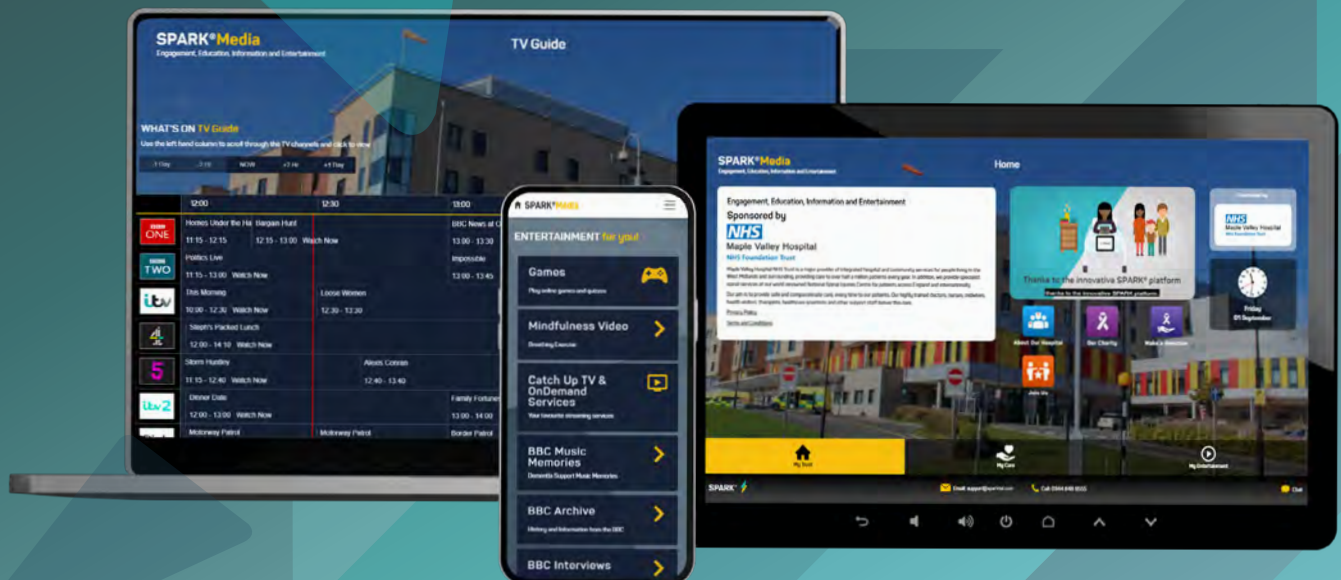


SPARK[®]Media

SPARK a change in patient experience.

Powered by



The future of patient entertainment

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For Patients: Our vision is to engage and entertain patients and visitors in hospitals, to lead to a boost in wellbeing and faster recovery. Our mission is that no patient has to pay for entertainment and engagement.



For the Staff: We work with the NHS and apps providers to increase the efficiency of staff and healthcare professionals, to minimise cost and wastage, shorten wait times, and reduce bed blocking.



For the Hospital: We help hospitals to educate and inform their patients, to reduce readmissions and empower patients in their healthcare journey.



Building to digital transformation

1 Connect first with: **SPARK[®]Connect**

Invest in an NHS WiFi solution for your patients and staff that goes beyond providing a reliable connection.

SPARK[®] Connect is the foundation which enables you to provide **SPARK[®] Media** – engagement and entertainment for patients and staff.

Provide free to patients:

- Hospital branded WiFi
- Charity images, donation links on UX Portal, 24/7/365 Support & monitoring
- Content filtering and bandwidth control, multi-language support
- Stats & Analytics

Add ons:

- SPARK[®] Secure – Enhanced security
- Custom Analytics

2 Add products & packages:

SPARK[®]Media

BYOD*

Lite:

- Video streaming and catch-up TV
- BBC Archive, History, Sounds, and Reminiscence
- Sudoku
- Hospital information
- NHS resources such as A-Z Health Index or videos
- Hospital radio
- Charity donation

Full package:

