



Socitm Advisory team volunteering with Rennie Grove Hospice Care

Volunteers' Week 2020

Members of our team have been dedicating their time to support Rennie Grove Hospice Care with workshops, Change Management and Project Management.

Rennie Grove Hospice Care is a charity providing specialist care and support for adults and children life-limiting illness in Buckinghamshire and West Hertfordshire. Like so many organisations, it has gone through a rapid transition to home and remote working. It was already in the early stages of a programme to transition to Microsoft 365 and Teams etc.

Here's what our team have to say about what they have been supporting with:

Shane Mills (Client Services Director) supported Rennie Grove with their Microsoft Adoption and Digital Journey Readiness Strategy.

It has been a pleasure to work with Rennie Grove and to help them through this challenging time. Their openness and receptiveness made it much easier for us to help them make a difference, making it all the more rewarding for us. To have contributed to such an important service at such a critical time has been an honour and a privilege. I hope we can explore further work in the sector as a result of our successful engagement with Rennie Grove."

Isobel Boyes (Senior Consultant) supported Rennie Grove with learning sessions.

In working with Rennie Grove Hospice Care we met in order to get to know each other, to find out their needs at this time of Covid-19, and where they are as an organisation at the moment (and where they want to get to). Gaining understanding about what's important to them and incorporating feedback from initial sessions has made it possible to tailor subsequent learning sessions to their specific situation.

"The establishment of strong working relationships ensures that we can have lively, open and genuine discussions that have ensured we've been able to give proper meaning and relevance to the learning

we're providing. We are thoroughly enjoying working with them to utilise the power of Microsoft Teams to give them a real boost towards greater productivity, and effective collaboration and communication across their organisation and partners."

Rhys Butler (Digital Support Technician) helped Rennie Grove in their Microsoft 365 adoption and overall IT delivery.

It has been an enriching and beneficial experience helping on the Rennie Grove Microsoft 365 Adoption project, being able to support those that are currently putting the needs of patients before their own has been a humbling undertaking. My wife is a Junior Sister in a Respiratory ward of a hospital and we had to shield to protect our pregnancy. In some small way, I felt I was able to help towards the challenge by giving of my experience and technical knowledge to help Rennie Grove continue the work they were doing with the ultimate goal of helping them to continue to deliver outstanding patient care.

"The most rewarding part of this project has been the discussions around Microsoft 365 services and infrastructure, helping Pauline and her team be able to make informed decisions around its implementation and adoption."

Chetan Shah (Senior Consultant) supported Rennie Grove's small IT team develop a Digital Journey Readiness Strategy.

During the Covid-19 pandemic lockdown it has brought new challenges for organisations to help and support the people in the community to how they used to. In the past, I have volunteered by providing face-to-face, hands-on help or doing charity events to raise funds and awareness to great causes.

"This year with the lockdown and social distancing it has brought new challenges for communities to cope with and present new challenges for me in ways I can help too. Being furloughed has given me the opportunity to be part of a great team to work on an exciting opportunity, dedicating my time and skills to volunteer and help Rennie Grove Hospice Care; their small IT team were facing issues supporting and

managing rapid changes during the lockdown and needed technical help and guidance.

"I, as part of a team, am proud to have helped them develop a Digital Journey Readiness Plan am now helping Rennie Grove Hospice Care with a strategy and roadmap for their key technology changes to help nurses and clinical teams to work remotely and securely whilst they help and support people who need specialist and critical help to live normal fore-feeling lives within their homes and communities. This opportunity has given me the benefit to learn more, challenge myself, build new relationships and provide assistance to others at such difficult times.

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Martin Wilkinson (Consultant) supported Rennie Grove with Microsoft 365 Session Delivery.

I'm so grateful to be able to work with Rennie Grove. It is so vital for organisations like Rennie Grove to be able to deliver their services effectively and Microsoft 365 can help them do just that."

James Wickham (Senior Consultant) helped Rennie Grove on their Digital Journey Readiness.

It was a great pleasure to open discussions with Pauline at Rennie Grove to help understand her change management and project management requirements. Alongside other team members who have taken this change piece forward with gusto and brilliant work, it is great to see this going in such a positive direction."

"As a Trustee for Rennie Grove Hospice Care, I'm humbled and immensely grateful for all your support and dedication. Thank you so much on behalf of all at Rennie Grove and their patients."

Martin Ferguson
Policy and Research Director, Socitm

"When one of your colleagues became a Rennie Grove Trustee, I had no idea quite what a bonus that would prove to be. As you know at the start of lockdown the small in-house ICT team of 6 had just become a very stretched team of 2 and was really struggling to cope with the increased demand for support through a period of significant change. My immense thanks to those Socitm staff who volunteered their time and came to our rescue, providing not only invaluable Microsoft Teams training but technical guidance, willingly passed on the benefit of their professional experience. At the same time the Socitm team have provided superb demonstrations of the new etiquette of managing and participating in online meetings.

"But you didn't stop there! Parallel workstreams are helping to pull together an Invitation to Tender and a strategic document setting out the level of change we need to embrace over the next year. It has been wonderful to have multiple very professional experts to consult and debate the options whilst accelerating delivery of these key pieces of work.

"Thank you to the very impressive team for enabling this to happen. We are very privileged to receive the support of friends and relatives of patients we have cared for but it is utterly breathtaking when total strangers respond to a plea for help in such force."

Pauline Scott
Data Protection Officer and ICT Lead, Rennie Grove

Janet Tyreman (Senior Consultant) helped Rennie Grove develop an ITT.

Rennie Grove have a requirement to modernise their IT service to take advantage of applications and infrastructure hosted in the Cloud. Socitm Advisory are supporting this by developing an ITT in collaboration with the client to procure an appropriate IT services organisation to enable the transformation, support and improve the services post-implementation.

"The ITT will be completed by the end of June to enable Rennie Grove to complete the procurement and let the new contract to be live in September. This experience has allowed me to do something constructive for the community whilst working as part of a team and maintaining my skills."

