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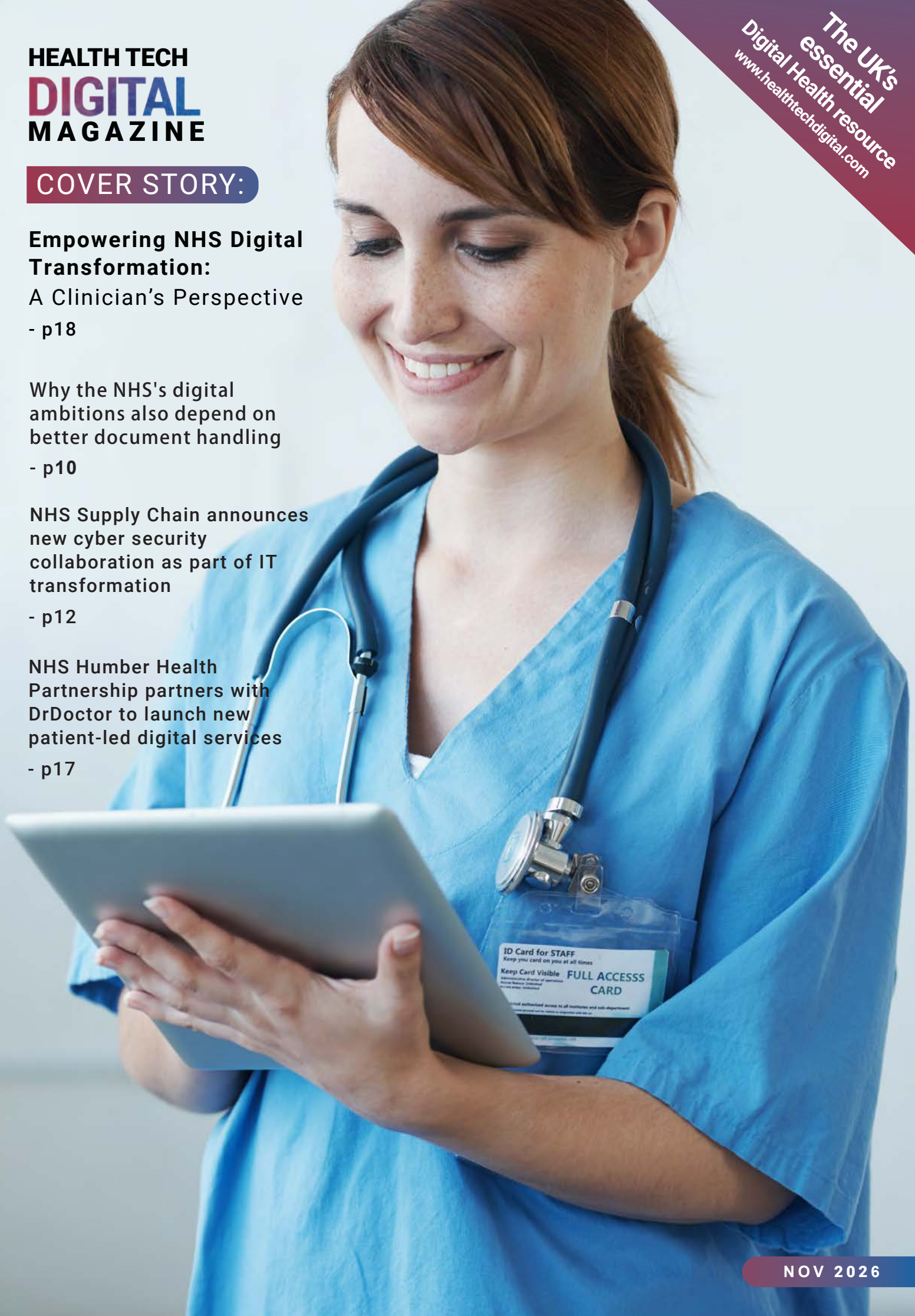
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NOV 2026

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Health Tech Digital brings healthcare professionals, thought leaders and healthcare technology companies together by providing a comprehensive online, print magazine and e-newsletter covering every aspect of the healthcare technology sector in the UK. We make it easy for healthcare professionals to find solutions, read case studies and connect with companies who are pioneering the digital transformation of healthcare in the UK.

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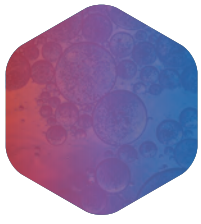
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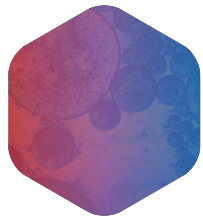
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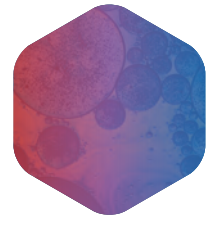
TECHNOLOGY IN THE SPOTLIGHT



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To fulfil the NHS's digital ambitions, the right foundations must first be put in place

NHS England's most recent ten-year plan shows no shortage of ambition or investment. Billions are being directed towards digital tools, data integration, and smarter patient care. This is to enable the desired shifts: moving more care from hospitals to the community; using technology to free staff from administrative tasks and help people manage their own care as easily as they bank or shop online; and shifting from treating sickness to preventing it – reaching patients earlier and supporting them to make the healthy choice the easy choice.

While digital transformation offers significant potential, its success depends in part on reliable mobile connectivity within hospital buildings – something that cannot be taken for granted in the NHS estate. Thick walls and complex building layouts mean hospitals often suffer from poor indoor mobile signal. 4G/5G signal cannot penetrate from outdoors, meaning a dedicated indoor multi-operator system is needed to bring signal in from the network operators (EE, Virgin Media O2, Vodafone and Three).

According to research carried out with C-suite and IT directors working in the NHS and healthcare organisations such as private hospitals, poor indoor mobile coverage is costing the UK healthcare sector an estimated £3.79 billion a year. It highlights the real-world consequences for patient care of disrupted communication, delays in accessing patient records, and inefficient workflows. When calls drop mid-conversation, when a data session drops mid-record update, or when clinical staff can't rely on mobile devices to update or receive alerts in real time, it isn't just frustrating – it's costly and life-threatening.

The good news is that most of what the NHS is losing is recoverable, with better indoor connectivity empowering clinicians and non-clinicians alike to work more efficiently and deliver better patient care. The cost to the NHS is made up of the minutes wasted when staff can't reach each other, the admin hours spent tracking down missing progress checks, and the delays caused when records can't be accessed on the

move, meaning clinicians spend time searching for a spot inside which allows them to upload or download patient records. With strong multi-operator indoor mobile connectivity, patient records can be updated at the bedside, and outdated analogue systems such as pagers can be replaced with real-time specialist healthcare workforce tools such as Alertive, allowing instant and reliable communication between teams. This all adds up to more time being spent with patients, rather than on admin.

Mobile connectivity is now a foundational element of NHS infrastructure. Hospital Wi-Fi is often overburdened, and when it fails mobile coverage needs to be available as a resilient backbone. Without it, business continuity at hospitals is put at risk. Everything from digital consultations and prescription tracking to clinical alerts and record-keeping depends on real- time, uninterrupted connectivity. We've seen the consequences when that infrastructure isn't in place: entire systems going down, staff reverting to pen and paper, and communication between teams grinding to a halt or issues being missed, directly impacting patient care. In short, when connectivity fails, the ability to deliver care falters, and backlogs increase.