- Video streaming, catch-up TV and Live TV
- All BBC links plus Music Memories for dementia patients
- NHS resources such as A-Z Health Index or videos, Hospital information
- Hospital radio and other radio stations
- Netflix, Disney+, BBC iPlayer and ITVX
- 21 puzzle games
- Charity donation

Add ons:

- Digital Magazines and Newspapers
- Visionable (video calling)

SPARK[®]Horizon

Horizon Bedside Units*

Full package:

- Video streaming, catch-up TV and Live TV
- All BBC links plus Music Memories for dementia patients
- Hospital information
- NHS resources such as A-Z Health Index or videos
- Hospital radio and other radio stations
- Netflix, Disney+, BBC iPlayer and ITVX
- 21 puzzle games
- Charity donation
- Care information and apps such as D.A.D and Patients Know Best
- Patient safety videos and hospital induction videos
- Clinical applications like e-Prescribing, messaging, electronic meal ordering and more

3 Convert existing Hospedia Units to free-to-use:

Provide free to patients:

- Live TV
- Sky Sports & TNT
- Surveys
- Hospital radio & radio 1-5
- Telephony
- Movies & on-demand



The building blocks to hospital success

Our vision is that no patient has to pay for entertainment. We want to accelerate hospitals to become the UK leaders in digital transformation and connectivity, and that starts with SPARK® TSL.

1 Deploy **SPARK® Connect** and get free WiFi for staff & patients, secure and branded for the hospital.

2 Then add on **SPARK® Media**, where you can educate, inform, engage and entertain patients, as well as help out staff on their own or hospital provided devices. Choose from Lite or the Full package and add on any other features you wish such as digital newspapers and magazines.

3 If you have Hospedia Bedside Units, you can either switch them to free to use for the patient, allowing TV and Radio free of charge, or you can upgrade to **Horizon Units** – the latest technology to catapult your hospital into a future-proofed, digital era. If you have no bedside units, you can install Horizon from scratch.



Free entertainment for patients from less than £1 per bed per day

- Highland
- Lanarkshire
- Lothian
- Newcastle
- County Durham
- North Cumbria
- Blackpool
- Bradford
- Leeds
- Wroughton
- Bolton
- Chesterfield
- Nottingham
- Betsi Cadwaladr
- Bedfordshire
- Oxford
- Suffolk
- London
- Epsom
- Hampshire
- Lewisham
- Salisbury
- Southampton
- Dorset
- Portsmouth
- Isle of White

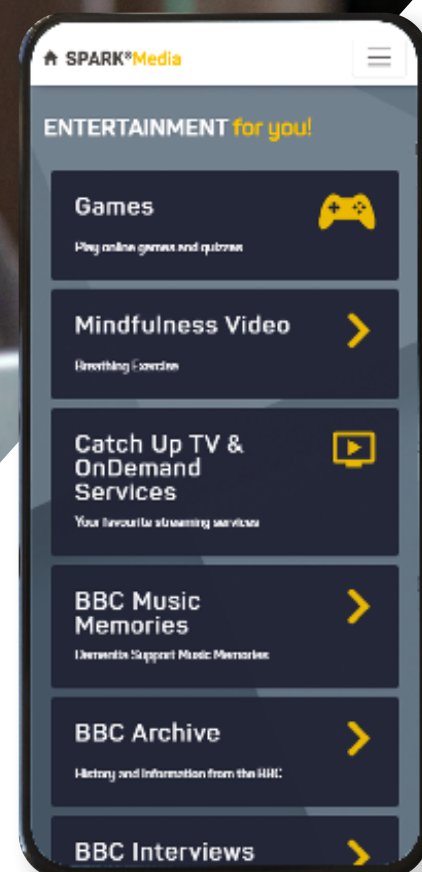
Any many more... We work with 120+ hospitals to deliver WiFi and engagement services.

SPARK[®]Media

The BYOD solution

The BYOD (bring your own device) solution means that entertainment and engagement services are free to use for the patient from the device of their choice.

