



**More connected and agile  
healthcare is in your hands.**





Microsoft is supporting healthcare leaders to drive instrumental change. Together, implementing a connectiondriven device strategy can reduce the strain on healthcare, enabling more connected services and better care.

While still facing the incredible challenges presented by the Covid-19 pandemic, clinicians and administrative staff working on the frontline require the support of the most efficient processes, devices and infrastructure to help them provide the best possible care. In the hands of experts, the right devices can create more streamlined operations, simplified and more secure IT, and a more enjoyable, productive workday for both clinicians and admin workers.

This is a critical juncture for healthcare leaders: care providers need to invest in the right tools to catalyse genuine change.

Done right, a powerful device strategy is nothing short of transformational. Reduced administration, helpful tools for GPs to better communicate and collaborate, less IT, and more connected, streamlined healthcare for all patients. These are Microsoft's goals to help support greater care, with Surface.



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# A shifting care system

## A modern take on old methods

According to research, 70% of patients are happy with video consultations<sup>2</sup>

The pandemic has made one thing clear. Health workers on the frontline have the proven ability to manage a deeply challenging situation with agility and strength.

Unable to meet patients in person, and often held back by legacy infrastructure, the healthcare sector accelerated a technological transformation. Telemedicine increased, and patient attitudes and behaviours around remote consulting or monitoring improved.

Covid stretched an already strained workforce, with doctors needing to come out of retirement to support colleagues, a backlog of demand for physical and mental health services, and over half of the UK's GPs reporting technical issues when trying to use telemedicine. Improving digital delivery and developing new approaches for the workforce sits at the top of healthcare CEOs' priority lists, according to KPMG's CEO Future Pulse Survey.<sup>3</sup>

Risks to patient health and workplace satisfaction are increasingly concerning, and changes need to be made. Legacy administration issues and poorly integrated systems across the NHS can not only hamper patient care, but have

also been associated with an increased risk of hospital readmission and medication errors.

Without adequate digital tools and a continued reliance on fax, telephone and paper filing, it can seem like efforts to streamline healthcare are a long way off. And it's not just the frontline dealing with these challenges. Years of managing crumbling legacy systems and delivering administrative support in the face of relentless demand has left an entire profession on the brink of burnout.

The pandemic has forced the sector to digitalise rapidly. And, while rapid digitalisation has been a lifeline for healthcare, the rush to transform has brought significant challenges and complexities. It's clear to healthcare CEOs that if colleagues' lives aren't simplified, their wellbeing and potential could be impacted.<sup>4</sup>

### Thankfully, there is a solution.

One that prioritises the sustainability of care, could help reduce burnout, meet the changing demands of the population, and reign-in spiralling budgets and backlogs. Things that must be addressed if we are to simplify and improve care for all.

### An opportunity for impactful change

Covid has been deeply challenging, but it's also presented the healthcare system with an opportunity to transform. Change is on the table, with the potential to address healthcare CEOs' two main priorities: improving digital delivery and developing new approaches for the workforce.<sup>5</sup>

When implemented with the end user in mind, the right technology has the power to smooth bumps in healthcare processes.

It can align services, improve communication, and make telemedicine easier. That's where Surface comes in.

Surveys and discussions with industry leaders reveal they are ready to prioritise sustainability - across care, infrastructure and the workforce itself. The right technology can not only support the path to sustainability; it can simplify and enhance care provision.

With the right tools, there's an opportunity to bring about stability. The Microsoft 365 rollout has shown how virtual collaboration not only supports processes, but enhances them, especially when it comes to consulting with remote specialists or teams.

Discussions between hospitals and suppliers have become more streamlined, and having unified systems and services has reduced administrative headaches.

The right devices can take these improvements a step further, by empowering people to thrive day-to-day, providing greater flexibility in how and where teams work, and most importantly, reinforcing a commitment to colleagues' wellbeing and future growth.

**"For an industry reliant on sophisticated technologies for treatments, the case is clear that the front and back offices of healthcare are ripe for digital transformation." Healthcare CEO Future Pulse**

## Better healthcare

As the healthcare system adjusts in the wake of a pandemic and begins to recover, leaders in the sector need to invest in technologies and systems that complement health processes, and are tailored to help the organisation perform and adapt.

Working together, the right hardware and software framework can streamline operations and increase efficiency across the board.

## Loved by workers

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86% agree that M365-powered Surface devices improved employee satisfaction.<sup>6</sup>

## Simplified IT+ security

Having one device that can be easily deployed and managed via Endpoint Manager and Surface Management Portal saves IT time and reduces managerial overheads.

The full range of Microsoft Surface devices offer role based access and chip-to-cloud security. This ensures patient records and resources remain easily accessible, while always guarded by the highest levels of security.