As a result of these technological challenges, it's not just the staff who suffer. For patients and their families, poor mobile signal adds friction at every stage of the healthcare journey. Someone waiting for a test result might be unable to access it via the NHS App. A loved one trying to reach a patient on the ward or in an A&E waiting room can't get through. Nurses, forced to play messenger, walk the corridors in search of signal just to update records or communicate with colleagues. These small moments of disconnection add up to delays, frustration, and a hospital experience that feels anything but modern. NHS research shows that feelings of isolation or social disconnection are more than a frustration, it can impair recovery in hospital and post-hospital settings.

This matters more than ever as the NHS leans into mobile-first services. The 10 Year Health Plan for England calls for integrated digital records, remote monitoring, app-based bookings, and patient-led care journeys. It positions the NHS App to become the central gateway into NHS services by 2028, essentially a "doctor in your pocket" that empowers patients with choice and control. And with more than 34 million registered users already, and more and more in-house and third-party apps being developed and adopted, there's a clear appetite
for this technology from patients.

But none of that works without strong, reliable mobile signal throughout the estate. Digital front doors don't open if you can't connect to them. Fortunately, hospitals don't need to wait for new builds or overhaul entire estates to solve this and some NHS trusts are already tackling the mobile connectivity issue. Solutions which provide assured mobile coverage room by room can extend mobile networks across sites with multiple buildings. These technologies help not just clinical staff, but also patients, visitors, porters and estates teams – anyone who relies on staying connected to keep care moving.

The looming shutdown of the Public Switched Telephone Network (PSTN) marks a major turning point for NHS infrastructure, completing the full transition to digital communication systems away from traditional copper wires. With the full shutdown of the PSTN scheduled for January 2027, and the NHS App on track to become a universal digital front door by 2028, the urgency around mobile connectivity is growing. Hospitals can't afford to lag on the very infrastructure that underpins these services. Mobile connectivity is the bridge between the NHS's digital ambitions and the reality on the ground. It reduces the strain on Wi-Fi networks, is the enabler of real-time care, and the thread that ties together every step of a patient's digital journey.

If we want to deliver a truly digital NHS, we must start with the foundations – because without strong mobile coverage, the future we're all working towards will remain just out of reach.

By Jamal Burns, Healthcare and NHS Lead at Freshwave, a leading UK connectivity infrastructure-as-a-service provider.



ADVERTORIAL

RDaSH Saves Over 2,000 Clinical Hours with LapSafe® Smart Locker Technology

NHS Trust partners with LapSafe® to transform IT delivery, reduce inefficiencies, and support seven-day services

Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) has achieved a significant milestone in its digital transformation journey, saving more than 2,000 clinical hours by introducing LapSafe® smart lockers to automate IT equipment delivery and support.

Serving over 155,000 patients annually across 128 sites, the Trust covers a large geographical area, making efficient IT support essential for staff working across Doncaster, Rotherham, and North Lincolnshire. Recognising the time lost through manual IT distribution processes, RDaSH partnered with LapSafe® to trial and roll out its Diplomat Pro Smart Lockers, powered by ONARKEN® software.

"The lockers gave us back 2,000 clinical hours in the POC alone, that's the equivalent of a full-time nurse," said Martin Wilson, IT Lead at RDaSH. "They've helped us eliminate inefficient processes and directly support our strategic priorities."

Results at a Glance:

- **2,000+ clinical hours saved** during the pilot phase
- **Over 1,000 laptops** distributed through the lockers
- **IT clinics were fully eliminated** at three major sites
- **Full alignment with Promises 14 and 22** in RDaSH's Business Plan

The project replaced manual IT clinics with 24/7 self-service access, enabling staff to pick up, return, or replace devices without IT intervention. The benefits extended beyond time savings, with staff quickly embracing the new process.

"We didn't have to push the lockers on anyone; the staff were asking for them," Wilson added. "One doctor replaced a broken laptop from a locker within the hour before a major meeting."

Collaborative Approach

The decision to partner with LapSafe® followed a side-by-side comparison with other suppliers. RDaSH opted for LapSafe® after a successful on-site demonstration and a collaborative approach to implementation.

"It was such a refreshing change. Rob turned up with actual lockers in a van, not just a brochure. That built instant trust," said Wilson.

"LapSafe® felt like an extension of our team — responsive, supportive, and genuinely focused on making the project succeed."

Strategic and Sustainable Transformation

The project directly supports **Promise 14** (Maximise the use of digital technology and innovation) and **Promise 22** (Support consistent seven-day service delivery) from the Trust's Business Plan of Promises. It also supports RDaSH's sustainability goals, with reduced travel-related CO_2 emissions and bulk device prep reducing waste.

Looking ahead, the Trust plans to expand its use of LapSafe® lockers beyond IT equipment, including potential deployments for uniform distribution, PPE vending, and ward equipment access — all designed to reduce friction and improve access for frontline teams.

"We've got a clear five-year roadmap for digital transformation. LapSafe® lockers are a cornerstone of that strategy," Wilson said.

Read the full case study:

