

# Intensive care, mission critical database and the importance of a fast response.

The Story of how WellData helped the Royal Free Hospital's ITU

**welldata** 

**NHS**  
Royal Free London  
NHS Foundation Trust



Since the start of the pandemic, Intensive Therapy Units (ITUs) across the globe have received increasing media attention as they have been at the forefront of the war against Covid-19.

However, even before the spread of the virus, these units were essential in the fight for the life of patients; as such, ITUs have always had to run like perfectly oiled machines. Put simply, in ITU there is no room for delays, miscommunication or missing information.

From the moment a patient is brought in, to the moment they leave, every action, procedure or prescription is recorded and the complete information about their ITU journey is stored. This allows staff to make informed decisions as well as to analyse trends and results to continually improve the level of care provided.

Everyone in the ITU plays a critical role, from doctors to nurses to the support staff, everyone walks in knowing that they have a mission: saving lives.

**A lesser known ITU actor, yet indispensable, is the database where all the information is stored.**

*“The longer you go without a disaster, the easier it is to forget that when things go wrong it might be too late”*



## The issue

The Barnet ITU had switched from paper-based records to digital records in the early 2000s. The switch allowed for more transparency and reduced risk of human error, as well as offering the ability to extrapolate data for analytical purposes.

It then fell to Dr Tony Wolff, who was also the doctor running the ITU and had designed the information system, to ensure that the system was up and running and the database secured. In his own words **'it was challenging and stressful looking after the databases with not being a DBA and being a one man band'**.

Without daily database management support the situation was challenging to sustain: the old operating system and the lack of consistent maintenance meant that the system was difficult to upkeep and at risk of failure.

**With the clock ticking, and the first news of a deadly virus appearing, WellData was called in.**

## The solution

WellData didn't waste any time: the first step was to secure the infrastructure, migrate the operating system to Windows and to upgrade the database from Oracle 11g to Oracle 19c.

Once the data was secured, and the immediate need resolved, the WellData team proceeded to provide ongoing support: these were the early days of the March 2020 lockdown, as admissions skyrocketed, WellData stepped in to take over housekeeping and capacity planning.

## The Results

The migration took less than 8 weeks to be completed and by the time the pandemic had reached its peak, the ITU team was able to rely on a modern Windows operating system and on on-going support of a team of experienced DBAs.

Before the migration and the outsourced database management, the ITU had so much unkept data that any new information could hardly be added without risk of destabilising the whole system. Now, the Royal Free Hospital is able to confidently and efficiently record and track every new patient, taking the burden off the already-stretched medical team.



*“It is fantastic to speak with someone who understands Oracle and can speak directly to someone who knows what they are doing”*



## The feedback

**"A fantastic experience that took a weight off my chest." TONY WOLFF, Chief Medical Information Officer and Intensive Care Consultant**

*In the words of the ITU team: "The quality of the service is outstanding, well above and beyond our expectations.*

*The cost is extremely affordable, especially in consideration of the fact that at any point we have been in need of contacting the WellData team, we always have someone at the other end of the line in a matter of minutes who has experience of our organisation and is able to immediately step in and provide the support required.*

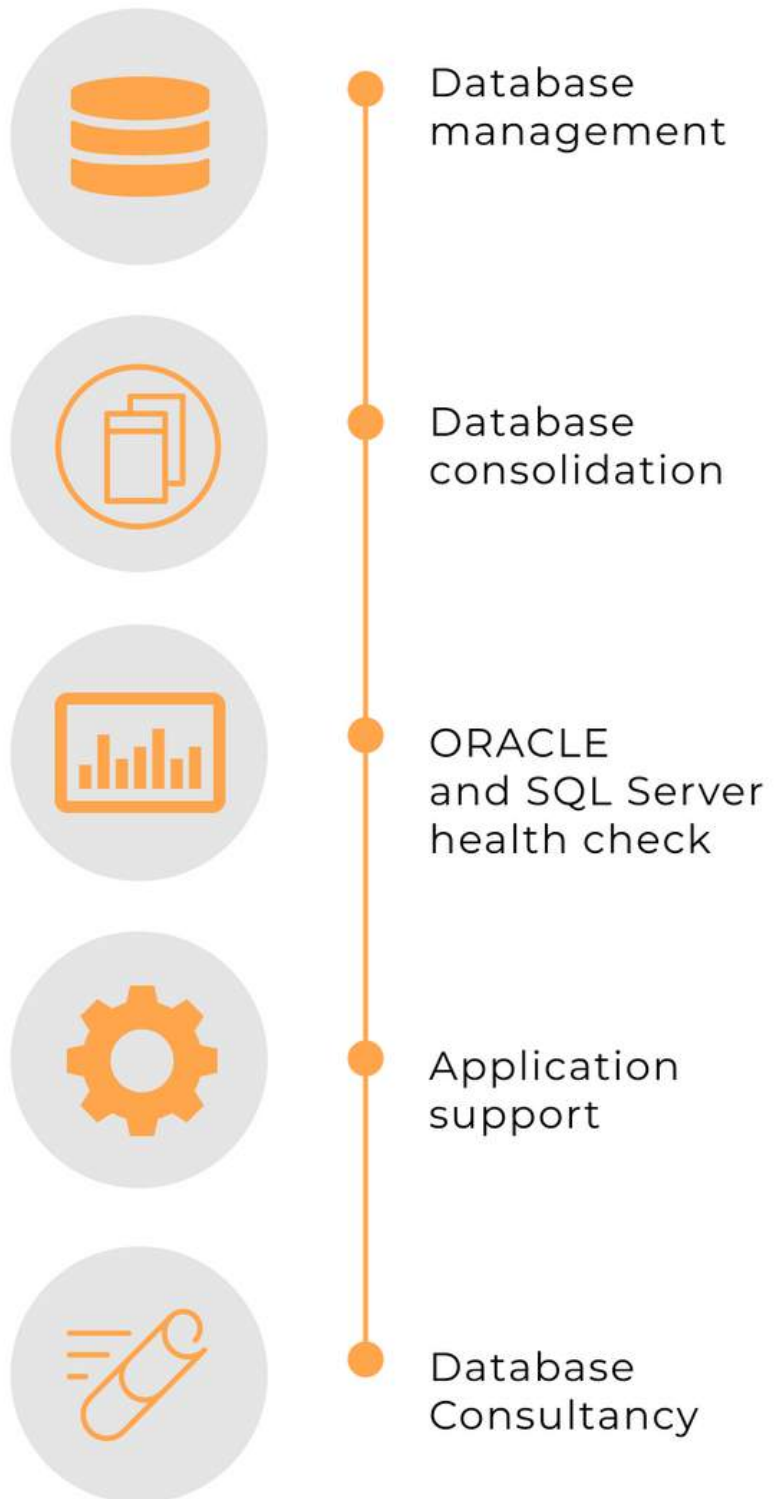
***We couldn't recommend more."***



## What WellData can do for your organisation

With a proven track record of effective partnerships with organisations across different industries and sectors the U.K., we look forward to becoming "part of your IT team".

These are some of the services that WellData can offer to support your IT requirements:



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WellData look forward to working with your organisation and are confident that we can meet the challenges and requirements of the support service you are looking for.

If you have any questions or would like to find out more about how WellData can help you, please feel free to contact our team at your convenience by email at [enquiries@welldata.co.uk](mailto:enquiries@welldata.co.uk) or by phone on [0800 389 4051](tel:08003894051)



**Thank you.  
Let's talk and  
discuss an  
action plan.**

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