

# NHSmail

## The silent digital revolution

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– Neil Bennett,  
Service Director,  
Live Services at NHS Digital

### Overview

Thanks to NHSmail, the NHS now has ubiquitous access to scalable and secure collaboration between healthcare professionals in 13,000 organisations across the country. Digital collaboration allows clinical teams to change the way they work. The standardised toolkit enables better-integrated multidisciplinary care, improves the patient journey and unlocks cost efficiencies.

“As a pharmacist, the use of NHSmail has been a significant step forward in integrating pharmacies into the wider NHS,” said Mohammed Hussain, Senior Clinical Lead at NHS Digital. It is a recognisable brand of quality understood by other professionals and patients alike. NHSmail has supported direct care of patients, enabling easier transfer of information securely, for referrals and follow up. It is a major advance for the 11,500 community pharmacies and the 40,000-strong workforce across England. I look forward to building on the mail with additional collaboration tools such as Skype for Business and instant messaging. NHSmail is not just mail, it’s far more than that; it’s better patient care.”



### The strategic story

It’s not easy, managing a healthcare revolution characterised by a myriad of sensors, wearable devices and new health analytics applications. It is clear that multi-disciplinary care makes a big difference to the treatment of acute, elderly or multi-chronic patients. Secure collaboration tools are now available to everyone working for the NHS.

“Our work with Accenture is vitally important in delivering secure and scalable digital collaboration services for health and social care. The NHSmail Service underpins communication between doctors, nurses and allied health professionals up and down the country every day. I’m personally excited about the NHSmail Office 365 Hybrid and the opportunity we have to transform both the way in which we’re delivering cloud technology and in the potential for new collaborative clinical workflows and tools to reduce administrative burden.”

– Neil Bennett,  
Service Director,  
Live Services at NHS Digital

The Accenture-built NHSmail platform has delivered digital collaboration services that enable new healthcare practices and collaboration methods between health and social care organisations across England and Scotland. Collaboration is crucial for quality care and patient safety. In response to emerging user needs, Accenture continues to partner with NHS Digital and NHS National Services Scotland to deliver technology innovation and healthcare expertise to improve the tools available to the health and social care workforce.

To achieve these goals, the NHS needed a managed service and provider with the technical expertise and technology delivery experience to create a secure and scalable solution. Goals were to bring different types of care professionals onto the system, connect them effectively, safely transition a user base of over a million, and grow that to the current 1.4 million accounts.

### **Effective collaboration**

The UK's population has increasingly complex health needs, and a multi-disciplinary approach is crucial when treating acute, elderly or multi-chronic patients. Efficient, effective collaboration between healthcare professionals is necessary for quality care and patient safety. The need for collaboration at all care levels is greater than ever, and secure collaboration tools are available in partnership with NHS Digital and NHS National Services Scotland.

### **The technical solution**

Accenture delivered the end-to-end solution, and now provides an ongoing service to the NHS. The initial delivery involved the transition from a legacy NHSmail service to the new platform designed, built, tested and delivered by Accenture and Avanade – a joint venture between Microsoft and Accenture. This was followed by the migration of a million accounts from the legacy service at pace – migrating 120,000 users in one day.

NHS Digital required a robust, secure and reliable service. Accenture has delivered the transition, stabilised the service and continued to perform against targets for security, service resilience and availability. It has also successfully delivered automation services supporting 97 percent of all user service requests.

In addition, Accenture is supporting the NHS's efforts to optimise its investment in NHSmail by providing migration services for new NHS Trusts joining the platform and building solutions to support other professions (like pharmacists, optometrists and dentists) joining the service. Accenture supports the NHS in building new services to continue to respond to user needs, continue the journey to cloud and deliver technology innovation through integration with Microsoft Office 365.

Having started in 2015, ongoing engagement services include application development and management, service desk outsourcing, infrastructure and technology consulting – including design of service, roadmap advisory and transformation delivery.

Accenture brought together infrastructure experts, Avanade, technology consulting practitioners and healthcare subject matter experts, to build the best possible solution. Longstanding relationships with the NHS were leveraged to ensure a smooth transition, intuitively understand user needs, push the boundaries of the services offered and stimulate adoption.

### **Results**

The transformed NHSmail solution was delivered safely and robustly, realising digital collaboration services that facilitate new healthcare practices and ensure that information can be securely transferred between health and care organisations across England and Scotland.

Specific results include complex solution development and the transition of all one million users from the legacy platform with minimal impact to the user base. Since the transition, Accenture has supported the addition of approximately 150,000 new users to the service, along with a dedicated administration service to on-board professionals who don't have IT support capacity within their organisations (pharmacists, dentists and social care workers). The national platform protects the NHS from emerging cyber security threats; preventing delivery of over 1 billion malicious emails per month. The growing user base continues to enable greater potential for secure collaboration, and better patient outcomes. The entire NHS now has access to Skype for Business, enabling

integration of other enterprise applications and now delivering the Office 365 Hybrid. Key benefits are trust in the robustness of the service delivery, support for the NHS' cloud journey, and secure collaboration across the NHS.

"I love Skype for Business. Our NHS Trust covers a large geographical area and meetings can involve people from across our different areas. Skype for Business has saved me at least 10 hours and over 500 miles of travel in the month of May. I can now use the travel time I have saved to focus on delivering the best possible outcomes for our service users. Naturally, it takes people time to adapt to the new way of working, but it's made a huge difference for my team and me."

– Tim Cate,  
Acting Director of Operations  
for North Yorkshire at NHS  
Digital

## Accenture Insight-Driven Health

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## About Accenture

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## About Avanade

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