

zivver

**NHS**



Care and communication |  
How technology can improve  
service delivery across  
Integrated Care Systems

Protecting patients means protecting their data. In healthcare, the aftermath of a security incident is about far more than the bottom line. Data loss events can have a more personal and devastating impact on the victim. Suppose we stay true to the mantra of “do no harm” in the medical field. This concept must now be applied to cybersecurity.

However, innovation shouldn't be dependent on behavioral change. Today, we see the very prospect of new IT causing stress and frustration for teams as they prepare to undertake hours of training and navigate complex new workflows to manage the simplest tasks.

As demand on services increases, every opportunity to power data driven decision making and cohesive communication across siloed teams must be seized. It's time to take a more progressive approach to data security, with technology built to empower efficiency, security and improve patient care.

In this report, we will investigate the challenges and opportunities of smart technology for every clinician, patient and team within an integrated care system (ICS).



# One click, catastrophic consequences

St George's Hospital in Tooting hit the headlines last year when an 82-year-old cancer patient's data was accidentally leaked by email. Details regarding Edmund Pillay's health were shared with close family members without his permission. St George's Hospital provided £2500 in compensation.

These data incidents are more common than many of us realise. According to research, data leaks associated with the UK National Health Service (NHS) have doubled in recent years, with **669** reported incidents in 2021.

It isn't solely service users who have experienced the fallout of a data incident. Recently, the data of an estimated **14,000** employees at a Liverpool NHS hospital trust was leaked via email due to human error, according to reports. A file containing sensitive payroll information was sent to hundreds of NHS managers and **24** external accounts.

While healthcare organizations have been the target of a number of targeted attacks, (for example, the Conti ransomware attack which disrupted Ireland's healthcare service), arguably the most damaging and distressing incidents can be caused by simply clicking the wrong button.



# The dark side of technology for clinical staff

In a recent report, we investigated how healthcare professionals are balancing patient care and cybersecurity. **99%** of healthcare professionals stated they want to be free to focus on patient care, but feel that technology takes time away from their core tasks.

In total, almost half of the healthcare professionals we surveyed said communication channels have increased over the past two years, and that too many data sharing and collaboration tools are the greatest cause of data security worries. We also found that over-investment in new technology can increase feelings of stress and overwhelm in the workplace.

Email remains the preferred option for communication across healthcare organizations, with **88%** of respondents stating email is crucial for their day-to-day roles. What's more, most employees consider email to be the most secure way of sharing sensitive data.

"For us, Zivver is part and parcel of a wider suite of security tools available to us, most of which are invisible to our staff. And while employees know they are using Zivver, due to its integration with Outlook, they don't have to think about it, because it makes achieving digital communications security so effortless."

West Suffolk NHS Foundation Trust



However, we also uncovered the glaring issue that can't be trained out of staff: human error. Over the past two years, **30%** of healthcare workers have sent a wrong attachment, **27%** have hit "reply all" by mistake, and **20%** have sent sensitive information via email that they admit they probably shouldn't have. Indeed, according to the ICO, healthcare continues to lead the way in reported data incidents.

And this should come as no surprise. Naturally, above all other sectors, healthcare employees handle vast quantities of sensitive data every day. The answer does not rely on reducing the amount of data these employees share – instead, the focus must be on enhancing existing digital channels to ensure security, compliance and enabling better communication for clinicians and their patients.

# Communications across siloed teams

It is time to change our mindset. Patient care must comprise of both the physical and digital worlds, with two areas of focus:

1. Time-poor staff must be empowered by technology to protect patient data and engage with patients in a user-friendly, accessible manner
2. This same technology must drive efficiencies for staff, enabling them to focus on patient care – not digital security and compliance

Both health and social care are complex systems composed of millions of interactions and connections that are neither uniform or standardized. As the NHS undergoes one of the biggest and most ambitious reforms since its inception, success will rely on the cohesion of care providers, connecting with one another and with their patients.

Establishing interoperable technology to empower reliable, consistent and compliant communication between separate organisations and teams will enable the best outcomes of patients.

With demand at an all time high and workforces stretched thin, this needs to be done in the most efficient way possible, without breaking service delivery. Will this be achieved through big IT systems and apps? No. It will be best served through simple but effective, tried and tested IT infrastructure.



# Zivver and the NHS: The platform in practice

Zivver empowers clinical services to securely and accessibly support patients through smart, effortless, secure email and file transfer. With multi-factor authentication and advanced encryption inbuilt into existing email clients (Outlook, Gmail), Zivver empowers thousands of healthcare organizations globally to engage with patients securely and easily.

From enabling two-way secure communication between GPs and patients, to reducing wait times in outpatient care, Zivver powers progressive, secure communication across integrated care services (ICS), including for:

- Hospital outpatient services
- Primary and community services
- Local communities.

