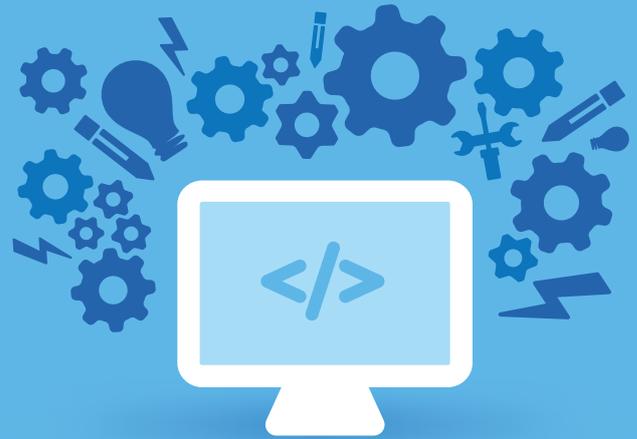


## CASE STUDY

**ROUTINE PROJECT  
& CHANGE  
MANAGEMENT  
SERVICES**

## Wickham Surgery select HC to Project Manage their complex IT requirements

When the partners at Wickham Surgery approved a move of premises, Healthcare Computing was selected to oversee and project manage their complex IT requirements.

**Background**

Wickham Surgery is a practice with 11,500 patients and was established in 1971. In 2006, the partners started the process of commissioning a new surgery as their old setting was not fit for purpose. The surgery already worked with HC, who supported their IT infrastructure, and found their services to be excellent. In December 2011, the practice tasked the company with project managing the move of their IT and to ensure that the new building had the correct IT requirements. HC's project management services are provided by an experienced team who are experts in this complex area.

**Improvement management**

The project management team at HC was tasked with carrying out a range of activities to ensure a successful move, with minimal disruption to practice services.

**About Us**

Healthcare Computing Ltd is a leading provider of IT support solutions to GP practices, CCGs and CSUs across the UK, with an exceptional knowledge of the primary care IT infrastructure, a highly qualified team of experts and excellent customer service to over 700 GP Practices across 25 CCG's and supporting over 20,000 users.

*"We were very keen to use HC as we had been impressed with their work on site in the past. This was a massive project for us: not only a surgery move, but into a new building as well, and we wanted the absolute best in terms of IT management equipment and continuity of service. I couldn't recommend them more highly!"*

*Sharon Warren,  
Practice Manager at Wickham  
Surgery*

### Project Management

The team worked with Sharon on the move and oversaw site surveys, ensuring that the infrastructure was sufficient for the practice's requirements, not just for now, but in the future, should the practice look to expand. The survey included checks to ensure the environment was to a high standard for the practice IT equipment and to ensure the highest performance over a long period.

"We had to liaise very closely with BT to ensure that the surgery's N3 line was moved at the right time and in this case, we had to deal with a complex wayleave issue, as the ducting for surgery's connectivity crossed the local Community Centre's land" explains Ed Bramall, Head of Projects at HC.

The team at HC dealt with complex issues such as cabling and comms cabinets. They also spotted and rectified the situation when the cabling was not being installed correctly. The team visited the site on a regular basis to check on progress. They liaised with third parties to procure TVs for patient information, touch screens and site-wide cabling. The team ensured that there were enough network ports in the right places; and when there was a requirement for new equipment, they consulted on this, advised and liaised with the incumbent CCG where necessary.

"The new surgery is bigger than the old one, and we are looking to expand with new staff, so HC assessed our initial CCG bid and recommended some improvements to give us greater connectivity between staff – and liaised with the CCG over this issue and many others" says Sharon.



---

*"We are so pleased with the whole project. HC's ethos is that if there is something they can help with, they will sort it out; this was true even during the move when we encountered further BT N3 issues. The whole process went really smoothly, and we are delighted with the outcome. Our main objective was to make the move as smooth as possible with minimum disruption to us and our patients and HC have helped us to achieve this."*

*"The project team was always on hand to deal with any problems that we encountered, I did not have worry or concern myself with any of the IT issues and I could rely on them. This became evident over the weekend of the move as HC ensured a seamless transition of all the IT equipment and continuity of service. I couldn't recommend them more highly."*

*Sharon Warren is Practice Manager,  
Wickham Surgery*

---

## Do you want to know more about what Healthcare Computing can do for you?

Visit [healthcarecomputing.co.uk](http://healthcarecomputing.co.uk) for further information or call **0845 0346344** to speak to one of our team members.