### For onsite clinicians, Microsoft Surface tools are:



Portable, wipe-down and sanitary



Provide more time to care – Clinicians can review patient's EHRs on-the-go, with secure, Windows Hello sign on

## People first

It's people who create warm, functioning, sustainable workplaces.

Giving people the right equipment to carry out their day-to-day tasks can be the difference between struggling in a job, and thriving. This has never been more evident than in the current healthcare landscape, with a workforce stretched by increasing demands on time and tools. On-site clinicians still need to deliver timely and accurate care, often in a collaborative manner. They are usually the first point of call for patients, and it's essential they're brought up to speed quickly when it comes to meeting a new patient, or considering necessary care. Work-life balance has been challenging during the pandemic, and it's crucial for healthcare leaders to ensure clinicians have the right tools to get on with their jobs, with minimal obstacles and technology-headaches.

An ability to access and update electronic healthcare records during or post consultation can save clinicians time during a busy shift, while sharing data with colleagues about a patients' condition can enhance treatment plans by increasing remote buy-in from specialists.

Both can help provide immediate and speedy access to essential information, which can ameliorate care in urgent cases, while keeping track of medication and treatment options during other routine procedures.

**More than one-third of virtual care visits are likely to be for mental health<sup>7</sup>**



Surface Go



Laptop Surface Go



“ Being mobile workers, [staff] can now go anywhere on-site, or offsite completely, and just take the device with them and hook up to whatever systems they need—instantly—without having to print off notes, write them on paper, then come back and capture information, updating that separately ... they can just do it, straight away.”

Andre Araujo  
Head of ICT, Greater Manchester Mental Health  
NHS Foundation Trust



Surface Pro



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## Connecting healthcare experts

Surface devices allow greater flexibility when it comes to mobile care, especially important for remote, mobile medical professionals servicing rural communities. Vulnerable or unwell people living in remote locations aren't always able to travel to large medical centres where specialists tend to be.

With the right technology and skill-combination, patients don't necessarily need to be in-situ to be monitored or treated. Patients get more thorough care, but for medical professionals, their knowledge base widens as mobile devices can mean extending their reach in addition to gaining access to specialists across different regions.

For administrators, accessing the right tools can simplify processes such as IT deployment, by reducing complexity and cost by streamlining processes, and improving security. Making life easier in the back-office, reducing the time it takes to contact colleagues or update a system, freeing up time for more impactful, constructive work: these are vital steps in an overstretched and often understaffed workplace.

Having a powerful, connected solution such as Microsoft Surface, available for everyone from clinicians to legal, can transform the organisational experience, supporting sustainable care delivery and creating a streamlined digital framework across the entire healthcare sector.

## People-centred care

Fundamentally, people choose to work in medicine because they want to help. There are a myriad of ways that having access to the right technology can reduce time spent on admin, bringing clinicians and support staff closer to patients.

With access to patient files on a handheld device, ward-staff can avoid constantly returning to the nurses' station and continue to develop their rapport with patients.

At the Royal Hospital for Neuro-disability (RHND), Surface ensured that nurses had information at their fingertips, meaning that consulting across various care providers was quicker, allowing nurses to put more time into face-to-face patient care, and less time hunting for patient files. Any concerns about security are mitigated too with Surface. If a tablet goes missing, it can be wiped immediately by central IT, reducing any risk of breach in patient confidentiality. This gives added peace of mind for patients, who may worry about who has access to their electronic information.

Surface devices operate at the highest level. Surface tools come with high-quality AV, HD cameras and far-field mics, allowing clinicians to work collaboratively and in real-time with a patient.

Microsoft Surface can also help to reduce inequality in healthcare, by breaking down the arbitrary postcode lottery of where you live in relation to the

specialists you need. Having an at-the-fingertips opportunity to videocall a specialist to consult in a major city when you are a patient in a remote part of the country can sometimes be the difference between life and death. In addition, patients clearly value the ability to digest their care at their own pace. Surface can give patients greater accessibility features to understand and make decisions with their treatment and medication, for example, by enabling language translation.

## A new way of working

"The main impact of the Teams, Surface Hubs collaboration, the whole thing, during COVID is just the ability for staff to carry on working – providing amazing care to the patients at the standard they are used to. The message just become clear the calls have been working so well that no matter what happened going forward, or how long the situation lasted, meetings were never going to return to the way they were."

Revell Cornell, Infrastructure Manager at Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust.

## Voice of NHS Trusts

**"If we can provide great IT and all the information is there at their fingertips, you can tell straight away that the clinicians and nurses are buzzing and want to show off the kit that they have available and start getting the patient involved."**

Vicki Cooper  
IT Service Delivery Manager,  
Walsall Healthcare NHS Trust



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## Simplifying complexity

Across healthcare, one of the biggest obstacles for providers is a lack of integrated systems. Microsoft Surface can support a healthy workforce by providing tools that allow them to provide better care; empowering them to do their best work. Where once shift changes required locating patient notes and chasing other practitioners for updates, Surface can provide a quick update via handheld devices, allowing clinicians to start their rounds with their best foot forward.

