established their credentials and reputation for reliability when working with us on different telephony projects prior to the merger," comments Trevor Nelms, Director of IM&T (Information Management and Technology) at West London Mental Health Trust. "With a strong working relationship already in place, it made sense for us to continue working with a company that we knew had the expertise we needed, in addition to being 100% reliable."

The 2001 merger inevitably threw up a whole range of new telephony and IT challenges for the Trust. In order to address these challenges, and maintain a high level of service for its clients, the knowledge and support from independent experts such as 4C became even more significant. 4C Strategies has continued working with the Trust on a range of telephony and IT projects since their first collaboration over a decade ago in 1998 including:

- Assisting with a complete voice and data infrastructure replacement at Broadmoor Secure Hospital. This involved overseeing implementation to provide the high profile institution with a modern telephony system and installing new cabling for all the telephones and computers within and between all the buildings on site. The project naturally involved serious security considerations.
- Advising on a comprehensive new five year telecoms strategy for the Trust's numerous remote sites.
- Assisting with the procurement of a bespoke patient telephony platform for Broadmoor Hospital.
- Assisting with a disaster recovery planning programme for the Trust's telephony systems.
- Assisting with the deployment of IP telephony platforms across the Trust, including the many smaller community sites.

Impartial advice and support when needed

The independent nature of 4C Strategies enables them to suggest the best solutions for the Trust's needs. Coupled with the company's extensive knowledge of the health sector, it also gives the Trust access to specialist advice as and when they need it.

"Having the facility to access impartial advice and expert input from 4C ensures that our projects are managed and implemented successfully," comments Trevor. "Whilst we don't need their constant input, 4C's specialist help is invaluable when a relevant project arises. 4C has become our trusted adviser – we know that they will do a good job on advising and assisting with our IT and telephony needs as they have done for more than a decade."

To find out how you can make more of your communications by having a clear strategy in place, contact 4C to arrange for an initial no-obligation fact finding consultation. **Visit our website www.4c.co.uk, call 01858 438 938 or email office@4c.co.uk.**

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