

REDWOODS MOBILE SIGNAL BOOSTER SOLUTION

Mobile phone signal at The Redwoods Centre has always been limited due to the way the building is constructed, which blocks reception in many areas. This has made it difficult for staff and service users to stay connected.

Thanks to new technology, we can now boost mobile signals inside buildings, improving access to 4G/5G networks. This will not only make everyday communication easier but also support essential services as we move away from older landline systems.

A similar solution was recently installed for North Staffs Combined Trust Harplands Mental Health Hospital, and the results have been very positive. Staff have reported much better mobile signal throughout the buildings, including in ward areas. As part of the MPFT Digital Transformation Strategy we are delighted to announce the successful implementation of this technology to our Redwoods estate.

What were the project objectives?

- Improve mobile phone signal throughout all buildings at the Redwoods site, making it easier for staff and service users to stay connected.
- Improve 4G and 5G signal strength inside all buildings for faster and more reliable mobile connections.
- As we phase out outdated phone systems, boosting mobile signal will ensure smooth operations and support the increased use of mobile technology.
- Stronger mobile signal will improve communication for staff and provide better connectivity for service users, improving overall experience and service quality.

Project Benefits

Connectivity

Staff and service users, where allowed, will be able to use their mobile devices more easily and reliably.

Communication

Staff and patients will be able to communicate more easily, both with others inside the building and with people outside, using their mobile phones.

Continuity

This will improve business continuity as we phase out old copper phone lines and increase the need for mobile phone technology.

Compliance

The solution is licence-exempt under UK law and fully meets the requirements of Ofcom SI 2018/399.

Signal Comparison

The images below provide a visual comparison of mobile signal strength across different locations before and after the project was implemented. The left side displays the "before" images, where grey, amber, and red areas indicate weak or no signal within the building. The right side presents the "after" images, showing the impact of the improvements, with yellow and green areas representing improved signal strength.

