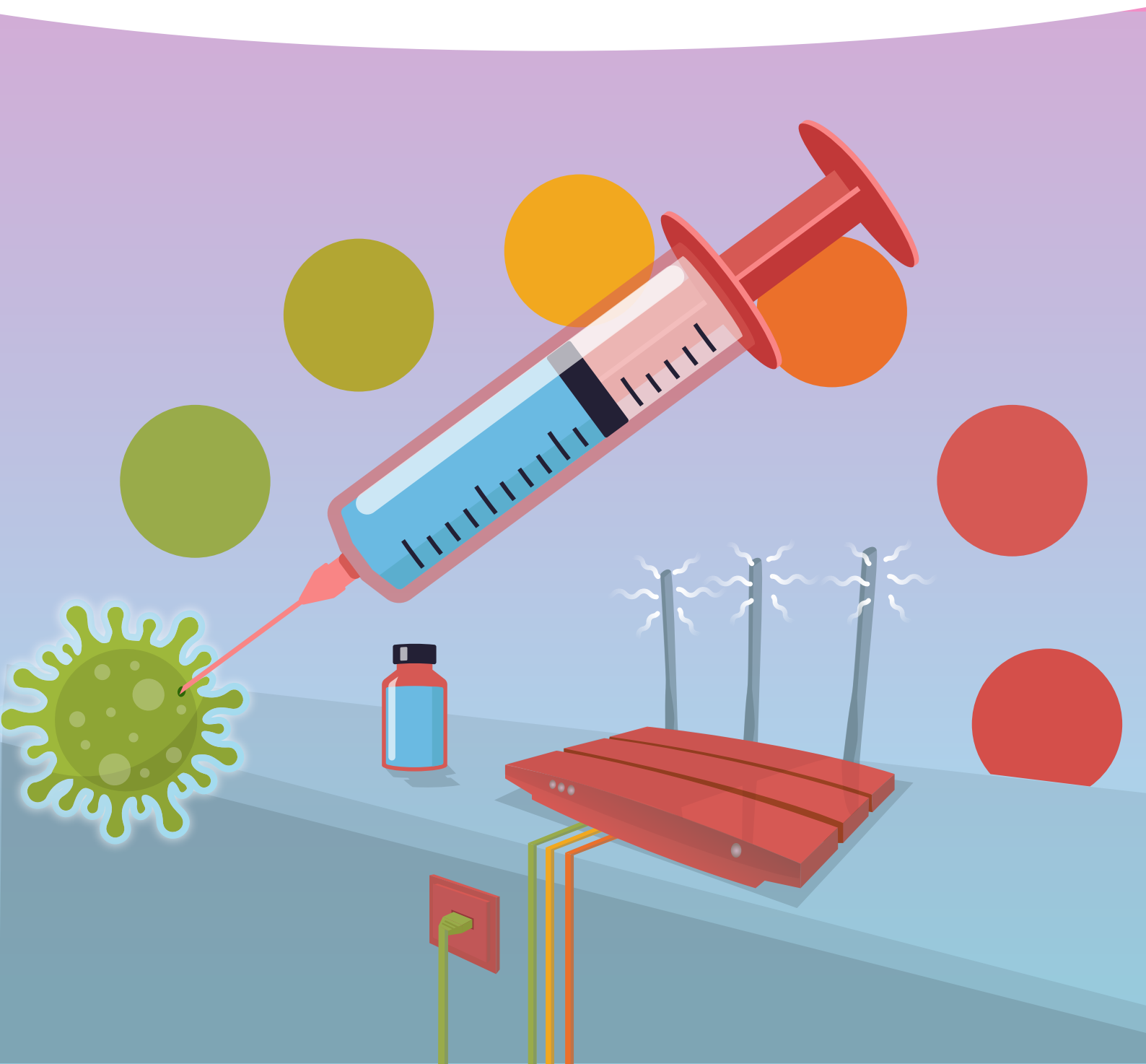




# **Highlight helps Alliance for Better Care ensure an efficient communications network for a fast vaccination service**

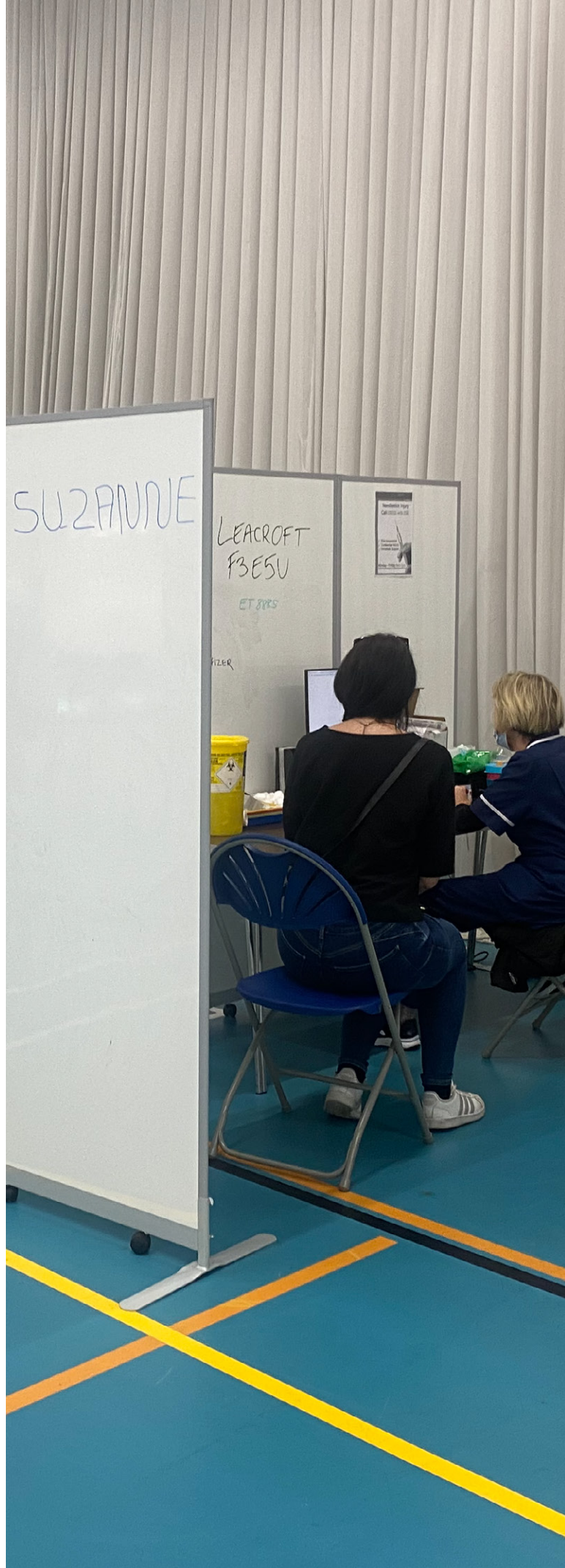


# Introduction

Alliance for Better Care (ABC) is a not-for-profit federation of 46 GP practices across East Surrey and North West Sussex. ABC not only supports GP practices to be sustainable, but also assists with partnerships in their communities so that they can improve the health and wellbeing of everyone they serve.

When the COVID-19 vaccination programme kicked off in December 2020, ABC collaborated with its GP surgeries to deliver the vaccines on their behalf whilst also enabling the GPs to focus on the needs of their patients. ABC rapidly established eight local vaccination sites each able to deliver 1000+ vaccines per day and over the past year has also provided a roving service for housebound vaccinations and outreach services to underserved areas of the community such as asylum seekers and homeless hostels.

ABC was shortlisted for HSJ Primary Care Organisation of the year as a result of their work on the Vaccination Programme and other areas.



Crawley vac centre

10



**Alliance for  
Better Care**

3 issues

| 2 in last 2h





# The need for fast internet access

Within the Crawley area vaccines had initially been provided from a GP practice with some outreach from a Mobile Vaccination bus in association with Metro Bus. As the programme progressed it was clear that they needed extra capacity and they accepted an invitation from the Hindu Temple in Crawley to set up a permanent vaccination hub within its sports hall. Whilst the hall was perfect for the local community, it suffered from unreliable internet access.

Fast internet access is important for several reasons. When someone arrives for their vaccine, their identity and NHS number is checked against a national database. The

team then verifies that the individual is eligible and once the injection has been given, a record of the vaccine number is recorded. Paper-based systems are available in an emergency but can cause considerable delays.

