

INTRODUCES...



The Digital Practice

Helping Practices to Manage Patient Demand

HOW IS FOOTFALL ACCESSED?

Patients access FootFall through the practice website. Patients are invited to select a tile according to the task they want to complete.

Practices access the patient requests via a dashboard.

Patient

Practice

Request type	Assigned to	Assigned by	Alerts	Sites	
New Request	HAYLES, Paul	31 Dec 1985 (36y)	Repeat Prescription Requ...	2 days ago	Reply to patient overdue ▲ 18:30 yesterday
New Request	LOCKYER, Norah	21 May 1958 (64y)	Change of name or address...	2 days ago	Response due 12:30 next Sat
New Request	WHELAN, Jessica I just wanted to check there are 2 of the sets of tablets on my prescription	23 Dec 1965 (56y)	Prescription Question	2 days ago	Action due ...
New Request	CHILDS, Samuel	01 Jan 1976 (46y)	Request a Routine Appoin...	2 days ago	Action due ...
New Request	BILLINGE, Laura My left knee is sore and swollen	20 Mar 1983 (39y)	Get help for any health pr...	3 hours ago	Action due ...

PATIENT SELF SERVICE

Patients are guided through simple decision trees for many administrative functions, avoiding the need to phone or visit the practice.

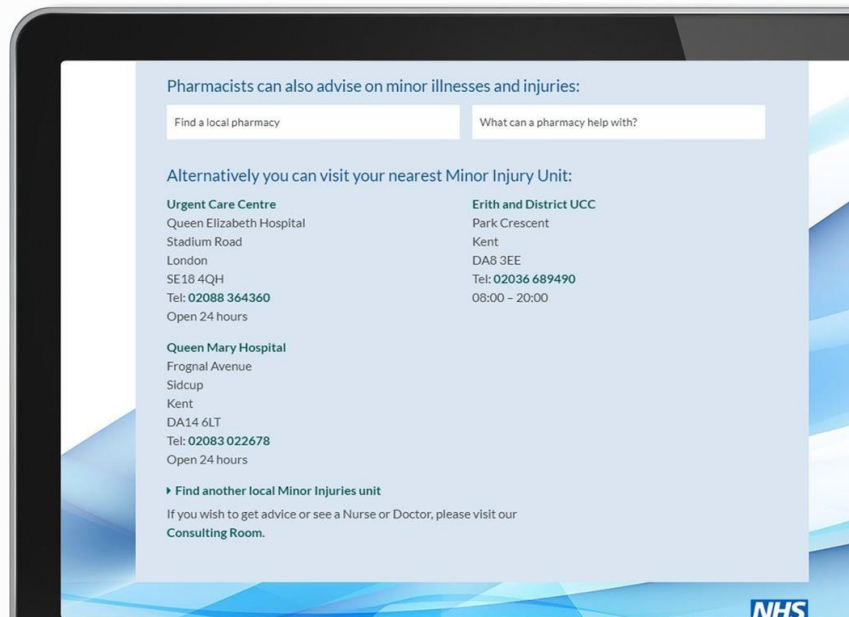
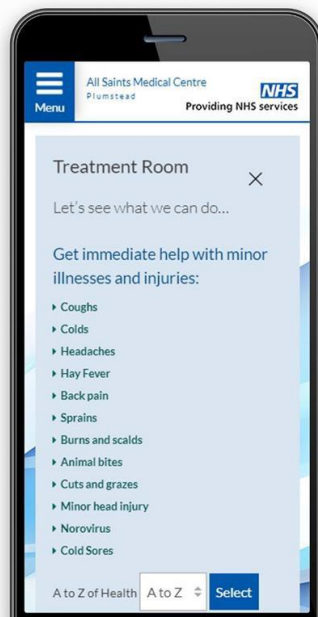


PATIENT SELF HELP ON MINOR HEALTH PROBLEMS

Gives latest NHS content on top 12 minor health problems.

