



STATIC SYSTEMS GROUP

SSG modernises patient communication with dual-site Nurse Call upgrade

January 2026

Project overview

Mid Yorkshire Teaching NHS Trust has successfully completed a large-scale lifecycle replacement of its Nurse Call systems across two key sites: Pontefract Hospital and Pinderfields Hospital. This complex modernisation programme was delivered by SSG, a Halma company, acting as the specialist technology partner for Equans, the hospital's FM provider. Working in partnership, they managed the transition of nearly 1,000 beds to a new-generation IP-based platform.

Specialised logistical planning was required to manage the disparity between the two sites – the 203-bed specialist facility at Pontefract and the 712-bed acute and trauma centre at Pinderfields. Operating within fully active wards, the project required meticulous programming and a phased 'decant' strategy to ensure that patient safety and clinical workflows were unaffected throughout the installation.

Technical scope and architecture

To meet the Trust's requirements for long-term resilience and enhanced staff-to-patient communication, SSG deployed its Ultima-IP Nurse Call system. This single-platform approach replaced ageing infrastructure with a Power over Ethernet (PoE)-enabled network, delivering distributed intelligence with built-in redundancy.

Key technical deliverables included:

- Installation of over 900 IP-based bedhead modules and 4,200 over-door signal units to provide clear, real-time status alerts
- Implementation of 59 voice touchscreen consoles featuring VoIP SIP technology, allowing direct, high-fidelity voice communication between patients and staff
- Integration of 252 disabled pull-cord stations and 7 dedicated UPS backup units to ensure continuous operation during power fluctuations
- Full system integration providing real-time diagnostics and direct integration with mobile response devices and existing telephony

Thanks to SSG's expertise in IP architecture, the Trust has moved away from isolated hardware towards **a scalable, future-ready platform that supports care-in-place integrations and data-driven maintenance.**



Overcoming challenges

Executing a multi-system installation within a high-pressure new-build environment required coordination between several construction trades and clinical leads.

- To preserve patient coverage, work was scheduled by ward. At Pontefract, this followed a 16-week programme using daytime shifts in lower-acuity areas. At Pinderfields, the 16-week rollout required night-time switchovers in critical care areas to avoid clinical impact
- Regular briefings with nursing staff allowed the team to align with ward-specific needs – such as clinical dependencies and staff training windows – ensuring the phased decant of beds was always handled with precision
- Where possible, existing trunking and back-boxes were reconfigured and retained. This sustainable approach reduced construction waste and significantly lowered the complexity of the on-ward works

Ensuring clinical continuity

Delivering a large-scale infrastructure upgrade across 915 active beds required a strategy that prioritised clinical continuity.

To navigate these high-pressure environments, SSG implemented a partial-live operation strategy. This allowed sections of a ward to be upgraded while the remainder stayed fully operational, supported by real-time communication protocols with the clinical leads.

In the most sensitive areas, such as Pinderfields' Emergency Department and Trauma wards, the team ran 'soak tests' on every new network segment before turning off the old system. This careful testing ensured the Nurse Call stayed fully functional throughout the switchover. Thanks to this planning, the project was completed with no unplanned ward closures and zero critical-care incidents across both 16-week phases.

Outcomes and future resilience

The transition to a unified IP platform has delivered immediate operational improvements for the Mid Yorkshire Teaching NHS Trust. Internal metrics indicate that the introduction of IP-based voice handling and smart alarm routing has reduced average call-to-response times by 30%.

Staff have reported high satisfaction with the intuitive touchscreen interface, while system analytics now provide the Estates Team with the data needed to reduce fault-triggered alerts and improve maintenance efficiency.

By synchronising the technical rollout with daily site operations, **SSG has provided the Trust with a resilient communication framework that is future proof.**



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