

# In-building at Addenbrooke's Hospital

**Uncovering the mobile experience  
gaps in today's hospitals  
and how to close them.**



# Connecting a vibrant healthcare community

Addenbrooke's Hospital provides emergency, surgical and medical care for the local population. The hospital also plays a wider role in the county and beyond – as a centre of excellence for specialist services including organ transplantation, neurosciences, paediatrics and genetics. More than 25,000 people visit Addenbrooke's every day, and the hospital is a partner in the development of the Cambridge Biomedical Campus – a vibrant and growing international healthcare community at the forefront of science and medicine.



The hospital and its campus partners needed a modern, resilient mobile communications infrastructure to support clinicians and scientists, and enhance the visitor and patient experience.



# Unlocking mobility with Cellnex In-Building Solutions

Many hospitals struggle with mobile connectivity. Addenbrooke's was no exception. Thick walls, metallised glass and older building design imposed multiple coverage and capacity limitations. Not just in patient and clinical areas, but underground where the majority of Addenbrooke's estates teams worked.

While radio pagers had offered staff some level of connectivity, in a world where seamless mobility matters in critical situations, relying on pagers and legacy fixed line telephony

was not an option. And beyond the 'corporate' network, great mobile coverage is expected by patients and visitors.

These factors, combined with a move to an integrated unified communications environment and deployment of an Epic electronic patients records (EPR) system meant a flexible and robust mobile voice and data network was a crucial foundation in helping Addenbrooke's deliver its mission.



**"My original focus was telephony as that is my Directorate's deliverable and mobile comms were limited to paging. However, it was clear that mobile needed drastic improvement. Not just for corporate users, but everyone – patients, visitors and staff."**

Peter Cleveland, Head of Infrastructure,  
Cambridge Hospitals Trust





# Unlocking mobility with Cellnex In-Building Solutions



**cellnex**  
driving telecom connectivity



## Vision

- Seamless voice and data connectivity for staff, visitors and patients – across all four UK networks.
- Future-proofed and robust mobile infrastructure to support all clinical and estate functions.
- Integration with the hospital's unified communications and ERP environments.

**“It was evident when walking round the trust that clinicians, patients and visitors were all trying – and struggling desperately – to use their mobile phones.”**

Peter Cleveland, Head of Infrastructure, Cambridge Hospitals Trust



## Key use cases

- Transition from over 4,500 radio pagers to personal and corporate mobile phones.
- 4G support for Epic Secure Chat mobile messaging solution across the estate.
- Mobile support for Microsoft Teams – a widely used application across the Trust.
- Mobile connectivity between patient discharge teams and community personnel.

**“Having two infrastructures able to support mobile data services is absolutely critical for a modern hospital.”**

Peter Cleveland, Head of Infrastructure, Cambridge Hospitals Trust



## Cellnex solution

- Delivery of a high performance Zinwave Distributed Antenna System (DAS) in-building solution.
- Survey, design, supply, installation and 24x7 support.
- Planning and engagement with mobile operators to bring all four to site.
- Support to extend DAS across the Cambridge Biomedical Campus and new-build hospitals.

**“The Cellnex team were a great fit. They were bought in to what we were trying to achieve and it was clear that they were going to be a trusted partner from the very start.”**

Peter Cleveland, Head of Infrastructure, Cambridge Hospitals Trust

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## Outcomes and benefits

- Seamless voice and data comms in all administrative, clinical and visitor areas of the 56-acre site.
- Simple, reliable and instant communications between on-site personal and community teams.
- Fast, reliable Level 1 (basement/tugways) coverage for 'very mobile' Estates Support Services staff.
- Overlay of public mobile connectivity and Wi-Fi networks to ensure data comms resilience and continuity.
- Futureproofed infrastructure and ongoing engagement with Cellnex to support the growth of the Cambridge Biomedical Campus.

**"Excellent 4G  
performance across all  
carriers has delivered  
significant benefits to all  
groups – staff, patients  
and visitors."**

Peter Cleveland,  
Head of Infrastructure,  
Cambridge Hospitals Trust



# Get in touch

For more on how Cellnex In-Building Solutions can enhance public network coverage in your critical healthcare environment, visit:

<https://www.cellnex.com/gb-en/solutions/healthcare/>



Find out more and  
book a meeting with our  
connectivity experts at  
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Cellnex plays a key role within the telecoms sector enabling connectivity throughout Europe. In the UK, as the country's leading independent telecoms site partner, Cellnex provides critical national infrastructure & services to telecoms operators, emergency services organisations and many other enterprises.

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