Patients are advised when to call 999 or go to A&E.

Directs patients to local pharmacies and MIU's where appropriate.



ONLINE CONSULTATIONS

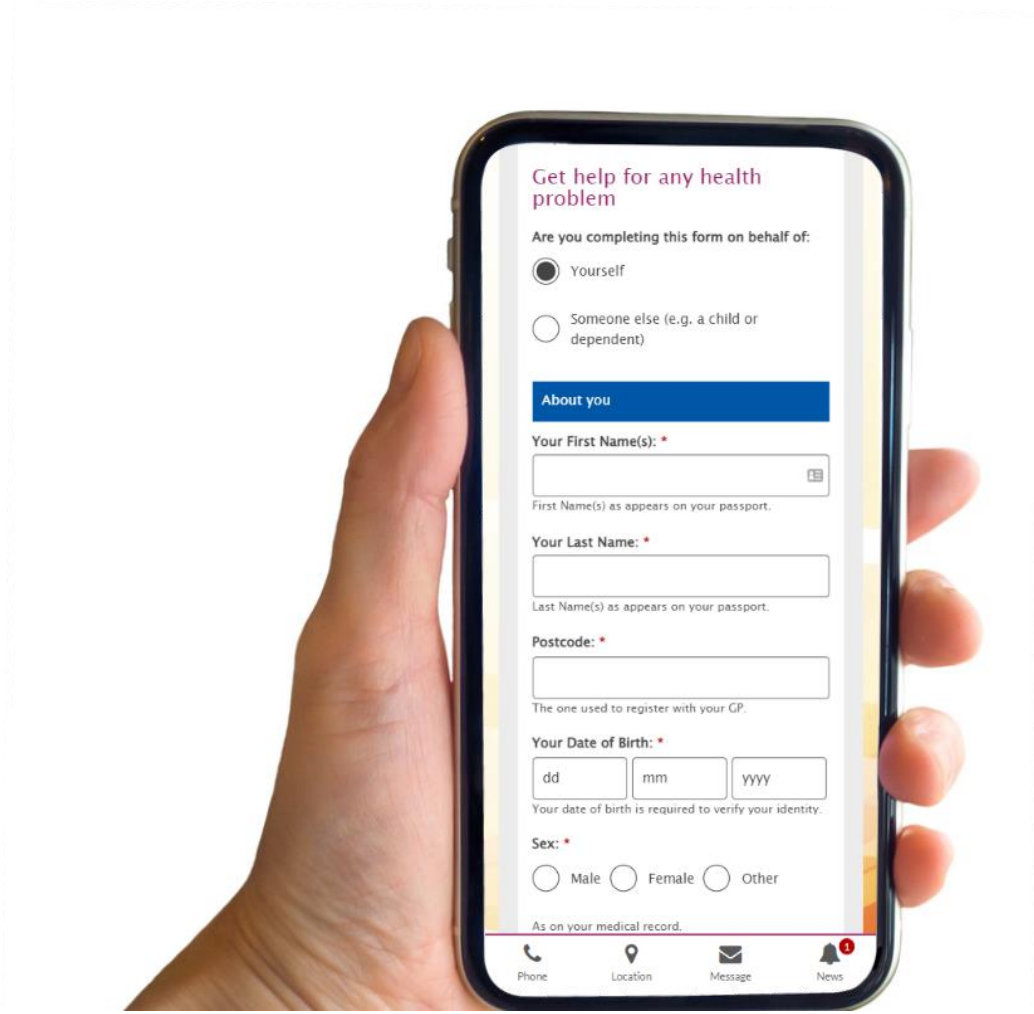
Includes the ability to engage with doctors as well as nurses, pharmacists and receptionists.

Permits two-way conversations.

Patients can send documents and photos.

The practice can reply with practice documents such as medical letters and guidance leaflets.

Provides a complete audit trail for every activity.