www.lapsafe.com/case-studies

www.lapsafe.com

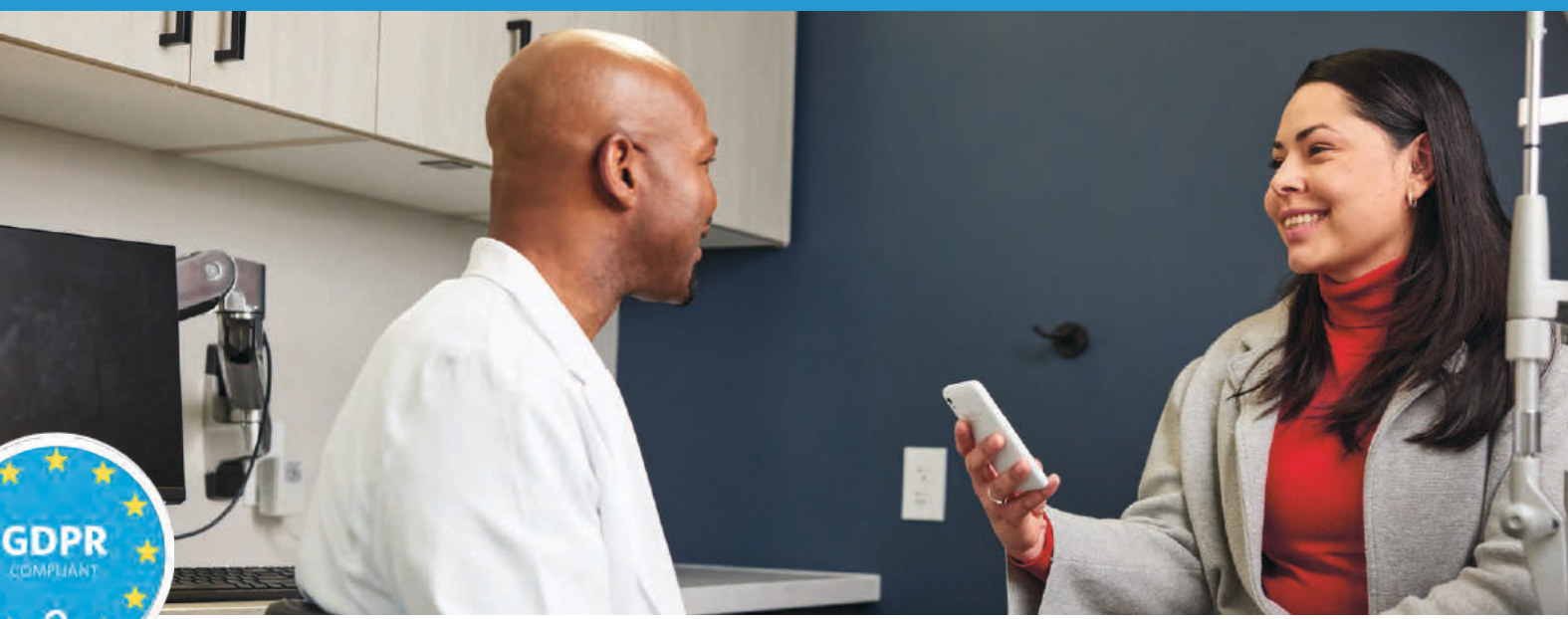
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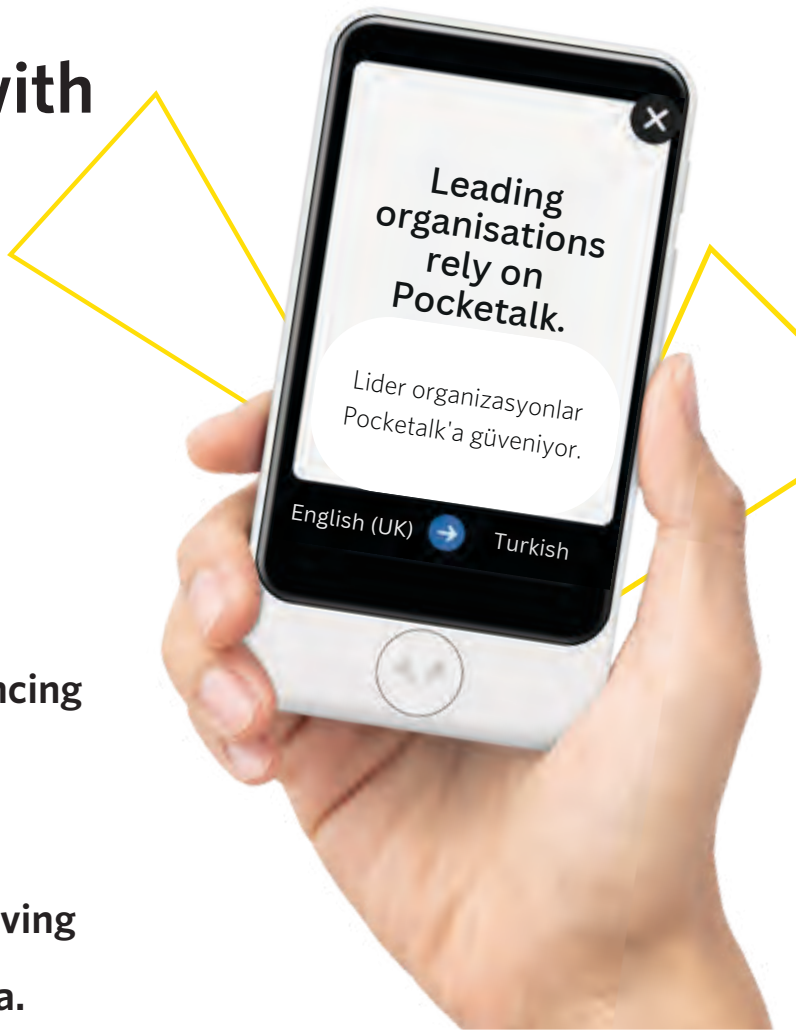


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Stronger communication and access to health information top safety priorities for UK patients, survey reveals

- Survey ahead of Patient Safety Day reveals that 64% of patients experience inconsistent or poor healthcare communication, with 61% reporting that this has negatively impacted their mental health.

- Ability to ask questions at any time (63%) and access to medical information on-demand (51%) are the most valued safeguards for safer care

Patients who are more engaged in their care don't just feel better about their healthcare experience – studies show they achieve better health outcomes. Yet a new survey of 2,000 UK patients, commissioned by Semble and released ahead of Patient Safety Day (17th September), reveals a serious barrier: unclear, inconsistent, or delayed communication is adversely impacting health with 61% of patients reporting that their mental health has been negatively affected. Poor communication – which is often out of clinicians' hands due to administrative constraints – can lead to a lack of engagement and fundamentally highlights a critical gap in trust, which is core to patient safety.

Patients want more time, trust and transparency

Poor levels of communication don't just frustrate patients, they compromise overall safety and undermine the proven benefits of involving people in their own care.

Lack of communication can quickly erode trust, and the survey shows where this leads: more than a third of patients (38%) feel uncomfortable raising information they've found online with their clinician, while only 13% feel "very comfortable" doing so. Without open dialogue, patients risk leaving concerns unaddressed and misinformation unchallenged.

When asked what would improve their safety as patients, the majority emphasised simple but vital priorities. Indicative of today's patients' want and need for a partnership, top of the list was the ability to ask questions at any time (63%), followed by access to medical information on demand (51%). Clear guidance on side effects or warning signs was also highly valued (51%), along with timely reminders about follow-up care (44%).

When asked how collaboration could be improved, more time in consultations (31%) topped the list, followed by opportunities for follow-up (26%) and easier access to data (25%).

Consultant cardiologist Dr Matt Balerdi, of Humber Health Partnership NHS, as well as Spire and Bupa, said: "For me, patient safety is inseparable from trust. It's about doing what you say you're going to do, when you say you're going to do it. Semble enables me to keep those promises – and patients notice. They feel supported, and that sense of security is fundamental to safe care."

Christoph Lippuner, CEO and co-founder of Semble, added: "Patient safety is fundamentally about preventing harm. Building real trust and openness between patient and clinician is a crucial part of that – and something that patients are telling us they want more of."

Patients call for support for safer healthcare

Looking ahead, patients identified clear priorities for making healthcare safer over the next five years. The strongest response was a call for better staffing levels to reduce workload and minimise errors (26%). This was followed by using technology for earlier problem detection (18%), supporting the current shift towards preventative healthcare, and by improving patient–staff communication through digital tools (16%).

"When technology works quietly in the background, it gives clinicians more time to focus on their patients. This highlights an important chance to improve safety by providing tools that free up time for better communication. To achieve this, healthcare professionals need systems they can trust, not just to protect data, but to support daily tasks that make quality care possible," Lippuner added. "Patient safety means preventing harm, but also building trust, and the right tools help keep human connection at the center of care."



Why the NHS's digital ambitions also depend on better document handling

As the NHS develops a single patient record and uses technology to reduce administration, healthcare leaders also need to consider how printers and scanners help staff handle and protect patient information.

The NHS spent almost £240m storing patient records in 2024/25, an average of £1.22m per trust, according to analysis reported by The King's Fund. The analysis suggests that a significant proportion of this spending relates to paper records and found that more than 200 NHS sites still rely entirely on paper-only records. However, the 10 Year Health Plan sets out a different direction: using digital technology to give patients a single, secure record and reduce the time staff spend on administration. It also calls for wider use of AI, easier access to services through the NHS App and annual productivity gains of 2% for three years.

Delivering those aims depends on the quality of the information entering digital systems.

The challenge of digitising paper records

Healthwatch research found that 23% of adults had noticed inaccurate or missing information in their medical records. NHS organisations can reduce the risk of information being missed or misplaced by establishing clear procedures for scanning, checking and filing records.