Katherine Saunders, Chief Executive of ABC says, "Minimising any bottlenecks means we can move the maximum number of people through the process and ensure they are happy and healthy before they leave. What we don't want is anyone waiting around in the rain or cold. Also, if people see a long queue outside, they are unlikely to hang around. The whole process must be as smooth and efficient as possible and solid internet access is critical."





## Insight into the network

**When ABC first set up within the sports hall, the internet access provided via the Hindu Temple was intermittent.**

Katherine adds, “We were blind to the reasons behind the poor service and felt quite helpless. We needed visibility of what was going on, and confidence that the service would be reliable. We aren’t IT professionals, so we needed the information shown to us in a way we can understand. We got in touch with Highlight, and they offered access to their leading service assurance platform.

“With Highlight, we can see what is happening across all the networks serving the hall including the broadband, the Wi-Fi and the cellular. We can see if there is an issue within the hall itself or if it is an external problem beyond our control.

“We can now adjust our activities to ensure everything keeps running. If we spot an issue on the broadband, it prompts a restart of the router, or we can report it to our service provider. On one occasion we found that a particular machine was pushing out lots of data and causing a considerable load on the network which caused our key record application to run slowly. This was easily adjusted to a quieter time. On another day, we found that the backup cellular network had failed. Again, it was quickly spotted and resolved before it became a problem.”



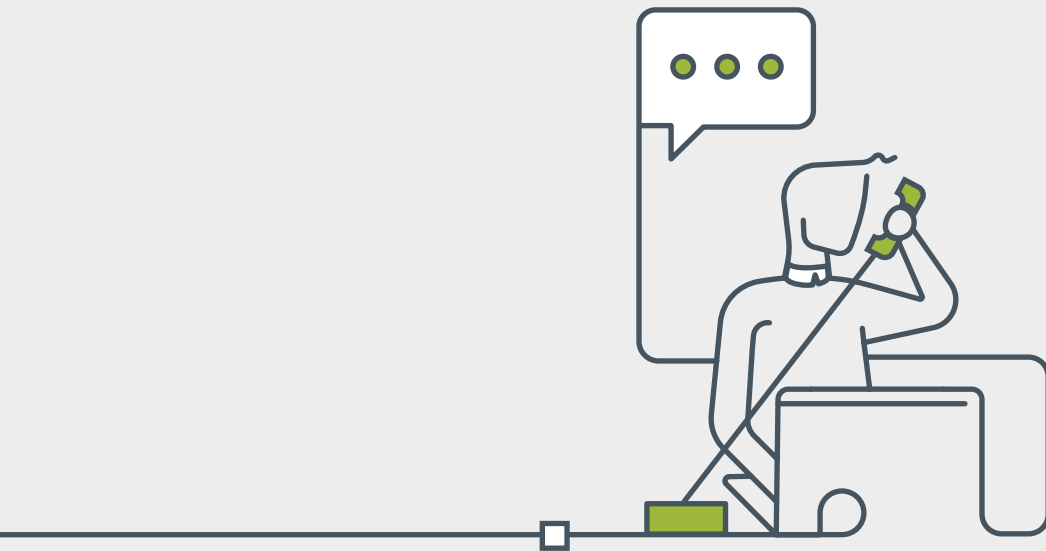
Following the success of using Highlight's service assurance platform at their Temple site, ABC are now rolling this out across all suitable vaccination sites. Due to the fast moving and dynamic nature of the COVID-19 vaccination programme, new sites often start with just temporary cellular uplinks which require particularly close attention. Highlight has provided insight into the quality of the cellular radio reception at these sites, as well as running application experience tests from the WiFi to ensure the end-to-end experience of the vaccinators is as good as it can be.



Richard Thomas, CEO of Highlight adds, "Our service assurance platform is designed so that non-IT professionals can easily understand what is happening within their vital network services. We have welcomed the opportunity to give our expertise to ABC's team and to playing a small part in helping to facilitate their vital vaccine activities."

Katherine concludes, "Highlight's support has been invaluable. Being able to see exactly what is happening on the network means we can act quickly to deliver the best vaccination service possible. As of January 2022, we celebrated 670,000 vaccinations given."

*"Being able to see exactly what is happening on the network means we can act quickly to deliver the best vaccination service possible."*



**Transform your network  
and create more profitable  
customer relationships.**

**Talk to an expert**