PATIENT CENTRED ONLINE CONSULTATIONS

Tailored consultation forms guide patients to:

- ▶ Include their symptoms, history and concerns about their condition.
- ▶ Choose their preferred method of receiving practice responses, i.e. text, email or both.
- ▶ FootFall includes online reviews for many conditions including UTI, Asthma, COPD.

Required field(s) are indicated by *

Get help for any health problem

Are you completing this form on behalf of:

Yourself

Someone else (e.g. a child or dependent)

About you

Your First Name(s): *

First Name(s) as appears on your passport.

Your Last Name: *

Last Name(s) as appears on your passport.

Postcode: *

The one used to register with your GP.

Your Date of Birth: *

Your date of birth is required to verify your identity.

Sex: * Male Female Other

As on your medical record.

Your Phone Number: *

The practice may use this number to contact you about your request.

Your Email: *

This email address can be used to contact you about your request. Please be aware that if you have given anyone else access to your email account they may see responses sent to you.

Please continue completing the form below

About the Patient's Problem

What is the problem? If you have seen us about this problem before, tell us what has changed. *

Phone Location Message News

DASHBOARD

Bring order to patient requests with one comprehensive system

Handle all patient requests in one system.

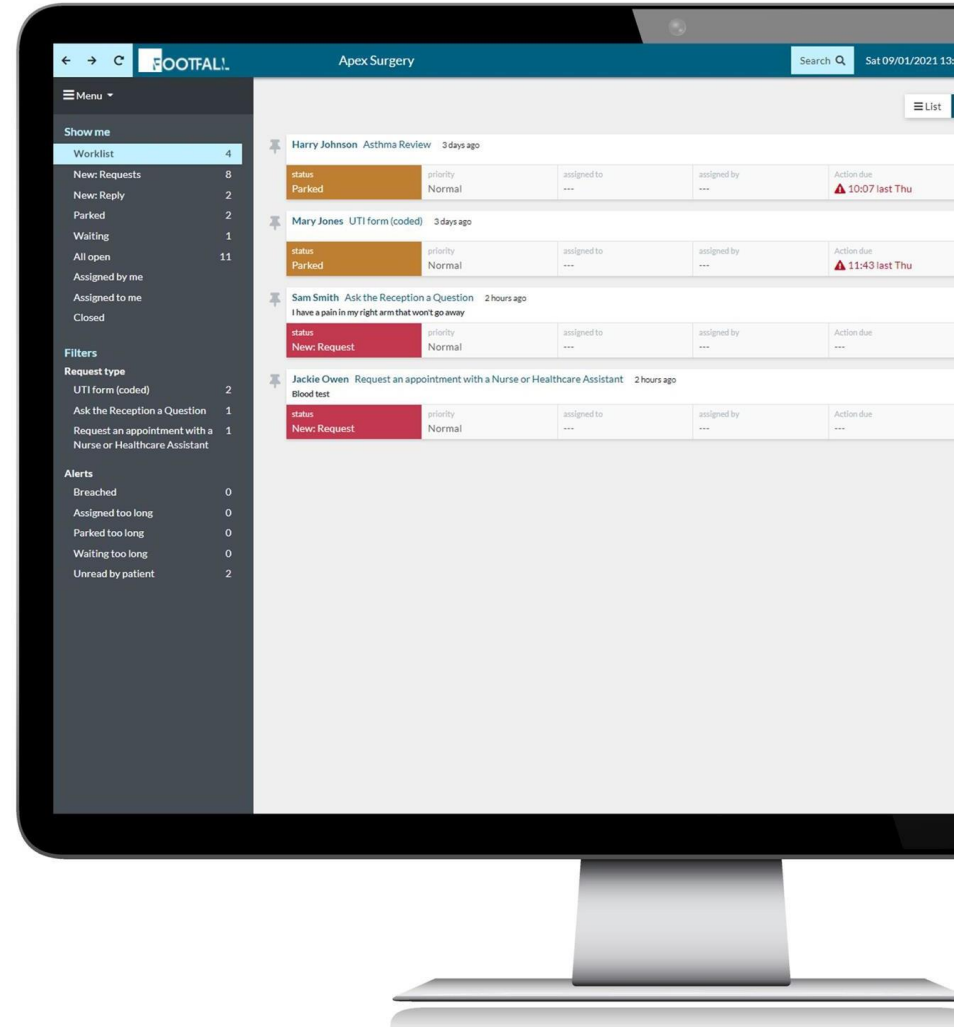
Coded data can be sent to the clinical system EMIS.

