

digitalhealth

**REWired**

LONDON

14-15 MARCH 2023



# Mike Culshaw

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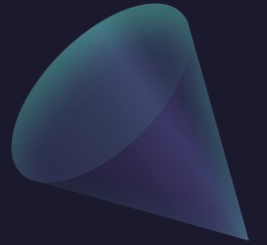
CTO,  
Pennine Care  
Foundation Trust



# Technology and a Mental Health Trust

## THE START OF THE JOURNEY

- ❖ Old ways of working (within Digital)
- ❖ Outdated Infrastructure > 15-year-old Network/ Telephony
- ❖ 8 years into an EPR implementation
- ❖ Bespoke / nonstandard design
- ❖ Poor Technical Skill Level (IT & Clinical)





# What is Digital Stress?



# Previous Results

Which age group suffers the most digital stress in the workplace

You can see how people vote. [Learn more](#)



109 votes • Poll closed

Digital Stress is the stress and strains  
put on our customers by trying  
deploy a one size fits all solution


Jenny Rossle – Pennine  
Care IT Service Desk  
Supervisor

# Transforming our Support to meet the customer needs



## TECHNOPHOBES

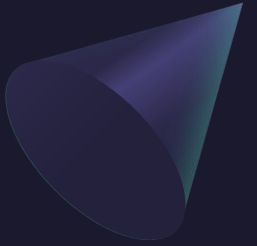


- SIT WITH THEM
  - LISTEN TO THEIR FEARS
  - UNDERSTAND THEIR STRESSES
  - MAKEOVER of DEVICES
  - HAND HOLD (multiple environments)
  - TEACH & SUPPORT
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## MILLENNIALS

- LISTEN & LEARN
- MAKEOVER of DEVICES
- GETTING TO KNOW THE WAY THEY WORK
- FEED THE IMPROVEMENT PLAN
- DIGITAL HEROES

# HUBS & HEROS



## HUBS

- OLD STYLE INTERNET CAFÉ
- LOCAL FIX
- LOCAL SUPPORT
- LOCAL TRAINING
- PARTNER ENGAGEMENT
- MAKE DIGITAL FUN AGAIN...



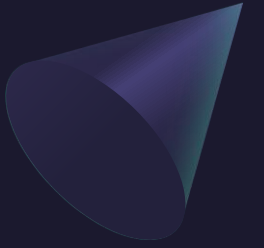
## HEROS

- A FRESH APPROACH
- PEER SUPPORT
- CUSTOMER LED CHANGE
- CUSTOMER JOURNEY
- PARTNER ENGAGEMENT
- MAKE DIGITAL APPROCHABLE... AGAIN

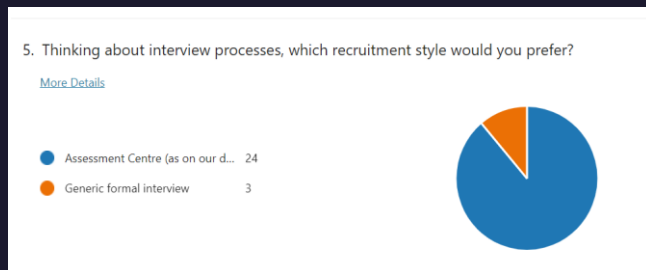




# Recruiting Differently



## OUTSIDE OF THE BOX



## EXCEEDING EXPECTATION

- 161 registrations via Eventbrite
- 92 attendees
- 8 hrs. drop in event 12-8pm
- 90% vacancy's recruited
- A real BUZZ during the event

## NOT YOUR USUAL FEEDBACK...





MEET THE



DIGITAL SUPPORT OFFICERS

A fresh take on support





DSO = Digital  
Support  
Officer





# Summary

Going forward we need to do multiple things in completely different ways

From working in true partnerships with our suppliers to deliver at pace with minimum stress

To collaborate better across the trust and make Digital accessible and

**STRESS FREE for all !!!**

# Thank You

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