“Zivver integrates with Outlook and enables us to send large files straight from the email client. This comes in useful for many of our employees. For example, our Subject Access Request Team fulfills requests of all sizes; they can vary between 50 and literally thousands of documents. Historically, we have posted these, which is both time-consuming and very costly. We have also used a bespoke file transfer site but this has proven less than user-friendly for recipients. Zivver saves time, ensures best practice on a data protection front, and is easy for patients.”

Royal Papworth Hospital NHS  
Foundation Trust



Let's examine some real life use cases to better understand the opportunities of Zivver for integrated care service delivery.

zivver

**NHS**



# Hospital outpatient services

Outpatient care has never been under more pressure with record waiting time

# Checking on tonsils

## Challenge:

Patients require consistent care from their ear, nose and throat (ENT) specialist when experiencing issues with their tonsils. It is likely they will be symptomatic at different points in their wait, making it difficult for clinicians to prioritise waiting lists and deliver timely care to patients.



"Zivver integrates with Outlook and enables us to send large files straight from the email client. This comes in useful for many of our employees. For example, our Subject Access Request Team fulfills requests of all sizes; they can vary between 50 and literally thousands of documents. Historically, we have posted these, which is both time-consuming and very costly. We have also used a bespoke file transfer site but this has proven less than user-friendly for recipients. Zivver saves time, ensures best practice on a data protection front, and is easy for patients."

Royal Papworth Hospital NHS  
Foundation Trust

## Solution:

With Zivver, patients can share videos, documentation and images with their ENT specialist securely and easily. Zivver enables large file transfer up to 5TB, allowing patients to supply a large quantity of high quality images and video files if needed.



## Benefits:

- Patients can demonstrate symptoms as and when they are symptomatic.
- Data is shared securely and can be stored digitally, creating a secure and reliable record of patient symptoms to aid care delivery plans. Files can be shared securely with other teams and clinicians if needed.
- Specialists can identify and prioritise urgent cases, improving wait times and patient treatment.





# Triage communications for patients on waiting lists

## Challenge:

With ever increasing waiting lists across outpatient care, keeping in touch with patients awaiting care is an important part of many services.



## Solution:

Zivver makes engaging with patients secure and simple. Zivver integrates with electronic patient record systems, allowing for automated patient communications.

Patients can email their specialist securely by replying to emails or via a secure link. Zivver also enables large file transfer by email, enabling patients to provide photos and video evidence of their health issues.



## Benefits:

- Automated patient communications simplify processes for administrators managing waiting lists and ensures patients receive communications in a timely, secure and reliable manner.
- Zivver provides legal proof of delivery and data logging for all emails, supporting compliance with data protection legislation.
- The majority of patients have access to email today ensuring they can stay on top of communications from their care team and respond in a timely manner.





zivver

**NHS**

# Primary and community services

Care in the community is rapidly changing, with local PCNs and community services looking to offer support closer to home, and interact in new ways. For patients receiving longer term care or on specific pathways, remote support can be hindered by a lack of effective and digitally inclusive communication channels. Zivver empowers local services to securely and reliably communicate with patients remotely.

# Children’s Speech and Language Therapy (C-SaLT)

## Challenge:

Children’s Speech and Language Therapy (C-SaLT) services often struggle to assess child stammers as symptoms often do not happen on command and video consultations aren’t always viable.



“Not only do our employees love it, but we’ve had great feedback from patients, too, through clinicians. These are people who had previous experience with our old solution; they were keen to share that they much prefer Zivver due to how much simpler it is to use. They don’t need to have an account for Zivver, they use a one-time password and that’s it – they have access to their information.”

**West Suffolk NHS Foundation Trust**

## Solution:

Zivver enables two-way communication with patients, allowing parents to securely send recordings of their child in real-time to the C-SaLT team.

Patients don’t need to create accounts to use Zivver. They can send secure emails and files by clicking a link provided by the care team or by responding to a clinician’s email.

Zivver also enables patients and doctors to send large files (up to 5TB) securely by email.