Customisable dashboards according to roles.

Supports total digital triage.

Full reporting and searchable audit trail with individual access control.

Over 40 request types currently supported such as administrative and health review forms.



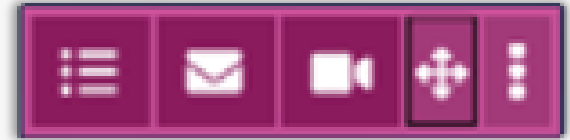
CLINICAL SYSTEM INTEGRATION

FootFall Connect

Send episodes directly into the patient record with FootFall Connect EMIS integration.

Use floating desktop toolbar to perform quick actions:

- ▶ View the active patients FootFall requests
- ▶ Send the patient a message (SMS and email)
- ▶ Start a video consultation



DASHBOARD

Staff Efficiency



Prioritise and monitor patient requests as they travel through the practice so you never lose track of them.



Provide quick and consistent response to common questions by creating pre-formatted replies.



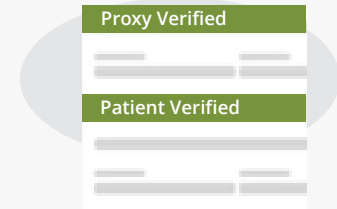
Quickly view and triage request without having to open the full consultation.



Pin requests to keep track of requests and indicate to others that this request is being worked on.



Incorporate information from library into patient responses to support patient self-help or send private documents such as a sick note.



Automatic PDS verification for patient and proxies.

DASHBOARD

Flexibility



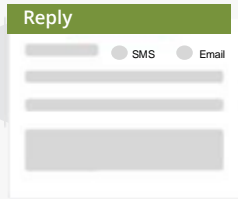
Assign requests to individuals or groups.



Prioritise requests with notifications when tasks are due



Use in-built statuses that suit your workflow to identify the stage that the request is in.



Send replied to patients online or via SMS



Allows you to restrict patient access to forms in periods of high demand or optionally when the practice is closed.

PRODUCT ROADMAP

In the pipeline for Q1 2023...



Bulk Messaging



NHS Login &
NHS App



Appointment
Booking

IMPACT STATISTICS

Strawberry Hill Medical Centre saved over 2,000 appointments, 5,000 phone calls and 2,000 visits to the Practice in one year.

Strawberry Hill Medical Centre - 21,393 patients - 10,496 requests in the first year

51% would have **phoned** the practice **5,365** phone calls avoided

19% would have **visited** the practice **2,027** visits avoided

21% would have made an **appointment** **2,194** appointments avoided

21% of users were **sixty or over** **31%** requests made **out of hours**

Chapel Row Surgery have avoided over 5,000 phone calls, 1,000 visits to their practice, and 800 appointments in one year.

Chapel Row Surgery - 7,746 patients - 7,794 requests in the first year

67% would have **phoned** the practice **5,223** phone calls avoided

15% would have **visited** the practice **1,208** visits avoided

12% would have made an **appointment** **898** appointments avoided

34% of users were **sixty or over** **31%** requests made **out of hours**

FOR FURTHER INFORMATION

Watch:

Our [Training Video](#) showing the latest features

Our [training video](#) showing EMIS Integration and FootFall Connect tool bar

To find out more contact:

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