

CASE STUDY

Gloucestershire Hospitals NHS Foundation Trust dramatically reduces login time for clinicians with Follow Me Desktop improving security, while also supporting ePMA compliance

Challenge

- Enhance the access to the critical systems needed by clinicians as part of their workflows by simplifying login steps and reducing the time to log on which could be as much as 30 minutes
- Reduce the risk of ransomware
- Improve the acceptance and adoption among clinical users of the new EPR
- Reduce the IT administration and management burden and improve the ROI on investments in technology

Solution

- 'Follow Me Desktop' (badge tap for roaming clinicians) provided by Altera SCM, Citrix, IGEL and Imprivata Enterprise Access Management (formerly Imprivata Confirm ID) with multifactor authentication
- Imprivata for electronic prescribing and medicines administration (EPMA)
- IGEL Endpoint OS for endpoint security

Results

- Log on time greatly reduced for clinicians enabling more time for patient care
- Improved data and systems security via the combination of Imprivata and IGEL features
- Time and resource savings for IT, as it is now much easier to support the Imprivata/IGEL/Citrix stack from a central point

“Small wins matter. From our Summary Emergency Department Indicator Table (SEDIT) report, we know that if we can reduce our IT burden by 1 minute per patient across our Emergency Departments, we will release 310 x 8 hour shifts per year.”

– **Dr. Thomas Mitchell**, Emergency Department Consultant, ED IT and EPR Lead, Clinical Medical Information Officer, Gloucester Hospitals NHS Foundation Trust

Gloucestershire Hospitals NHS Foundation Trust provides acute hospital services from two large district general hospitals, Cheltenham General Hospital (CGH) and Gloucestershire Royal Hospital (GRH). Maternity Services are also provided at Stroud Maternity Hospital. Outpatient clinics and some surgery services are provided by Trust staff from community hospitals throughout Gloucestershire. The Trust also provides services at the satellite oncology centre in Hereford County hospital. The Trust has over 900 beds and around 8,500 employees.

The Challenge: Complex and lengthy logins for clinicians at the point of care

Gloucestershire Hospitals NHS Foundation Trust is on a journey to expand the use of electronic patient records throughout the organisation. In 2020, Sunrise EPR was implemented for nursing documentation. The next step was to bring EPR into the Emergency Departments (ED). In the emergency department, staff needed to log on to multiple devices to access information and enter updates before returning to focus on patient care. This resulted in repeated automatic timeouts from clinical systems and the need to log in on a continual basis.

ED clinicians faced long login times and needed several user IDs and passwords to access all the different systems they needed. Login processes were also exacerbated by the requirement for system and security updates to be applied automatically as clinicians tried to log on, resulting in a worst-case scenario of 30 minutes to access systems. Machines would often be left logged in and other users would start working on them resulting in security, safety, and audit issues.

Given the complexity of the security stack, supporting users and maintaining an up-to-date secure systems environment was very onerous for the IT team and costly for the organisation. Up to 15,000 PCs across the Trust needed individual Windows updates and security patches applied four times a month. In addition, clinicians would often call for support to help reset user IDs and passwords.

The Solution: A tailored clinical desktop that provides fast access to patient information

Gloucestershire Hospitals started a project to assess the benefits of creating a clinical desktop to access the Citrix-based EPR, removing personal desktop elements such as email and word processing which were not needed as part of clinical workflows. The Trust evaluated thin client/endpoint technologies and, after much due diligence, chose IGEL to reduce the need for expensive PCs, Windows user licences, and the imperative to apply system and security updates device by device.

“The combination of IGEL, Imprivata, and Citrix creates an environment that significantly simplifies systems management. Centralised management and reporting require fewer human resources. A single person can deploy updates to all devices centrally and respond to reports and statistics without relying on third-party applications or word-of-mouth feedback from end users.”

– **Matt Thompson**, Digital Solutions Lead at Gloucester Hospitals NHS Foundation Trust

The IT team built the clinical desktop using the combination of Citrix and IGEL, with an Imprivata layer to provide single sign-on (SSO) and multifactor authentication (MFA). The Trust has labelled the combined solution the 'Follow Me Desktop,' which provides badge-tap access – sometimes referred to as 'tap and go' access – for clinicians as they participate in clinical workflows. At the start of a shift, the clinician's initial login requires a proximity card and PIN combination. This creates a virtual desktop session where any subsequent access to this session, within two hours of the initial login, requires just a badge tap on any similarly configured device across both hospitals. This configuration gives clinicians the benefits of fast access to patient information, even when moving between departments or hospitals, as well as providing strong security and enabling the IT department to manage user licences more cost effectively.

Due to the nature of workflows within the ED, each machine has been programmed with a 90 second 'fade to lockout' to maintain security and auditability. This period will be varied as the solution is rolled out to various parts of the organisation (such as outpatient departments) where workflows see longer periods spent face-to-face with patients.

IGEL's Preventative Security Model™, which is built on Zero Trust architecture, played a key role in helping the Trust to secure its endpoints. The read-only operating system is designed to prevent malware and ransomware attacks. As no data is stored locally and access is blocked to external drives, IGEL also helps to prevent data exfiltration.

The Results: Time saved for clinicians has streamlined adoption of new EPR

The simplification and speed of access to the systems used in clinical workflows resulted in a "fantastic" response from clinicians who have seen a greatly improved user experience. This has also enhanced the acceptance and adoption of the Sunrise EPR.

As a result, the Trust has now rolled out the 'Follow Me Desktop' solution across both its hospitals and its maternity unit. To date, this includes 45 inpatient wards and 22 operating theatres. The success of the project has resulted in the solution being extended, updating the desktop to include further clinical applications – including electronic prescriptions and medicines administration (EPMA).

"IGEL OS offers an ideal clinical desktop solution for our high-risk environment. Not only is it less vulnerable to cyberattacks, but it also eliminates the headaches of monthly patching we are required to do with our Windows PCs. Each endpoint with IGEL OS is one less endpoint I have to worry about."

– Fraser Frizelle, Head of IT
at Gloucester Hospitals NHS
Foundation Trust



"It's great!"

–A&E Doctor

"It's so much quicker."

–Staff Nurse, Triage

The flexibility of the Citrix, IGEL, and Imprivata elements means that varied configurations have been adopted to address differing needs (such as specialised environments) throughout the organisation.

Third-party devices used in more demanding areas, such as the Cybernet medical PCs in the operating theatres and Dell Toughbooks used in pharmacy rooms (typically cramped conditions where spills are likely), are running the IGEL OS. In these cases, Windows has been removed for more robust security. With Imprivata embedded into IGEL OS, these devices work in the same way as the regular IGEL hardware. This gives clinicians the same user experience, with fast access to clinical systems and data. On the wards, IGEL is used for all tracking boards, which are continuously logged in and so do not need Imprivata badge-tap capabilities.

The adoption of the solution has meant that IT management and administration burdens have been greatly reduced. The number of support calls is significantly lower, facilitated by the common look and feel across systems and the self-service password reset capability enabled by Imprivata. Software installs and updates are now all completed centrally and remotely pushed out to the 1,400 IGEL devices throughout the organisation.

The Future: Looking ahead

The next step in the plan is for the Trust to implement a fully integrated EPR across additional areas in the organisation. Outpatient departments are starting to use IGEL OS and Imprivata to access the EPR for documentation and to place blood orders. The aim is for each clinician to be able move throughout the Trust's estate, tapping in and out of devices as needed facilitated by the 'Follow Me Desktop' solution enabled by the flexible combination of Imprivata, Citrix, and IGEL.



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