- Phone, laptop, iPad/tablet
- Accessible via guest-WiFi
- Includes a library of puzzle games
- Provides a sense of home comfort
- Relieves boredom
- Reduces the need for patient-pay models
- 24/7/365 help and support



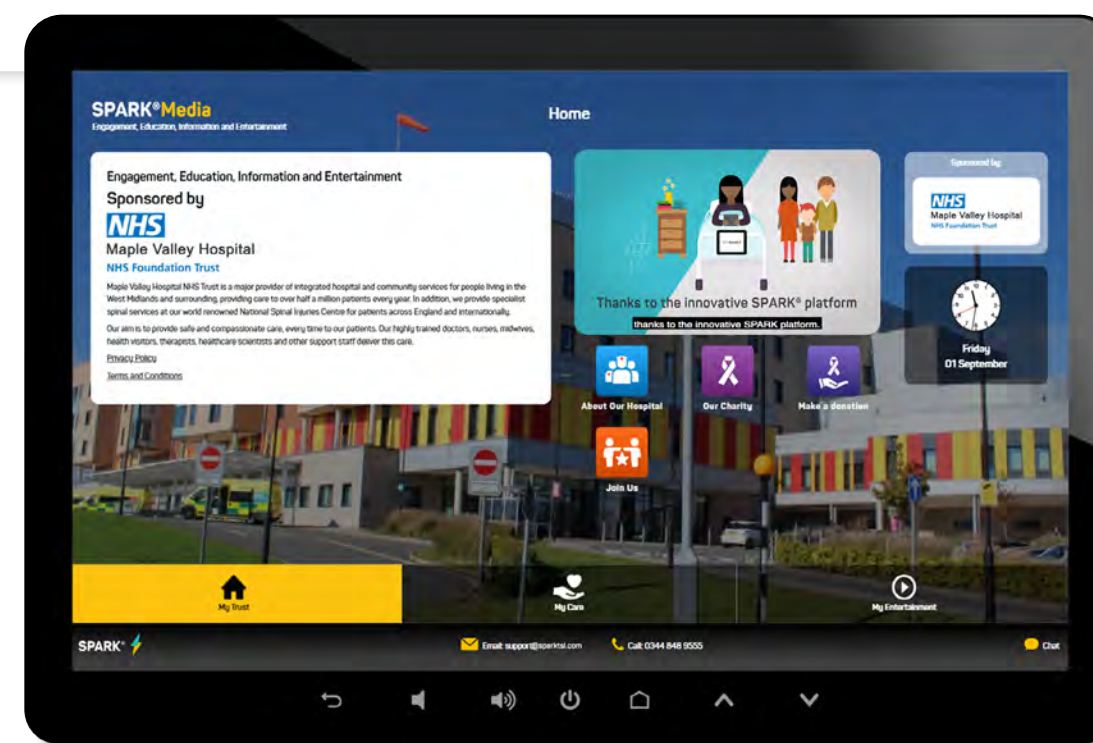
SPARK[®]Horizon

SPARK[®] Horizon provides a wealth of features for patients and staff that mirrors and enhances what's available on patient's own devices.

Features

There are a range of options for mounting Horizon, from wall mounted arms, to purpose-built trolleys. Horizon can even be fitted on the existing arms used for Hospedia bedside TV units.

- 10", 15" and 21" touch screen units
- For those without their own device
- Lightweight and user-friendly
- Replacement for existing bedside units
- Remote and on-site support



THE BYOD SOLUTION

WHY IS IT SO GREAT?



What our patients say...

"I was admitted to hospital with appendicitis, which became complicated when I was in theatre. When I was recovering on the ward, all I had was what was in my bag at the time – some gum, a hairbrush, a mirror and my phone.

My phone is the only thing I had to keep me sane during my time there. As we all do, the first thing I did was let my family know where I was. After, I connected to WiFi and after I was taken to a page with buttons for TV, games and others links. For me, this was a lifeline as my family aren't close by, so I had no stimulation or comfort. I was in hospital for 6 days and if I wasn't entertained with my phone I would have been depressed, bored and lonely. And the best part was it was all free."