The range of device options and accessories provided by Surface means there is a helpful tool for every role. Surface tablets can be stored and charged in a central location, allowing quick access during shift changez. To avoid contamination, these tablets can be easily wiped clean, reducing the chance of transmission between users.

The smallest devices can be slipped into pockets, while stands have been developed for larger tablets to walk around wards with. In the City of Cambridge, Massachusetts, Pro-Emergency Services paramedic crews replaced their Panasonic devices with Surface devices. Surface has given paramedics a lighter and adaptable device to easily capture patient care reporting on the road. From a costsaving, efficiency stand-point, Pro-EMS has also reduced the time needed to replace devices and accessories, ensuring focus remains on providing optimum levels of immediate care for patients.

## Easily managed via Microsoft Surface Management Portal

Deploy and manage devices across your team via Microsoft Surface Management Portal, a purpose-built solution to monitor and manage your devices at scale, and as your healthcare workforce evolves. IT staff have a simple, centralised access point for critical updates, compliance monitoring, tracking, warranty support, and much more.

**“The ease of use, weight, and screen responsiveness made completing daily tasks easier and faster.”**

**Tim Harren, CIO,  
Professional Ambulance  
Service**

## Highlights include:



Allowing patient-facing colleagues to see treatment and medication updates in real-time



Reducing the chance of patient mix-up



The ability to avoid potentially disastrous oversights



Surface Pro



Surface Hub



Pen

# Surface 2-in-1 devices – including Surface Go and Surface Pro – are the streamlined digital toolkit your healthcare workforce needs to get the job done more efficiently.

Clinicians typically carry around multiple devices, as well as manual pen and paper. Surface can consolidate these devices and manual processes into one, curated fit-for-purpose tool. Connect clinicians with patient records, collaboration tools to liaise with other experts, share knowledge, make communication easier and data more accessible, and foster a culture that empowers employees and teams to provide the best care possible.

## Connecting Clinicians for better care

The ideal setup for your Clinicians includes Surface Go, a Surface Pen and rugged case, powered with Microsoft 365, Microsoft Teams and Teams Calling, Power Apps and Teams Dynamics 365 Field Service.

- **Connect with colleagues** and patients remotely using Microsoft Teams and Surface devices with premium HD cameras, optimised microphones, and built-in omnisonic speakers.
- **Easily move from task to task** with lightweight, mobile devices powerful

enough to run critical enterprise software to access client records, pathology results, x-rays, and treatment plans.

- **Share images and information with patients** and colleagues using premium HD cameras on Surface devices and use inking (Surface Pen) to mark up
- **Healthcare environment friendly** with certified accessories, including durable cases and grips that are rugged, anti-microbial and waterproof.



Surface Go



Rugged case



Universal Charger



Wall & Desk Mount



## Helping Administrators save time

- **More effectively intake patients**, collate vital information, answer queries and manage appointments.
- **Remote deployment, device management and optimised security** with Autopilot and InTune, saving admin time and overheads.
- **Gather digital health forms and e-signatures digitally**, saving time and reducing waste.



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## Ultimately, Surface is about making lives easier:



Giving more time back to clinicians and administrators to focus on essential tasks, improving employee wellbeing



Giving patients the vital care they need, promoting a patient-first approach



Providing joined-up, simplified solutions between different care providers, thanks to integrated systems



Allowing IT to remote-deploy and manage data thanks to our chip-to-cloud security, which means our technology is secure by design and stays connected to the cloud at all times



No need to update existing software. Microsoft Surface is designed specifically for experiences cloud-based solutions including Dynamics 365 and Microsoft 365 productivity suite

## Why is Microsoft Surface right for healthcare?

Surface is the solution healthcare needs to capitalise on this period of rapid digitisation, and support stretched staff who have been at breaking point. Surface allows for seamless integration between software and devices, which can improve security, and reduce IT administration.

Microsoft has deep industry experience in enterprise technology solutions. Innovation is built-in to Surface tools, allowing easy integration and fast task-completion: Microsoft Solutions, including Microsoft 365 and Dynamics, means that everyone across the sector has access to the same products.

Surface also provides complete support, with effective and efficient deployment strategies and implementation techniques to drive healthcare success.

## How can we help?

We want to see healthcare succeed. It's a cornerstone of a well running society and a fundamental human right. We're supporting healthcare in the way we know best: with the right devices.

Surface devices can help transform the healthcare frontline, empowering organisations to provide better care.

## Working together, let's transform healthcare on the frontline.

### References:

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Surface Laptop Go



Surface Laptop



Surface Laptop Studio



Gold  
Microsoft  
Partner