NHS staff use multifunction printers to scan patient letters into digital records and print documents for patients and colleagues. The quality of each scan affects how accurately information can be read and retrieved. Device security also determines how well information is protected while it is processed and transmitted. Digital-record planning should therefore cover the printers and scanners used to capture, reproduce and share patient information.

Fujifilm's Apeos range includes A3 and A4 multifunction and single-function printers for these document-handling tasks. Fujifilm groups the range's capabilities under four Born Ready pillars: Smart, Secure, Sustainable and Dynamic. For NHS providers, each pillar raises a practical question about scanning, security, resource use or deployment.

Four practical questions for NHS document handling

The four Born Ready pillars frame the practical questions NHS providers should ask about smarter, more secure, more sustainable and more adaptable document handling.

1. Smart - Can staff scan and find documents with less manual work?

NHS teams can simplify routine scanning by saving the settings and destinations staff use regularly. Staff then select those options instead of entering the same instructions for every document, while searchable text helps colleagues find information within scanned files.

Apeos multifunction printers offer functions that capture both sides of a sheet, correct page orientation and straighten scanned ages. Optical character recognition (OCR) imakes scanned text searchable, while ompatible software can help staff send files to approved destinations using saved settings. Staff still check that documents are complete and linked to the correct patient, with fewer repeated steps when preparing them.

2. Secure - Are printers included in the organisation's security controls?

NHS IT teams should manage printers alongside other networked equipment because they process confidential information and connect to organisational systems. This includes controlling user access, keeping device software up to date and securing stored data. In Quocirca's 2023 survey of IT decision-makers in the US and Europe, 61% reported data losses associated with unsecured printing.

Apeos devices allow administrators to set user permissions and restrict access to selected functions. Secure print release holds confidential jobs until an authorised user identifies themselves at the device, while encryption helps protect stored information and data travelling over supported connections.

3. Sustainable - Can document technology help reduce resource use?

NHS organisations can cut paper and toner consumption by reducing unnecessary copies and preventing unwanted print jobs. Procurement teams can also compare energy consumption when choosing equipment, supporting the NHS's net-zero commitments while retaining paper where patients and services need it.

Fujifilm uses low-temperature toner technology and power-saving functions to help reduce energy consumption. Apeos devices also support double-sided printing and hold jobs until users release them. Fujifilm incorporates recycled plastics and flame-resistant bio-based plastics made from wood-derived cellulose into parts of the range.

4. Dynamic - Will the equipment suit the way each service works?

NHS organisations need to match equipment to the work staff carry out at each location. A busy hospital department may process more documents than a smaller community clinic and require greater capacity. As teams move more care into community settings, they also need to plan access and support for the staff working there.

Fujifilm offers multifunction and single-function printers with different capacities and configurations across the Apeos portfolio. Organisations can choose devices that suit each team's scanning needs, available space and print volumes.

Include document handling in digital planning

The NHS's digital plans aim to reduce administration and improve access to patient information. Delivering those benefits requires NHS leaders to consider how staff receive, scan, check and share documents alongside the systems used to store them. Printing and scanning technology can reduce repeated manual steps and help protect information, making document handling a relevant part of digital investment decisions.





NHS Supply Chain announces new cyber security collaboration as part of IT transformation

NHS Supply Chain today announced the appointment of Leidos as its new cyber security provider. The collaboration underscores NHS Supply Chain's commitment to protect and defend its networks from cyber-attacks as part of its IT transformation.

Matt Wynn, Executive Director for Data and Technology at NHS Supply Chain, said "Our collaboration with Leidos demonstrates our intent to continue to drive forward an improved cyber security posture. Ensuring robust, proactive security and vulnerability management is crucial for safeguarding the wider business against external threats and helping protect the NHS.

"The three-year contract will see us evolve our cyber security function, providing 24/7 security operations and focussing on threat and vulnerability management.

"As well as being incredibly experienced in this business-critical field, Leidos have a deep understanding of the types of environments we will be working in where multiple collaborators work seamlessly together as a single, unified Technology team."

Rachel Million, Head of Cyber Security at NHS Supply Chain, said: "This collaboration is a significant step in strengthening our cyber security posture. The importance of which has been highlighted with the Synnovis ransomware attack last summer, demonstrating the very real threats faced by the healthcare system."

Eric Freeman, Chief Executive of Leidos UK & Europe said: "Leidos brings extensive experience in delivering trusted cyber solutions. With decades of cyber experience and a global workforce skilled in this domain, our team utilises advanced capabilities to counter threats and secure what matters most. We are committed to adding value to NHS Supply Chain and supporting its essential work in delivering excellent patient care."

The collaboration is an important building block in the transformation of IT at NHS Supply Chain, aimed at building the best operational services to meet future technological needs and aspirations, including supporting digital interactions with customers and suppliers.

Why Modernising Healthcare's IT Systems Must Go Hand in Hand with Robust Security

Innovations in mobile technology and automation have created new pathways for smarter, more connected care. Our latest industry report revealed the UK's healthcare sector is using AI more than ever before, with 94% of IT leaders saying it's being used for patient care, up from 47% in 2024. Despite this advancement, many healthcare organisations continue to be held back by integration and security issues associated with legacy systems and mobile device inefficiencies.

When asked about IT concerns, the study found fewer respondents choosing data security than last year. While it does remain a top concern for the sector's IT leaders (24%), this is a significant drop from 33% in 2024. Could this indicate technological progress is keeping systems safe?

Possibly not, since 84% of respondents said their organisation has experienced one or more data breaches since 2023 – an increase from 71% last year.

Unlocking the AI Opportunity

It is encouraging to see the UK's healthcare sector embrace AI, particularly as the technology reshapes how services are delivered, from more accurate diagnoses to personalised treatment plans and streamlined operations. It's clear that AI-driven insights empower organisations to improve patient outcomes.

According to the same report, the top areas where AI is supporting healthcare include processing or analysing medical data (61%), updating patient records (60%), personalising treatments (57%) as well as planning the best course of treatment (52%). It will be interesting to see how this changes over the coming months and years, particularly with the government's 'Plan for Change' to shift NHS services from analogue to digital. As part of this, AI is set to have a prominent role, being used to scan NHS systems to flag safety issues in real-time and notify IT teams of crucial security infringements and threats before they cause harm.

However, the expansion of AI into patient care has resulted in a broadening use of devices such as tablets, wearables, smart printers and scanners which, when combined with the security risks of existing legacy technology, is making a difficult situation even more complex.

Breaking Through the Legacy Roadblock

Legacy systems have long been a pervasive issue in healthcare. With historical underinvestment in IT systems and rapid technology advancements outpacing the sector's ability to adapt. One of the primary issues currently is the lack of integration among systems used for connected devices and telehealth applications.

The research found that almost all UK health IT leaders (99%) are facing challenges with legacy systems, IoT and telehealth. The same amount said their organisations utilise some form of connected devices or telehealth solutions for supporting patients remotely, increasing accessibility, saving time and enhancing communication. This could be a tablet to provide virtual consultations, or a smart blood pressure monitor for receiving updates on a patient's condition.

However, almost three-quarters (73%) are using unintegrated, outdated systems for IoT and telehealth medical devices. This is higher than the global average of 65% and impacts interoperability, including the ability to access real-time patient data all in one place and increasing security vulnerabilities.