ENGAGE



INFORM



ENTERTAIN



EDUCATE

750,000+

Sessions are recorded per day across
WiFi, Patient TV,
Engagement & BYOD



SPARK[®] Horizon

SPARK[®] HORIZON

SPARK[®] Horizon is a versatile, lightweight unit and is the first piece of technology that merges the software of two industry giants into one NHS focussed piece.



Save cost



Generate charity donations



Integrate applications

Powerful bedside technology

Giving patients and staff the freedom to use either a bedside unit or their own device to access SPARK[®] Media.

SPARK[®] Horizon is the answer to enhancing patient experience and staff efficiencies. A flexible, scalable solution that is always up to date.

It has been designed to make the most out of the infrastructure that is already within hospitals, to save Trusts money on installation and to ultimately provide a smooth swap in/out for minimal disruption.

SPARK a change in patient experience.

What our patients say...

"I had nothing when I was admitted to hospital. I was taken to a new trauma unit where everything seemed brand new – including the unit next to my bed. I'd seen older versions of these but never used one myself.

It was on and rolling some sort of intro screen which made me touch it as it showed the Netflix app, which is what I went on to watch for the next 3 hours while I waited to see a nurse.

After a while, a doctor came to me, tapped his device to the screen and then was showing me information about my health. That was pretty cool to have all my records right there and I actually understood what was happening. That was so valuable to me and actually put me at ease. After the doctor left, I played around on the unit and found so much more information about my care and went on to watch specific videos about my diagnosis. I didn't have to Google big words or guess my condition, it was just there, completely tailored to me."

The future of care starts now

SPARK® TSL has introduced a new suite of applications suitable for patients, staff, and visitors to enrich their hospital experience. A buildable platform, SPARK® TSL is the conduit to present thousands of applications within healthcare environments. It is an advanced mobile app platform that helps Trusts to create and integrate health, care, entertainment, and engagement apps into their services, enabling them to meet the needs of their patients and visitors more effectively and efficiently.

Standard apps provided include TV, Radio, Games, Newspapers, Magazines and Surveys. These applications are designed in-house by our Technology team.

Hospitals can select which apps they'd like to feature, such as apps from the Play or App Store such as Netflix, Amazon, YouTube, Disney+, BBC iPlayer, Shopping and Parking Apps. As well as this, specialist clinical apps can be selected, such as Electronic Meal Ordering, Electronic Observations and Electronic Patient Records. They are chosen based on your specific needs and can be customised by ward.

Apps, apps & more apps



£1,064,459

Saving using
Translation Services



£2,019,902

Saving using e-Prescribing



£262,900

Saving using Electronic
Meal Ordering



£551,387

Saving using Clinical
Messaging & Referral Systems

ROI opportunities

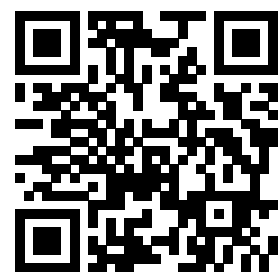
The statistics on the previous page represent with just four apps at an average-sized Trust what the savings could be.

By deploying a reputable and proven software onto bedside units, we provide better applications, superior technology, and drive more efficiency to the Trust and their patients.

We ensure that your organisation benefits from Trust and Charity exposure, cost savings, as well as a return on investment with every aspect of the solution.

