

The NHS.  
Dedicated to  
making people better  
for 60 years.

BT.  
Dedicated to  
making the NHS better  
for 60 years.

**1948**

**Hearing aids for all.**

Until the late 1940s, hearing aids had two problems. One, they were expensive. And two, they were inconveniently bulky. So the NHS turned to BT to see if it could help. After all, if a telephone could deliver a voice to the ear, couldn't a hearing aid?

So by using similar technology found in the phone, BT was able to make improvements, not just to the size performance of hearing aids, but also to the cost. And so from the day it launched, the NHS was able to offer effective hearing aids free to everyone who needed them.

**1969**

**Helping people with disabilities.**

In 1969, BT began using its experience to help people with severely impaired body movement to communicate.

With advances in technology, it was possible to enable electrical equipment of all kinds to be operated by using only the patient's mouth. This technology was a breakthrough in communications for thousands of people.

**1985**

**Life Page for organ transplants.**

In the days before mobile phones, getting urgent messages to people wasn't always easy. And in no other area was this a more serious problem than in contacting patients waiting for vital organ transplants. Once a donor organ became available, surgeons needed the recipient to be ready within hours.

So BT developed 'Life Page' – by donating pagers to the NHS, BT helped to ensure that people requiring vital organs were never out of reach.

**1998**

**NHS Direct.**

In 1998 BT helped the NHS to launch NHS Direct: the world's first nurse-led telephone advice service. Using both BT telephone and internet technology, the NHS has been able to make its expertise accessible to more people than ever before.

From advice on the treatment of bunions to coping with cancer, over two million people benefit from NHS Direct every month.

**2002**

**NHS Number from birth.**

The delivery of new babies is one of the most rewarding jobs that the NHS takes care of; but also one that presents its own unique problem. The moment that a baby arrives it becomes a patient with no name, no records and no medical history.

So BT helped to develop a system that provides every newborn with an instant ID, even before the birth is registered. Now the NHS can ensure it stays on top of medical records for its youngest patients from the moment of birth.

**2003**

**Digitising the NHS.**

When the NHS decided to undertake one of the biggest civilian IT projects in the world, BT was at the heart of it.

BT was asked to deliver a new national broadband network, called N3, to securely connect all NHS sites across England. And to develop and manage the Spine, a national database containing key information about a patient and their care. BT is also delivering new integrated computer systems to the NHS right across London.

When complete these projects will enable healthcare staff to exchange vital information more easily, and will support new services that will benefit patients. Already changing GP has been made easier with the instant and secure transfer of medical records between GPs; patients can make bookings with a specialist online; and prescriptions will be electronically transferred from GP to Pharmacy at the push of a button.

**2005**

**World leading service centre for the NHS.**

In 2005 BT built an entire Command & Control Centre to provide a single end-to-end view of all its vital NHS work. This enables the constant proactive search for technical problems so they can be identified immediately and often solved before anyone even notices.

So if a jack-hammer accidentally hits a GP surgery's data cable or a hospital's server tires under the strain, BT is there proactively monitoring and repairing to ensure its NHS systems are available 24/7 365 days a year.

**2006**

**Wireless hospitals.**

Wireless technology has the ability to totally transform the way people work, and nobody has more to gain than doctors and nurses on the move. Today, BT uses wireless technology to deliver cutting edge services that can revolutionise the way a hospital works.

For example, Vocera – a lightweight communications device – allows hospital staff to speak to each other via hands-free voice-activated badges, putting vital people in touch instantly anywhere in the hospital. And BT's blood-tracking technology uses wireless networks to track blood all the way from donor to recipient.

**2007**

**New national broadband network complete.**

By 2007, BT had hit an important milestone. Not only had 18,000 NHS sites been connected to the broadband network it had been asked to build in 2003, it'd all been done ahead of schedule. More than a million NHS staff and almost all hospitals and GPs have access to the network, giving them vital medical information at their fingertips.

BT has since upgraded the network to allow NHS sites to make cheap telephone calls over it and also to mobile phones.

And all of this is being delivered at just 40% of the cost of the old network, has saved the NHS nearly £200 million so far, with more than £90 million more savings predicted every year.

**2008**

**What next?**

This year the story continues, with community health teams being brought closer together by new technology. New mobile services from BT mean community nurses can call up critical patient information securely, on screen, wherever they are, and at any time.

And in another sixty years? Who knows. But BT would like to thank the NHS for helping to make us the company we are. And we look forward to returning the favour for years to come.

[bt.com/health/nhs60](http://bt.com/health/nhs60)



Bringing it all together