Nearly two-thirds (64%) frequently face downtime and tech issues, and 43% say legacy systems make networks vulnerable to attack. Due to reliance on legacy technology, several challenges emerge, particularly around device management. IT staff report being unable to deploy and manage new devices or printers (47% UK, 38% globally), support devices remotely or access detailed diagnostics (53% UK, 38% globally), and spending excessive time troubleshooting issues (41% UK, 39% globally). These challenges are especially pronounced in the UK compared to global averages and are contributing to compromised patient care.

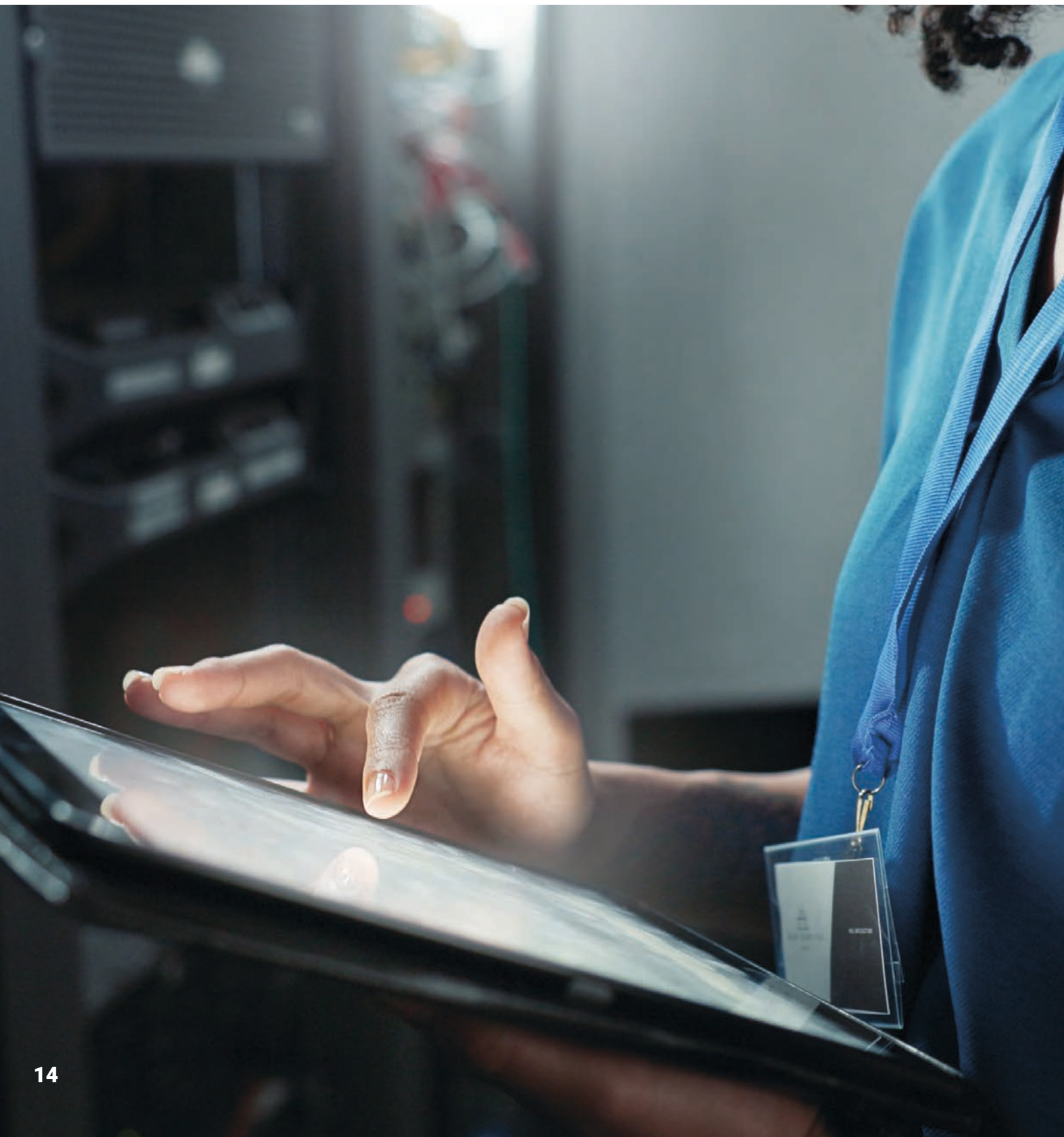
Though a complete overhaul of outdated systems may not be feasible, due to budget constraints, the integration of new technology within legacy and fragile infrastructures requires unwavering precision and dependable partners to meet compliance standards, such as the UK's Data (Use and Access) Act, and provide real-time optimisation.

Expanding the Potential of Healthcare Technology

As AI adoption surges globally, the UK is leading the way with integration beyond personalised patient care, but the sector must prioritise securing these tools and the data they handle, ensuring that trust and transparency underpin every decision.

Organisations should move from reactive to proactive strategies that enable them to detect and prevent issues before they impact care – implementing real-time monitoring while staying ahead of security breaches and operational disruptions. By digitising processes and automating administrative tasks, healthcare providers can enhance operational efficiency, safeguard sensitive information and most importantly, ensure that patient care remains the top priority.

By Stefan Spendrup, VP, Northern and Western Europe at SOTI



Buddy Healthcare and InterSystems Join Forces to Digitise Patient Pathways and Automate Care Coordination

Finnish health tech company Buddy Healthcare has entered into a collaboration with InterSystems to strengthen the technical foundation of its Care Coordination Platform, which focuses on streamlining the patient care pathway and simplifying care coordination. As part of the partnership, Buddy Healthcare will adopt the InterSystems Health Connect solution, enabling it to provide customers with more extensive and reliable interoperability between different electronic health record (EHR) systems.

The company's flagship solution, Care Coordination Platform, is a cloud-based platform that digitises care pathways before, during and after treatment. It is widely used across more than 28 medical specialties, such as surgical care coordination. With InterSystems' technology, the company can offer enhanced scalability and better data utilisation opportunities to its clients.

"Interoperability is the cornerstone of digitalised care coordination. InterSystems' solution provides us with ready-to-use, standardised HL7 and FHIR-compatible integrations that support our operations both in Finland and internationally. It frees us from manual work and allows us to focus on our core mission: enabling high-quality and cost-efficient care," says Jussi Määttä, CEO of Buddy Healthcare.

InterSystems Health Connect enables secure and reliable data exchange and management between healthcare systems. The service ensures robust technical infrastructure, scalability and data security, making it particularly well-suited for health tech companies developing digital solutions for international markets.

"We're excited to support Buddy Healthcare on its international journey. Our shared goal is to leverage technology to enhance patient safety and improve the impact of care. InterSystems' technology is already in use by many of Buddy Healthcare's clients, and together we can ensure that the company's innovative solutions integrate seamlessly with diverse systems – both in Finland and globally – while also supporting future needs. The company's care coordination platform, which was audited and confirmed to comply as MDR Class IIa in June, is a great example of this" says Miila Päivärinne, Director at InterSystems.

Thanks to the collaboration, Buddy Healthcare will be able to deliver even smarter analytics and monitoring solutions to its customers and lay the foundation for future AI-powered innovations that harness data generated from care pathways. The new technology is a key part of the company's international growth strategy, especially in Europe and the UK, where several hospitals have already adopted Buddy Healthcare's Care Coordination platform.