Before

After

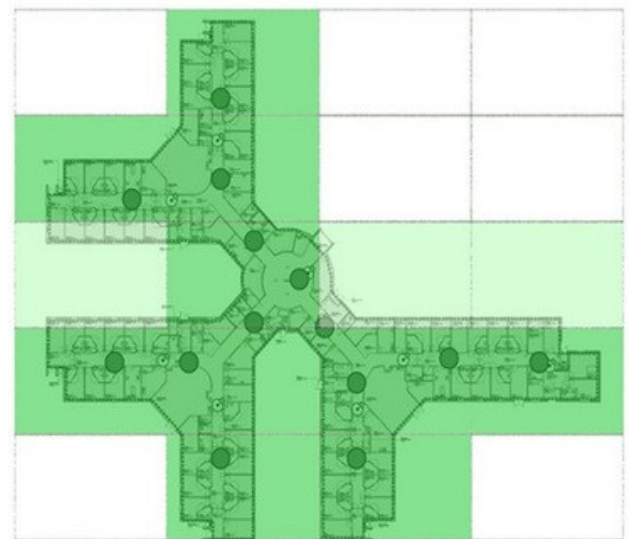
Wrekin

Wrekin

EE



Wrekin



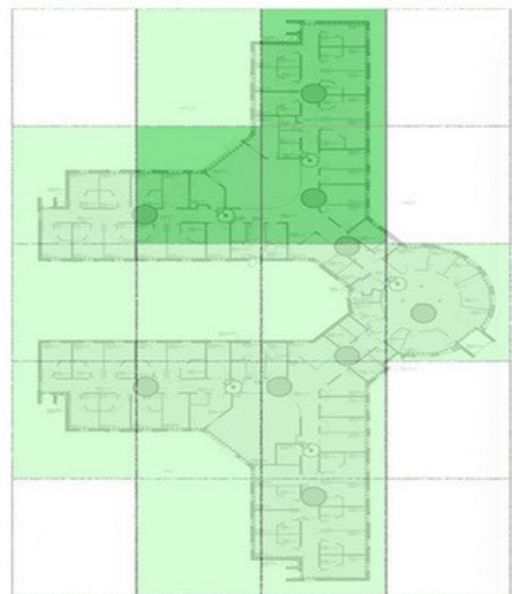
Caradoc

Caradoc

EE



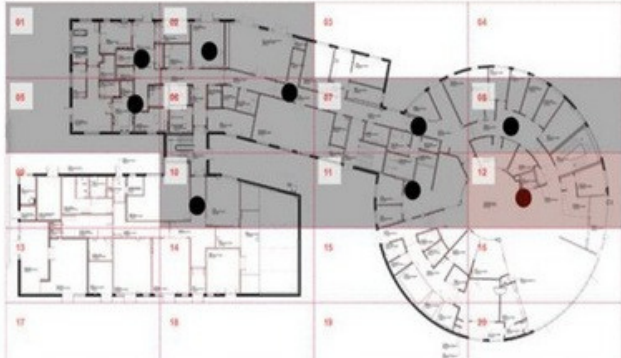
Caradoc



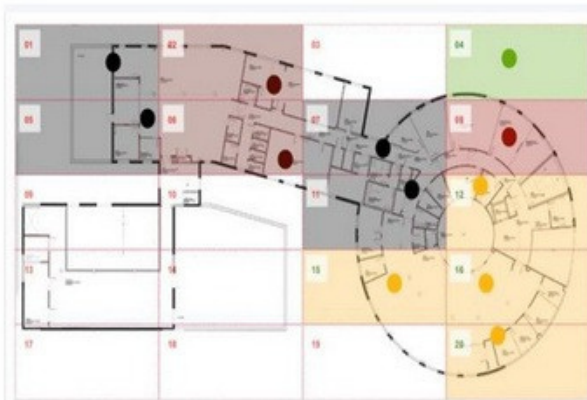
Signal Comparison

Before

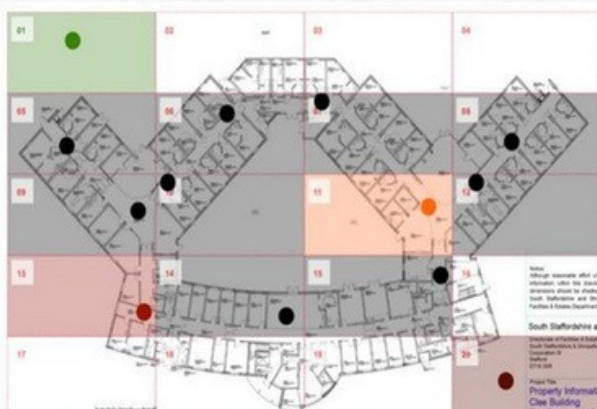
Wenlock (Ground Floor)



Wenlock (First Floor)



Clee

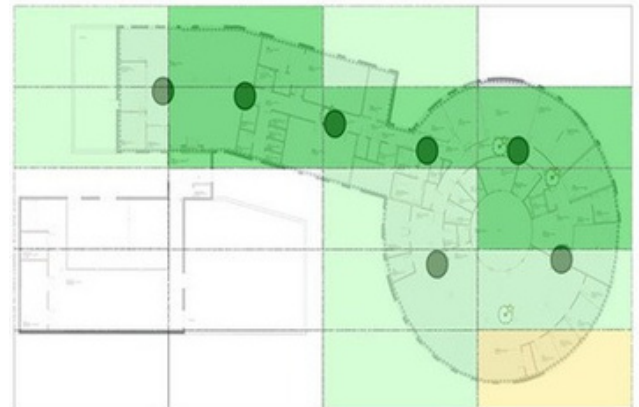


After

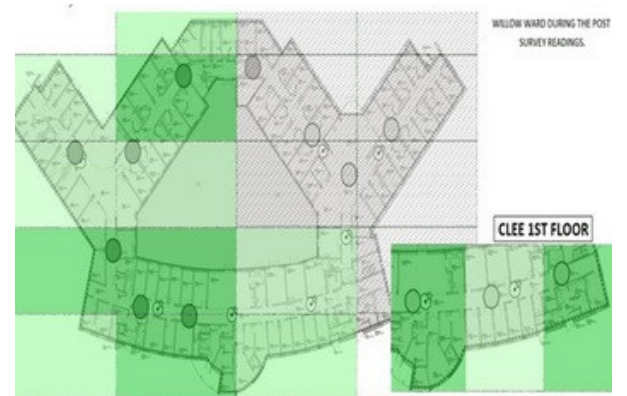
Wenlock (Ground Floor)



Wenlock (First Floor)



Clee



Note – Willow ward was not accessible during the post survey due to an incident on the ward

These images show the buildings on EE, which is MPFT's primary network provider but also the worst in terms of signal. In addition to boosting EE's signal, we have also boosted the signals from other providers, including O2, 3, and Vodafone.

The Results

David Shelley, MPFT Digital – **Head of Capital, Implementation & Strategy**, reflects on the project's success:

"Since commissioning in 2012 staff, patients and service users at the Redwoods Hospital, Shrewsbury have always struggled getting a reliable mobile phone signal through all network providers. It is essential in today's healthcare environment that connectivity and communication methods are reliable and robust to help support our services staff and patients.

Working with ihavesignal, we were able to implement a solution to boost mobile signal and 4G/5G data in to all areas of the Hospital improving mobile signal and data connectivity throughout on all networks. ihavesignal worked with our services and digital team to understand the problems and tailor a solution to put communication at the centre of our inpatient facility and support MPFT in delivering a key part of our digital transformation strategy."

The completion of this project marks a turning point for The Redwoods Centre. What was once a persistent barrier to communication, raised by staff since the day the facility opened, has now been resolved with a future-proof, high-performance mobile connectivity solution.

For staff, patients, and community teams, reliable mobile signal is no longer a frustration but a fundamental enabler of better care, faster response times, and seamless operations. As MPFT continues its digital transformation journey, this investment ensures Redwoods remains at the forefront of modern healthcare – where mobile connectivity is no longer a limitation, but a strength.



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