

# 4ROADS

## CLIENT:

- NHS

## TECHNOLOGY:

- MOBILE APP

## TIMEFRAME:

- 6 WEEKS

## CHALLENGE:

- RESOLVE INTERNAL COMMUNICATION BLOCKERS



"Our team have been remarkable and really stepped up to support the NHS."

- Rob Nash, CEO, 4 Roads

During the peak of the first coronavirus wave, NHS staff, especially non-ICU staff, were struggling to share information effectively, leading to the loss of potentially life-saving personal protective equipment (PPE) and a shortage of critical care beds—at a time when both were in short supply.

Communication between staff in hospitals was historically slow and inefficient (the medical sector is one of few where pagers are still used), but with nurses and doctors frequently having to remove PPE to leave their areas to find colleagues to answer simple questions, they needed a solution, and quickly.

## "TWO YEARS OF TRANSFORMATION IN TWO WEEKS"

At the Queen Elizabeth Hospital in King's Lynn, Dr Peter Young, an anaesthetist and intensive care specialist, asked for an app to be built to help non-specialist staff in critical care units to communicate more effectively.

4 Roads partnered with Kulestar, Concept Softworks and CK Alpha and suspended all commercial activity to work round the clock to develop an app to solve the problem.

Through the Call 4 Help app, hospital staff can get teams to the right parts of the hospital, and ensure the quick delivery of ventilators, masks and medication.

Meanwhile, senior doctors and nurses can monitor and assign tasks through the app, which has been built with PPE in mind.

"It's fantastic to see how quickly the companies involved had developed the iOS and Android app. This will literally save lives." - Dr Peter Young

The app is live for The Queen Elizabeth Hospital in King's Lynn, with a view to rolling out to all NHS hospitals nationwide. It may also be used in hospitals abroad.

The coronavirus outbreak has spurred hospitals to deal with all sorts of technology issues, but eliminating deep-rooted communication inefficiencies now will undoubtedly benefit the NHS for the foreseeable future.