Buddy Healthcare selects InterSystems' cloud-based integration platform to support international growth and enable more efficient care coordination



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NHS Humber Health Partnership partners with DrDoctor to launch new patient-led digital services

Initial rollout includes digital letters, appointment reminders, broadcast messaging, quick question and basic rescheduling across NHS Humber Health Partnership

NHS Humber Health Partnership is partnering with DrDoctor to introduce a range of patient-facing digital tools aimed at improving communication and outpatient engagement.

The partnership will see NHS Humber Health Partnership's (HHP) Hull University Teaching Hospitals NHS Trust (HUTH) and Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) go live with a suite of digital services including notifications and reminders, digital letters, basic rescheduling, broadcast messaging, and the 'Quick Question' tool, which will be accessible via the NHS App. The tools will be accessible on an opt-out basis, making the service automated for patients, empowering them to self-manage their care and increasing reach for the Trust.

The rollout begins Wednesday with a two-week pilot programme in the neurology specialty at HUTH. The pilot includes all tools except for patient-led scheduling, which will follow later.

Following this initial pilot, it will first be rolled out across HUTH and then at NLaG. The initial contract with DrDoctor is set for three years, with options for two further extensions, signaling a long-term commitment to digital service innovation.

Empowering NHS Digital Transformation: A Clinician's Perspective

With over 38 years in the NHS, including roles at Salford Royal Foundation Trust and East Lancashire Hospitals NHS Trust, my passion has always been in adult community services. Now at Civica, I'm proud to contribute to a company whose mission is to be a global GovTech champion, using technology to improve lives and support public services that truly matter. These services play a vital role in keeping patients at home, preventing hospital admissions, and ultimately improving patient outcomes. Throughout my career, I have witnessed firsthand how digital transformation can enhance patient care and support clinical staff—especially during the COVID-19 pandemic, when technology enabled us to continue delivering critical services despite immense challenges.

My transition into Health Tech was driven by my experience as a lead nurse working with a technology supplier to improve a scheduling solution for community services. This collaboration highlighted the value of involving clinicians in digital transformation—ensuring that technology aligns with the realities of patient care. Clinicians bring invaluable insights that can help make systems more efficient, user-friendly, and truly fit for purpose. By bridging the gap between clinical expertise and technology, I saw an opportunity to drive meaningful change at scale. This aligns closely with Civica's purpose – to serve citizens by delivering solutions that support the most critical public services, from healthcare to social care. It's a purpose that drives how we design, build and deliver technology that's grounded in real-world needs.

Throughout my NHS career, I led several digital transformation initiatives, including the implementation of an Electronic Patient Record (EPR) system and scheduling solutions across community teams. Clinicians bring a unique perspective to digital projects, ensuring that solutions prioritise both staff workflows and patient outcomes. Now, in my role at Civica, I use my NHS experience to support customers on their digital journeys—helping them navigate challenges and maximise the benefits of technology.

One of the biggest challenges I faced in the NHS was implementing systems in a way that genuinely supported community healthcare teams. Many digital solutions are designed for acute care settings and was not always fit the realities of community-based working, such as the need for offline access to patient records during home visits. The lack of interoperability between health and social care systems can also create barriers, making effective care and collaboration difficult. Addressing these digital gaps is crucial to creating a more integrated NHS.

Integrated Care Systems (ICSs) and Integrated Care Boards (ICBs) are at different stages of their digital journeys. Aligning these efforts across organisations is essential to eliminating siloed working and reducing duplication of effort. By implementing shared digital systems, the NHS can enhance operational efficiency, empower clinicians, and leverage data insights to drive service improvements. Digital transformation is not just about technology—it is about enabling healthcare professionals to deliver the best possible care.

At Civica, we prioritise strong partnerships with NHS organisations, working closely to understand their strategic and operational needs. My role serves as a bridge between clinical teams and our technology solutions, ensuring that our products truly support frontline staff. I like to build up a partnership with my customers to ensure I fully understand their digital challenges and service delivery. A prime example is Civica Scheduling, which has transformed workforce planning for community services. This is part of our wider vision at Civica: to make software that delivers critical services to citizens around the world. It's about creating practical, scalable solutions that empower public sector professionals – from community nurses to NHS organisations, when using this system they have gained insights into workforce capacity, enabling better resource allocation, service transformation, and even the development of clinical data.

The NHS would benefit from digital transformation across both the acute and community aligning them and developing end to end pathways for patients and their families.

In many areas, paper-based processes still exist, limiting efficiency and data-driven decision-making.

A truly integrated digital NHS—spanning primary, secondary, social, and voluntary care—has the potential to revolutionise patient outcomes. Data-driven insights can optimise workforce management, streamline service delivery, and ultimately improve patient experiences.

If I could introduce one digital solution to every NHS organisation tomorrow, it would be a system that ensures seamless interoperability between all care settings. Breaking down digital silos is critical to improving efficiency, communication, patient safety and outcomes and patient outcomes across the healthcare system. It is also important for staff morale and job satisfaction.

The NHS has made great strides in embedding digital clinicians within transformation projects. Clinicians are vital in ensuring that digital solutions meet the needs of healthcare staff and patients. I strongly encourage NHS professionals to explore opportunities in Health Tech—whether as digital champions within their organisations or by transitioning into roles within technology companies. At Civica, we have embraced this approach, employing clinicians across our health and care division to ensure our solutions truly align with NHS needs. I am very fortunate to work in a truly talented team that has lots of experience in health and social care.

The future of the NHS is digital, and clinicians must play a leading role in shaping this transformation. By fostering collaboration between healthcare professionals and technology providers, we can create digital solutions that empower staff, improve efficiency, and enhance patient care. As we continue on this journey, integrating technology into frontline services will be instrumental in building a more resilient, data-driven, and patient-centred NHS.

Amanda Hobson, clinical quality improvement lead



Behind the NHS strike: Paperwork overload is breaking care and AI could be the way out

- Almost a third of doctors say paperwork is fuelling burnout.

- Over half of patients say admin means their doctor is too busy to focus on them.

New research from healthtech innovator, Tandem Health, reveals the hidden pressures fuelling the five day NHS resident doctor strike, with patient care already under strain.

The Time to Care report, based on a national survey of UK clinicians and patients, shows that administrative overload is quietly eroding the quality of care and driving burnout. Almost two thirds (64%) of clinicians say paperwork harms the quality of patient interactions, and nearly half admit it reduces their focus during consultations. Close to a third (32%) link this burden directly to burnout – the same exhaustion now driving strike action.

