



# Case Study: NHS Foundation Trust



Communication  
without compromise.



**A transformative  
solution from  
Critico for  
enhanced critical  
communications  
delivery within  
the healthcare  
sector.**



## The Challenge

A major NHS Foundation Trust faced significant challenges with their legacy radio system that suffered from outdated technology, making it difficult to source replacement handsets, and limited radio channels hindered effective communication across various user groups within the organisation.

The Trust also used a separate voice paging system which meant emergency alerting was split across radio and paging users and concerns have been raised regarding privacy of voice messages that may be overheard by members of the public or patients.

## The Solution

### Upgraded Motorola Radio System

Implementation of an upgraded Motorola radio system and repeater with additional radio channels, has leveraged the latest Capacity Plus technology. This upgrade provides for up to six active channels, significantly enhancing efficiency and capacity compared to their legacy system, and allowing clear distinction of radio channels for different user groups such as Maintenance, Facilities, Providers and a dedicated Emergency/Incident channel.



### New Radio Handsets with Text Messaging Capabilities

The Trust is the first to benefit from Critico's pioneering technology of enabling text message broadcast to radio handsets. The handsets integrate seamlessly with the Critico Connect multi-channel alerting suite, enabling text message broadcasts for discreet alerts during sensitive or emergency situations to radio handsets, pagers and mobiles.



### Two-Way Responder Pagers

The upgrade to two-way pagers provides the Trust with an audit trail of message delivery and response. These pagers offer a unique triple-resilience both on-site and off-site functionality, utilising local and national paging channels and GSM mobile networks for enhanced coverage and throughput whether users are on or off-site, ensuring communication continuity across the organisation.

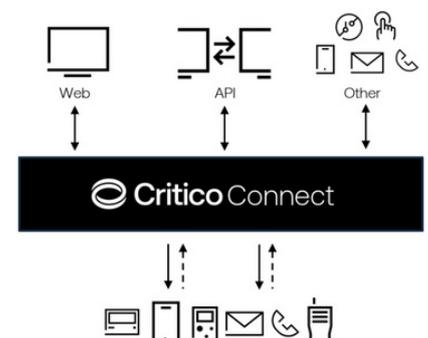


### Integration of Radio and Paging Channels

The implementation of a paging interface to the radio system enables unified messaging across both paging and radio networks. This integration streamlined communication processes, ensuring that critical alerts reached key staff simultaneously.

### Web-Based Messaging/Administration

The adoption of Connect, Critico's web-based messaging and administration platform, provides the trust with enhanced control over alerting and group broadcasts, as well as improved audit and reporting.





## Benefits realised

The Critico solution delivers a number of benefits to improve the NHS Trust's operational and incident response:

### Increased Capacity and Cooperation

The additional radio channels facilitates easier communication between different user groups, including maintenance, facilities, incident response, and external providers.

### Discreet Alerts for Sensitive Situations

The integration of text messaging capabilities into the new radio handsets enables discreet alerts during sensitive or emergency communications, mitigating potential privacy concerns. Fire and BMS system alarm messages can be automatically sent to maintenance engineers radio handsets to speed response.

### Streamlined Incident Response

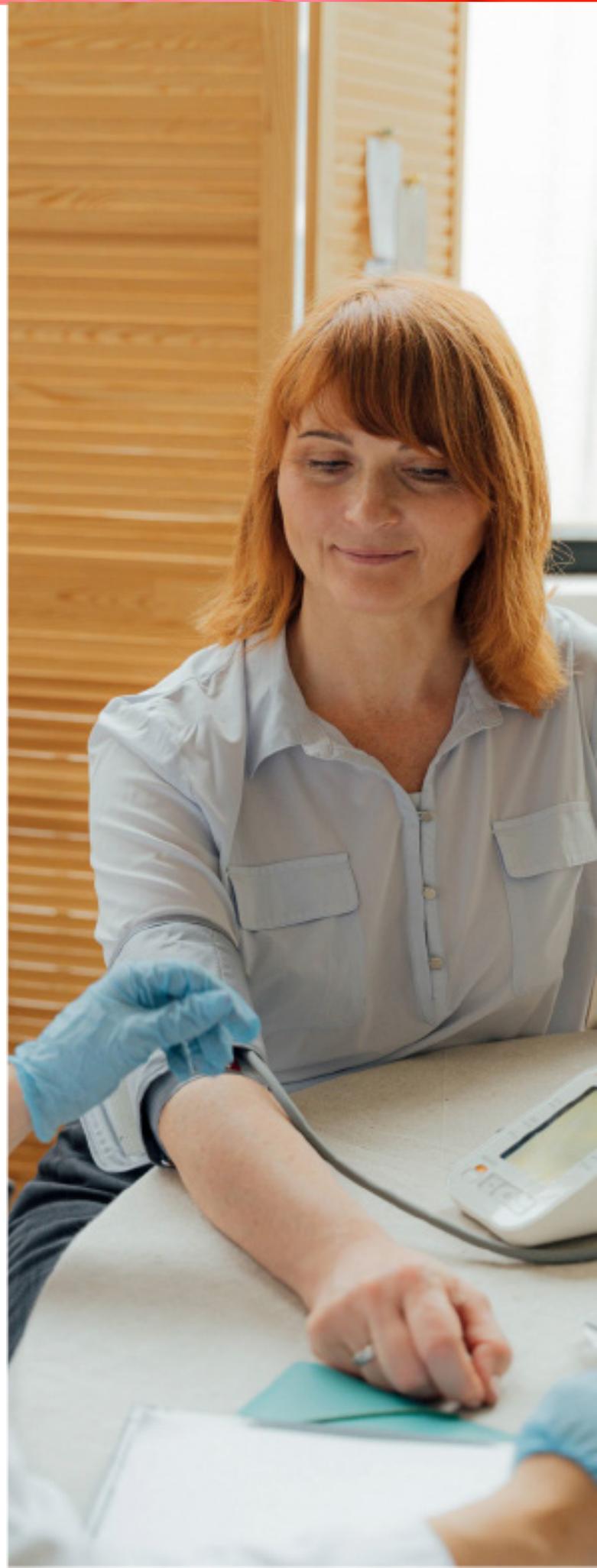
By integrating radio and paging communication channels, critical alerts are seamlessly disseminated to all users, guaranteeing swift incident response.

### Enhanced Control and Audibility

The adoption of two-way pagers has provided the Trust with auditable delivery receipt and reply options, allowing them greater control and accountability over communication processes. Additionally, our Connect console offers centralised control over alerting and group broadcasts, further enhancing operational oversight.

## Final thoughts

The transformative solution delivered by Critico, has not only addressed the Trust's communication challenges comprehensively and robustly, but has set a new standard for communication solutions in the healthcare sector.



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