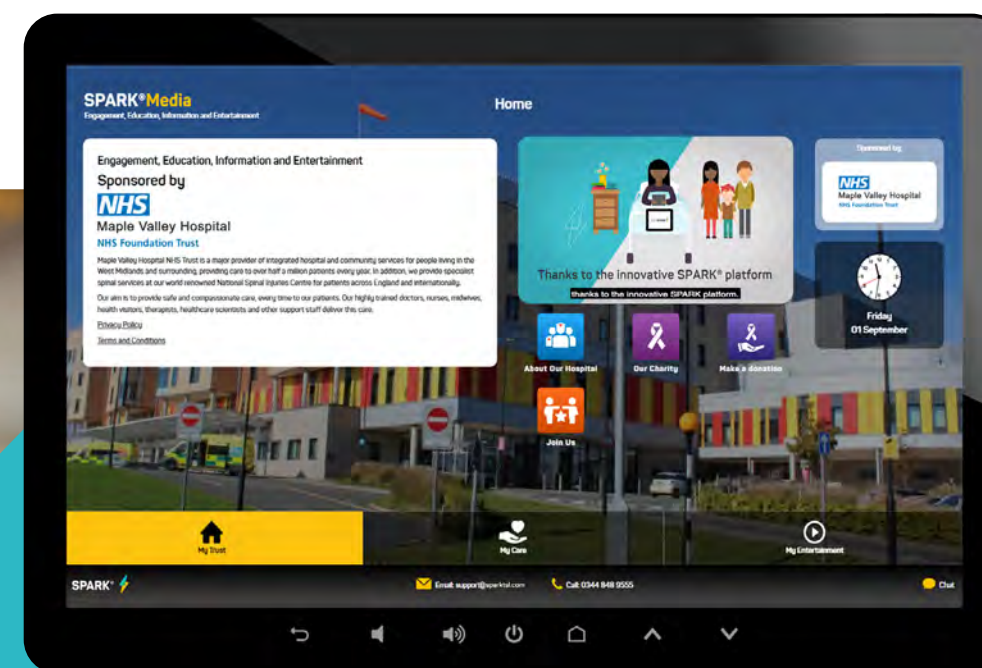
As existing bedside units are too outdated to support **SPARK® Media** and advanced software, SPARK® TSL has built a new state-of-the-art bedside unit – **SPARK® Horizon**, to meet the needs and demands of the NHS.

Calculate your ROI



Communications at UHNM says:

"It's massive for us as it means our patients, their relatives, our visitors, and staff all have free access to an entertainment platform on any device."



3-month trial at County Hospital

University Hospitals of North Midlands changed their existing pay to use solution to a free to use system for patients, over a three month period. The results showed a 300% increase in the TV usage, compared to that from before the trial began.

NHS
University Hospitals
of North Midlands
NHS Trust

300%
increase TV usage

70%
increase bedside
unit usage

Charities

A system that benefits more than just patients...



SPARK[®] Connect

With the **SPARK[®] Connect** solution, we can add their charity logo to the WiFi registration page with a banner.

SPARK[®] Media

On **SPARK[®] Media BYOD** and **Horizon** units, we can do the same thing, but also include links to further information/apps.

BENEFITS

The **benefits** are increased exposure and Charity awareness as well as the opportunity to inform and engage with patients.

"The charity took more donations in the first six weeks of the Trust using SPARK[®] TSL than they had in the previous three years!"

Glenn Winteringham, Group Chief Digital Officer at Royal Free London NHS Foundation Trust.

Help & support

Dedicated on-site and engineering support

Our Service Desk is available 24/7/365 to provide support and guidance when required, to patients and NHS Staff. With the team of Field Engineers and experts to handle site related issues, we are ready to respond in a timely manner with agreed SLAs.

The Field Team will perform routine maintenance on all installed hardware maintaining all health and safety requirements and resolving low level faults. Having a single, supported platform will continue to unite

services across departments and remove unnecessary strain and drive efficiency within the NHS.

For Hospitals that require the installation of bedside wall mounted hardware, our experienced team will manage the entire project whilst liaising with all key contacts within the Trust to ensure we comply with all required legislation and infection control processes. Our experience will ensure minimal disruption to staff and patients throughout the project.

24/7/365 UK SERVICE DESK

 **Expert**

Our own UK based dedicated Service Desk for inbound and outbound telephony and email tickets. The Service Desk understands vulnerable patients and provides a sympathetic service along with an excellent SLA.

 **Reliable**

 **Dedicated**

With nearly **20 years of experience** running and supporting systems and hardware in the NHS, SPARK[®] TSL is ideally placed to add further benefit to all Trusts who have our platform. Removing the strain on Hospital IT and Estate teams, the Platform and Hardware installed is fully managed, updated and supported.

Contact us

www.sparktsl.com
0344 848 9555



SPARK[®] TSL is fully accredited to all relevant industry standards with highly trained employees who provide 24/7/365 support and monitoring.



Contact us

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in X

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