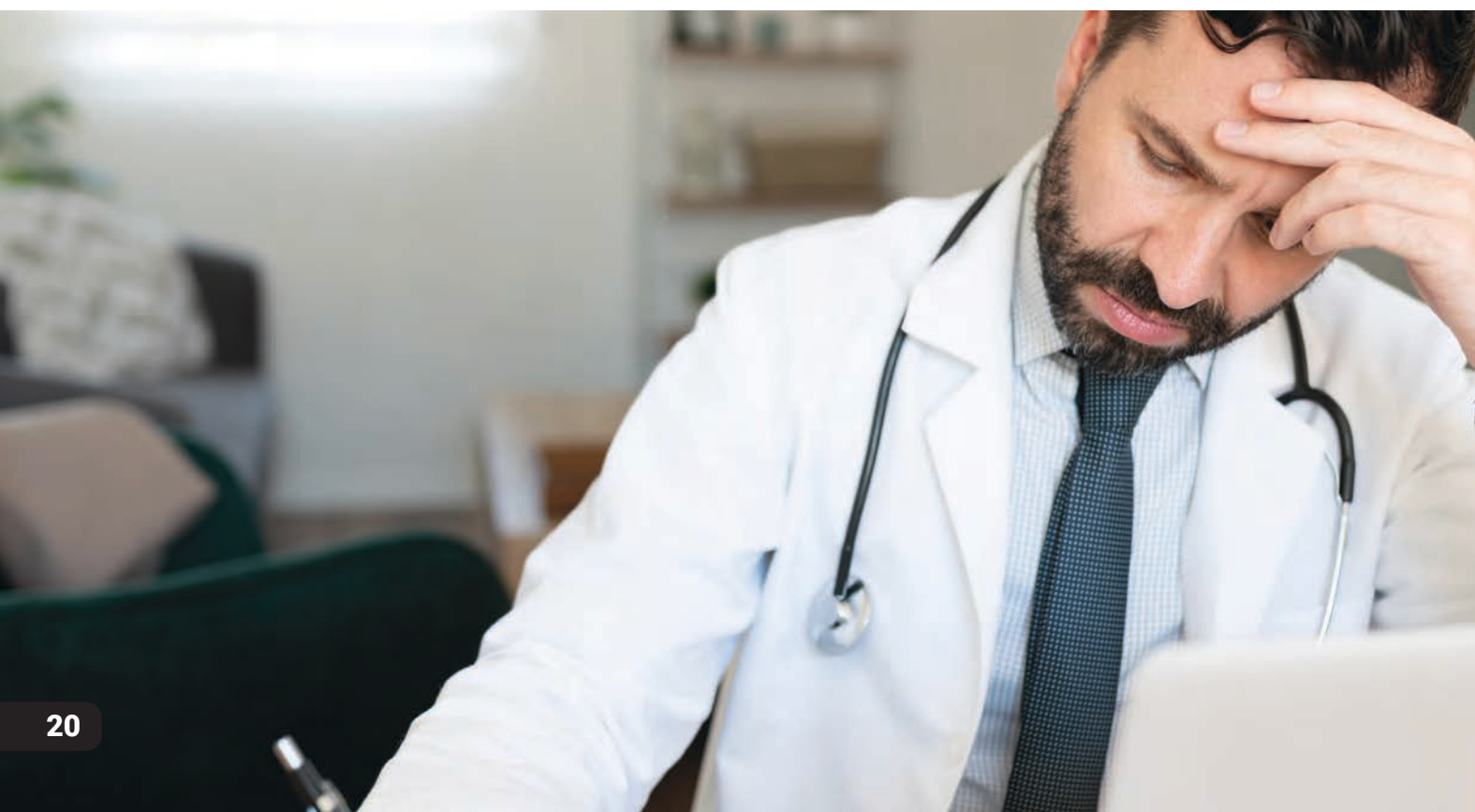
Patients are seeing the effects too. More than half (56%) say their doctor is too busy with admin to give them their full attention, and one in four have discovered errors in their medical records, with 14% reporting that those mistakes affected their treatment.

"The public sees cancelled appointments and pay disputes, but what they don't see is the daily reality behind it," said Dr Ian Robertson, UK Director at Tandem Health. "Doctors are stuck in a system where hours vanish into typing, form filling, and chasing records. That hidden pressure is breaking care from the inside, and patients are feeling it."

The research also points to a potential lifeline that is still underestimated and underused: AI powered "ambient scribe" technology, which securely captures and structures consultation notes in real time. Almost nine in ten clinicians (88%) believe these tools will become standard in the NHS within five years, and 77% of patients say they would support their use if it meant doctors could spend more time focusing on them.

"Tools like ambient AI scribes aren't a silver bullet, but they could quietly give doctors something priceless: time back with patients," added Ian. "If we want to ease the pressures that drive burnout and strikes, we need to start looking at solutions hiding in plain sight."

As the NHS grapples with industrial unrest, rising clinical errors, and the long road to a "digital by default" future promised in the government's 10 Year Health Plan, Tandem Health's findings highlight that reducing documentation overload isn't a side issue – it's fundamental to restoring trust, safety, and time in patient care.



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Game-Changing 3D Eye Imaging Technology Set To Revolutionise Eye Care

A revolutionary 3D eye imaging system that's set to transform eye care, telemedicine, and clinical workflows has been unveiled by Centre for Sight, one of the UK's leading eye hospitals.

IMVIS (Infinite Medical Ventures Imaging System) digitises the traditional slit lamp exam, a core part of eye examinations that has barely changed in over 100 years.

For the first time, high-definition, fully 3D eye images can now be captured, reviewed and shared remotely – live or retrospectively – on smartphones, tablets, and computers, anywhere in the world.

The system is ready for AI machine learning, creating structured, objective datasets that will power future diagnostic algorithms and smart decision-support tools. IMVIS lays the groundwork for AI-driven healthcare in ophthalmology and is set to slash waiting lists, reduce clinician workload, and improve national and global access to specialist care.

Developed by Sheraz Daya, Medical Director at Centre for Sight, and retinal surgeon Professor Tom Williamson, IMVIS is now in use at Centre for Sight's East Grinstead and Oxshott centres, with London installations coming soon at Harley Street and London Lauriston Clinic.

"This is a complete digital transformation," said Sheraz Daya. "IMVIS makes fully remote eye care possible today while creating the clinical infrastructure for AI-driven diagnostics tomorrow. It's more than an upgrade – it's a new standard."

The breakthrough comes as ophthalmology faces rising pressures from ageing populations, limited capacity, and overstretched clinical teams. IMVIS offers a faster, more flexible alternative to the in-person slit lamp exam, enabling documentation, real-time telemedicine, remote collaboration and more efficient patient management.

By producing accurate 3D video imagery at every visit, IMVIS also eliminates the need for outdated

clinical drawings and low-quality 2D images. The system's datasets are perfectly suited for future artificial intelligence integration and medical education, supporting the development of new training models and diagnostic tools. A fundamental goal of the project has been to make the device affordable enough to be implemented by all eye care providers.

"IMVIS will fundamentally change how we deliver eye care," said Professor Williamson. "It will help reduce waiting times, make eye care more accessible, and open the door to scalable, AI-supported clinical decision-making."

