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Peter Nye
Head of Information and Management Technology
City and Hackney TPCT



CUSTOMER NAME

City and Hackney Teaching PrimaryCare Trust

INDUSTRY

Healthcare

CHECK POINT PRODUCTS

- Firewall-1®
- VPN-1®

CUSTOMER NEEDS MET

- Secure Internet access to the National Health Service
- Secure infrastructure for electronic health records
- Affordable quality security
- Ease of use for IT staff productivity
- Remote access for improved community nursing

City & Hackney TPCT Improves Health Services with Check Point Security

ABOUT CITY AND HACKNEY TEACHING PRIMARY CARE TRUST

City and Hackney Teaching Primary Care Trust (TPCT) makes sure that the UK's National Health Service (NHS), one of the best in the world, works effectively for the people of Hackney. Modernizing for the new century, the NHS restructured to ensure that people receive all the health and social care they need. The key change gives locally based TPCTs the role of running the NHS and improving health care services in their areas.

City and Hackney Teaching Primary Care Trust manages the first point of care for more than 260,000 citizens in the London boroughs of City and Hackney. It is responsible for general practitioner (GP) medical groups, walk-in emergency centers and works with other provider organizations for hospitals, dentists, opticians, mental health services, pharmacies, and patient transport. The TPCT also ensures that health and social care systems work together for the well-being of patients.

CITY AND HACKNEY TPCT CHALLENGE

City and Hackney TPCT set ambitious objectives for 2004. The first priority is improving communications with a long line of stakeholders, including patients, practitioners, local government, volunteer organizations, professional bodies, and the Strategic Health Authority which manages the Trust's performance. Another priority is building partnerships to address the special needs of children, the elderly, the learning disabled, and the mentally ill.

Achieving these and many other Trust objectives depends on an effective information technology that meets the security and privacy mandates of the National Health Service and the U.K. Data Protection Act. However, when the Trust formed from the merger of two predecessor organizations, it inherited outdated networks with patchwork security. "Security consisted of a variety of software programs protecting small systems," recalled Peter Nye, head of Information and Management Technology, City and Hackney TPCT.

THE CHECK POINT SOLUTION

In designing the new network from scratch, the Trust chose Check Point to make information accessible and secure. “In rebuilding the network,” said Nye, “the first thing we did was to install a Check Point Firewall-1® in prime position to the NHS nationwide network. This allows us to provide secure Internet access to the NHSnet and the Internet from our 20 offices.”

Check Point Firewall-1 gives the Trust comprehensive and highly scalable attack protection and network security. It integrates both network-level and application-level protection to provide the highest level of security, with access control, attack defenses, content security, authentication, and integrated Network Address Translation (NAT). Firewall-1 is integrated into the VPN-1® family of products and managed by Check Point’s leading SMART management architecture.

With the Check Point solution in place, the Trust implemented a 100-MB network connection with the local hospital to manage shared services more effectively, such as physical therapy. In addition, users will be able to access the NHS Care Record System for patient demographic data, so information is available at the point of need. “We are all linking up to common systems,” said Nye, “and the Check Point firewall protects the network from attack and unauthorized access.”

THE BENEFITS OF CHECK POINT SECURITY

From long experience, Nye has always been impressed with Check Point reliability. “It was essential to deploy an Internet security solution that I knew I could trust, and I knew Firewall-1 was a solid reliable product. When colleagues tell me that their system was attacked and disrupted, I always ask what security solution they had in place. They never say Check Point.”

Security aligned with organizational goals

City and Hackney TPCT is committed to delivering broadband connections to the NHS network for all clinicians. The Trust also continues to develop the IT infrastructure for integrated electronic health records for all patients. These goals require the Trust to comply with the strict network security standards established by the NHS and the Data Protection Act. “We chose the Check Point Firewall-1 to ensure only

authorized personnel can access patient, personnel, and critical business data in our system.”

With a robust Internet security solution in place, the Trust can safely implement key initiatives to enhance communications and access. “Our patients, staff, primary care practitioners, and hospitals can access the information they need directly from the network,” said Nye. “In addition, we can use the Internet more effectively for recruitment, retention, training, and development.”

“A great value” in quality security

While funding to the Trust for a three-year period represented a significant increase over previous years, inflation is expected to consume nearly half of it. Therefore, the Trust, like all public-sector organizations, must allocate its resources carefully. “The Check Point solution is a great value,” said Nye, “because it runs on most common systems and requires no special equipment.” The simplicity of installation and ease of management also improve the efficiency and productivity of the small IT staff tasked with supporting more than 70 locations.

Improved community nursing

As district, visiting, and school nurses take on a growing public health role, they must be empowered with remote links to health and social services. The Trust plans to connect them cost-effectively using Check Point VPN-1. This solution protects the privacy of communications over the Internet while securing network resources from unauthorized access. Remote access will also be extended to the IT staff who must respond to user issues after business hours.

One-click technologies make VPNs simple for Nye’s staff to deploy and manage. “However, we may decide to implement a VPN through a managed service provider. If we do, we will insist on Check Point VPN-1 interfaces,” said Nye.

CITY AND HACKNEY TPCT FUTURE

Connecting the health services to social services departments will provide City and Hackney residents with complete and integrated care. Implementing the link requires an RSA server between two Check Point firewalls. “Check Point is always my first choice, because the sensitive data in our system has to be protected.”

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