## Benefits:

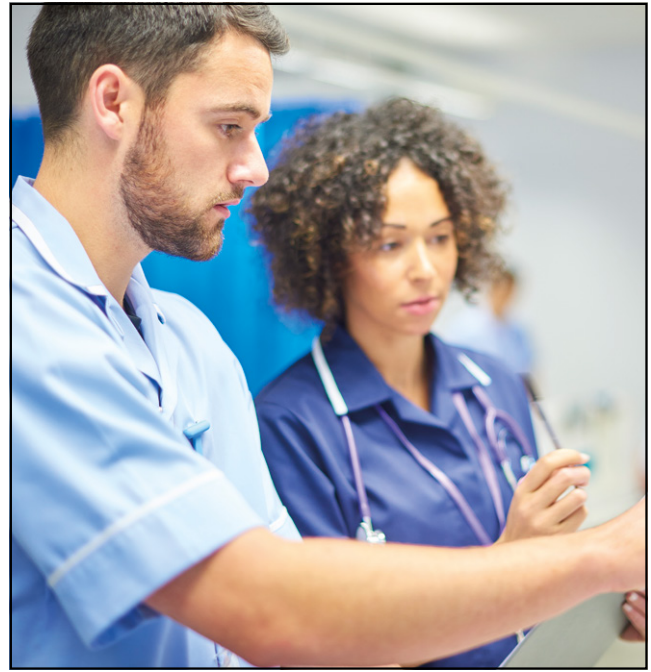
- For both patients and clinicians, email is familiar and user-friendly
- With advanced encryption, two factor authentication (2FA), expiration controls and recall functionality, clinicians and patients can rest assured their data is protected.
- From the comfort of home, patients can engage with their clinicians conveniently and effortlessly. Zivver empowers care teams to deliver remote care and support, saving time and improving care.



# Capturing bed sores for nurses

## Challenge:

For residential care staff, supporting people with bed sores is part of the job, but when these sores progress, patients often require the support of highly stretched District Nurse teams. Often this requires a non-urgent visit, which can take time to arrange and take place.



## Solution:

Zivver enables large file transfer, up to 5TB, from Outlook and Gmail. Remote care staff can therefore send videos to District Nursing teams, improving triage and enabling the delivery of instant remote support and the opportunity to prioritise an in-person visit if necessary. The nurse team can provide additional support for carers via video.

Zivver's Conversation Starter tool also enables carers (non-Zivver users) to securely contact the local nursing team by replying to secure emails, meaning they don't need to create or pay for a Zivver account.



## Benefits:

- Through seamless integration with existing email clients, Zivver makes gaining support for nurses, on the go, quick and simple.
- Review and response times can be greatly improved for cases that can be dealt with remotely, providing a much better care experience for patients.
- The ability to share 5TB securely by email allows for high quality video files to be transferred securely from any smartphone, ensuring an effective assessment.





zivver

NHS

# Connecting the local community

With the introduction of the integration and place-based care agenda, as well as the cohesion between health and social care, clinical services and the wider community, secure and accessible communication is essential to successful reform.

However, this brings the need for connections across a variety of organisations. Zivver offers an accessible and interoperable solution for stakeholders to engage cross-organisationally.

“Not only do our employees love it, but we’ve had great feedback from patients, too, through clinicians. These are people who had previous experience with our old solution; they were keen to share that they much prefer Zivver due to how much simpler it is to use. They don’t need to have an account for Zivver, they use a one-time password and that’s it – they have access to their information.”

West Suffolk NHS Foundation Trust

# Triage communications for patients on waiting lists

## Challenge:

With ever increasing waiting lists across outpatient care, keeping in touch with patients awaiting care is an important part of many services.



## Solution:

Zivver makes engaging with patients secure and simple. Zivver integrates with electronic patient record systems, allowing for automated patient communications.

Patients can email their specialist securely by replying to emails or via a secure link. Zivver also enables large file transfer by email, enabling patients to provide photos and video evidence of their health issues.



## Benefits:

- Automated patient communications simplify processes for administrators managing waiting lists and ensures patients receive communications in a timely, secure and reliable manner.
- Zivver provides legal proof of delivery and data logging for all emails, supporting compliance with data protection legislation.
- The majority of patients have access to email today ensuring they can stay on top of communications from their care team and respond in a timely manner.



# A school's SEND team sharing information with a universal school health service

## Challenge:

With universal school health service models becoming more stretched, providing assessment, support and advice in partnership with the school team can be a challenge when addressing complex needs.



## Solution:

Zivver enables secure two-way communication between schools and practitioners. Schools outside the NHS email infrastructure can share information such as photos, documents and videos securely by email.



## Benefits:

- With the ability to send up to 5TB by email, schools can share large multimedia files securely to support the delivery of care.
- Email is reliable and easy to use for schools; non-Zivver users can share data securely, without creating accounts.





---

**London**


5 New Street Square  
EC4A 3TW London  
United Kingdom

+44 (0) 203 285 6300


**Amsterdam**

Kon. Wilhelminaplein 30  
1062 KR Amsterdam  
The Netherlands

+31 (0) 85 01 60 555

 [linkedin.com/company/zivver](https://www.linkedin.com/company/zivver)

 [facebook.com/zivver](https://www.facebook.com/zivver)

 [@zivver\\_en](https://twitter.com/zivver_en)

[zivver.com](https://zivver.com)