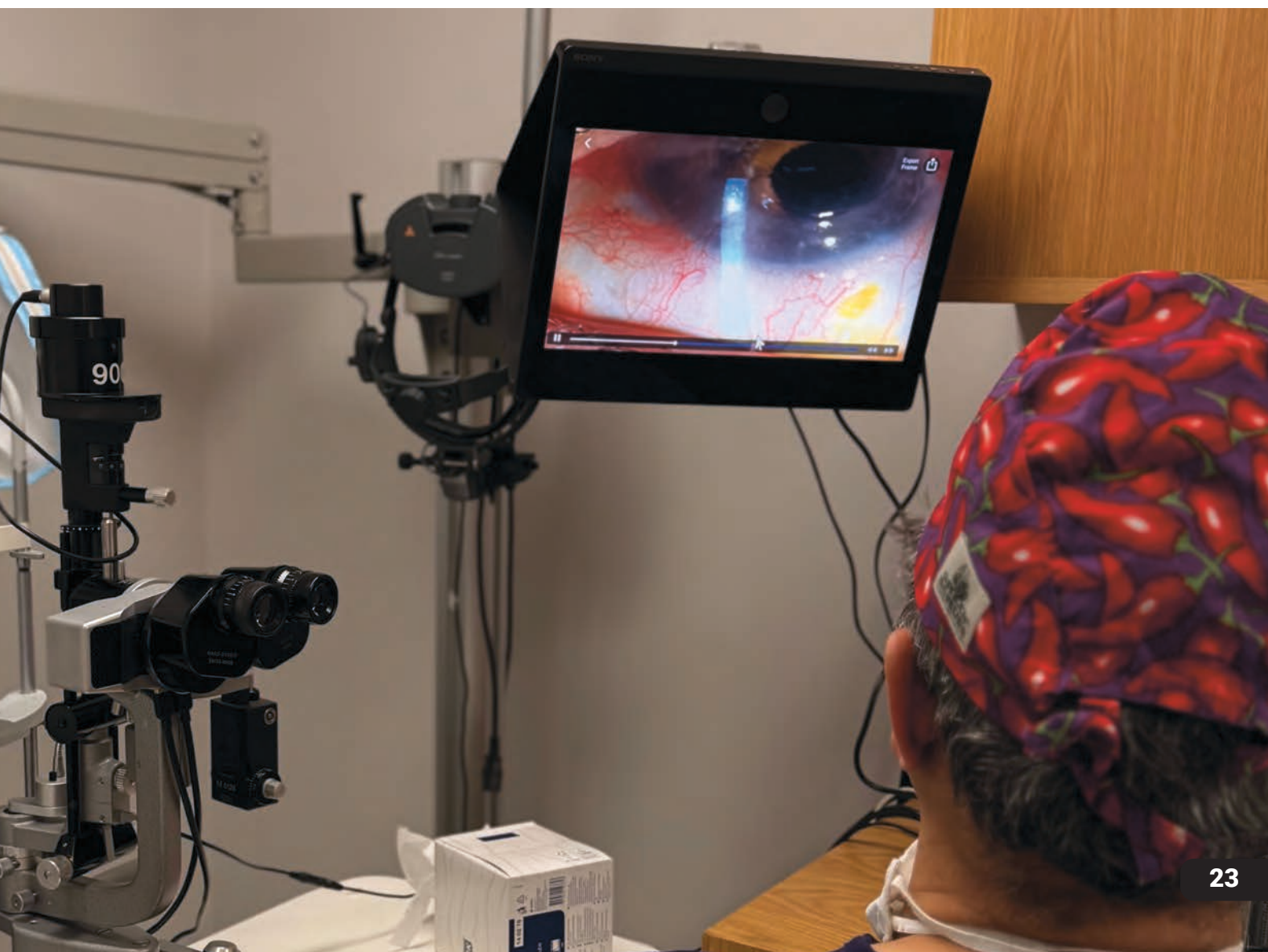
Centre for Sight has a proven track record of global leadership in eye care innovation, from pioneering LASIK laser eye surgery and ICL lens implantation to introducing gold-standard ophthalmic technologies and advanced corneal treatments. Known for taking on some of the world's most complex cases, the centre receives international referrals and is regularly trusted with cases deemed untreatable elsewhere.

Founded in 1996 by Sheraz Daya, who has performed over 35,000 cataract procedures and similar number of laser eye procedures, Centre for Sight combines world-class clinical expertise with a patient-first approach. Rated 97% five stars on Trustpilot, the centre is known for its individualised care, safety-first protocols, and around-the-clock patient support.

"This is just the beginning," added Professor Williamson. "IMVIS will evolve to incorporate AI and reshape how eye care is delivered worldwide."

IMVIS has been developed in partnership with medical innovation catalyst, Infinite Medical Ventures. Infinite Medical Ventures is a distinct technology development incubator founded by Professor Tom Williamson and Sheraz Daya to take innovative ideas from doctors and clinicians through the process of development all the way to commercialisation.

Infinite Medical Ventures in conjunction with Centre for Sight launches IMVIS – a futuristic platform enabling fully remote glasses-free 3D eye exams and real-time telemedicine



TECHNOLOGY IN THE SPOTLIGHT

DIGITAL HEALTHCARE

Each year we cover healthcare technology that is revolutionising the healthcare sector. This year we cover three intuitive technologies for healthcare: POCKETALK offering instant, accessible translation, giving every patient a chance to be heard and understood and improving the healthcare experience for all, Verto: Empowering Healthcare to deliver better care through transformative outcomes and Mizaic - revolutionising the clinician : patient experience at the point of care, with an Electronic Document Management System built for the NHS, by a team that has worked in the NHS.



POCKETALK



TMI SYSTEMS
Verto



MIZAIC
MediViewer

Pocketalk and Zebra Technologies Partner to Break Language Barriers and Offer Multilingual Care in European Healthcare



Pocketalk, the global leader in real-time translation technology, announces the launch of the Pocketalk Enterprise App validated on Zebra Technologies' secure mobile computers, tablets, and kiosks. This solution signifies a major step forward in multilingual healthcare communication, bringing together real-time, secure, accurate language translation with patient engagement and remote care in one trusted ecosystem.

Zebra is a global leader in digitising and automating frontline workflows, trusted by healthcare providers worldwide for its secure, enterprise-grade healthcare solutions. Pocketalk is a market-leading translation platform and a registered Zebra Independent Software Vendor (ISV) partner. This solution will offer healthcare workers an instant, seamless and secure communication solution which can be used across hospitals, clinics, and community settings.

It comes as research conducted by Pocketalk with healthcare workers in the UK revealed the scale of language barriers in the sector. Over a third of healthcare workers expressed concern about safeguarding issues due to language differences, while more than one in 10 said they face language barriers on a daily basis and the time spent amounts to more than half a working day each month.

Pocketalk's app will enable frontline workers using Zebra mobile computers, tablets and kiosks to immediately translate conversations and paperwork such as prescriptions using a device's camera function, into over 92 languages including minority languages and dialects.

As well as providing a language translation service where there wasn't one before, this integration of new technology will save staff from using other incumbent solutions that often take up more time to implement and cost healthcare institutions millions every year.

Pocketalk is already making a measurable impact across over 25 NHS and 30 Irish hospitals and primary care networks, including the Living Well Partnership where its technology has supported healthcare professionals with:

- Real-time translation during clinical rounds and consultations
- Supporting community care and home visits
- Reducing reliance on delayed or expensive telephone interpretation
- Improving care equity, clinical efficiency, and patient trust

Jess O'Dwyer, Pocketalk General Manager, comments: "Integrating with Zebra's devices means Pocketalk is now more than a handheld translator — it's a scalable, multilingual communication platform, trusted across care settings and designed for the real-world needs of modern healthcare. In today's world, when a patient that doesn't have English as a first language is trying to express their symptoms, needs a glass of water, or wants to ask where the toilet is, they should be able to do this seamlessly.

"In London alone it is estimated that over 300 languages are spoken, including minority languages that aren't always covered by existing solutions, such as human interpreters. This new collaborative solution means communication in healthcare is equitable for all. The need for instant translation services has never been more urgent. Proven, safe, and efficient tools need to be as readily accessible as any other healthcare tool used to support and elevate patient care.

"The recent NHS framework is a positive step, and it rightly recognises that language translation in healthcare cannot be a one-size-fits-all approach. We need a spectrum of solutions – human and digital – to ensure the right tool is applied to the right scenario. This flexibility is essential to address safeguarding concerns, reduce delays, prevent unnecessary overspend and offer better, patient-centric care.

"Living in a highly diverse country means language translation in healthcare and other sectors such as education, is a necessity not a consideration."

To book a demo and experience the integration, email b2b-europe@pocketalk.com

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