



Bringing it all together



Changing lives, building careers

An introduction to BT Health

BT Health

A message from Patrick O'Connell, Managing Director, BT Health

These are exciting times for BT's health business. As a major supplier on the NHS National Programme for IT, we are delivering IT solutions that will transform the NHS, putting medicine online. Success in BT Health will be a critical part of transforming BT into a new breed of services organisation with world class processes and skills.

As part of the Health team, you will be one of more than 3,000 professionals dedicated to meeting the needs of our customers across the Health Service. You'll be making a difference on landmark programmes that will influence the lives of the entire population.

The challenges are immense but so are the opportunities to gain invaluable experience and to build your career in a fast changing global business.

Whether you've just joined the team or are thinking of doing so, this brochure will give you a better understanding of the scale and scope of our work in health and how we fit into the bigger picture of the BT Group.

I'm proud to lead BT Health and hope you will find working here a rewarding and enjoyable experience.



About us

BT Global Services

BT Global Services (BTGS) is a significant business within the BT Group, one of the world's leading communications and technology companies.

BTGS provides networked IT services to large organisations worldwide, helping them to maximise the benefits of modern technology. Our network infrastructure enables our customers to exploit fully the benefits of increased connectivity and the convergence of voice and data.

Our work spans a range of sectors including government, financial services, energy, pharmaceuticals, FMCG and energy. We're already a large business employing more than 36,000 people in 50 countries and generating around £8 billion in annual revenue but our growth potential is still huge. BTGS is of strategic importance to the future of BT Group and is therefore the focus of significant investment.

BT and Health

Our relationship with the UK's health sector goes back many years, based on BT's roots as a telecommunications company. We deliver a wide range of products and services to all NHS trusts and to many private hospitals and healthcare providers.

So when the government announced plans for the largest modernisation programme ever in the history of the NHS, BT was well positioned to take on a leading role.

The National Programme for IT (NPfIT) is the largest civilian IT programme in Europe. It aims to change the way the Health Service works, creating a paperless NHS where health professionals can get instant access to patient data that will help them deliver first class care.

NHS Connecting for Health is the government agency tasked with managing the programme and awarding contracts for the delivery of various elements of NPfIT. BT has been awarded three major contracts making us the largest single supplier on the programme.



About our programmes



The organisation you are joining consists of three programme specific teams plus executive management, sales and service teams that span all programmes.

The three programmes are:

Spine (The National Database)

BT is creating, delivering and managing the National Care Records database for the NHS - known as The Spine. The Spine forms the core of the NHS Care Records Service and is central to the transformational National Programme for IT (NPFIT). The Spine is a complex, secure and robust structure that connects clinicians, patients and Local Service Providers (LSP) throughout England. The Spine infrastructure will support in the delivery of key applications and services such as Choose and Book, the online patient appointments facility, and the Electronic Transfer of Prescriptions (ETP) between GPs and Pharmacies. With over 70 million care records in total, Spine forms the axis of the Patient Record System and once complete, will be one of largest transactional databases in the world.

London Local Service Provider (LSP)

The implementation of new systems and services at local level is being managed by different suppliers around the country through a series of LSP contracts. As the London LSP, BT is responsible for delivering the new Care Records Service and a range of other system improvements and support services to hospitals, clinics and GP surgeries throughout the capital. The replacement and updating of existing systems will be a gradual process over the next decade to minimise disruption and ensure a smooth transition for users.

N3 Service Provider (The National Network)

N3 is the network infrastructure that will support all other initiatives within the NPFIT, providing fast broadband services and secure connectivity to all NHS locations in England and Wales. The roll out of N3 is already at an advanced stage.

The pan-health teams are:

Health Executive

The Health Executive aims to build a unified health business which provides the leadership, coherence and synergy across the programmes. It includes common working practices and world class support functions such as HR, Finance and Communications.

Health Sales

Building on our extensive experience and knowledge of the health sector, this team develops innovative, fit for purpose propositions for existing and new customers that help us to further build BT's profile as a leading supplier to the UK's health industry.

Health Service

Service teams across the three programmes have recently been brought together to create a single service management organisation that can deliver high quality, end-to-end service management across all contracts in a consistent and cohesive way. This new approach may provide a blueprint for service management across the wider BT Global Services organisation.

About your future

Across the BT Group, we aim to live up to the following behaviours that define the customer experience of BT.

Trustworthy – we do what we say we will

Helpful – we work as one team

Inspiring – we create new possibilities

Straightforward – we make things clear

Heart – we believe in what we do

Within BT Global Services we are both customer centric and people focused. We want our people to feel stretched and challenged in their work and rewarded for their contribution. And we want our customers to feel that it's easy to engage with BT, that we are responsive to their needs and reliable and trustworthy in all our actions. Respect and co-operation are key success factors in all roles.

Career Development

You'll find there are excellent opportunities for career development within both BT Health and the wider BT Global Services organisation. While our health business has unique dimensions, BTGS also delivers large and complex IT transformation programmes across many other sectors including Financial Services, FMCG, Energy, Pharmaceuticals and Central/Local Government.

You'll be encouraged to take responsibility for your professional development and pursue opportunities that will help you achieve your personal goals. And you'll benefit from world-class training and development processes.

BT Health has its own dedicated Human Resources function which aims to maximise the contribution of each individual and support their career aspirations.

Rewards and benefits

Depending on the level at which you join us, BT offers an attractive range of benefits including:

Performance-related bonus

Car / car allowance

Holidays – 27.5 days per annum

Family healthcare cover

Life assurance and death in service cover

Telephone benefits and discounts on some BT products

Share-related benefits, including sharesave and profit-sharing schemes (available periodically).

Membership of the BT Retirement Plan

Further benefit options are also available through our flexible benefits scheme, Choices, and these can be adjusted throughout your career to suit changing circumstances. More information on Choices can be found on the BT Intranet.

You can find more information about BT Global Services and the NHS National Programme for IT, including answers to many frequently asked questions, on the following websites:

www.bt.com/health

www.joininghealth.co.uk

www.connectingforhealth.nhs.uk

