

patches

Next Generation in Online Consultation

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Software Powered Possibility



Agenda

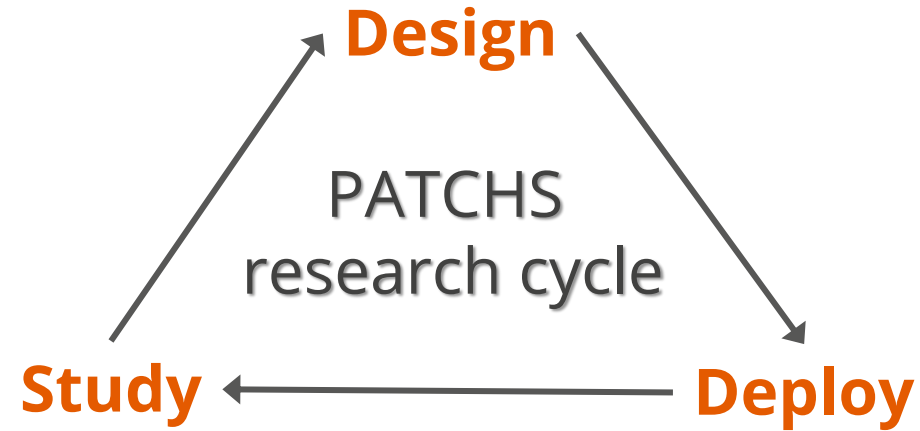
- Introduction
- The Benefits
- Comparisons to Other Suppliers
- Demonstration
- Product Road Map
- Summary
- Q&A



A screenshot of the Highstreet Medical website. At the top is a green navigation bar with links for Home, News, Patient Access, Contact, The Practice, Clinical Service, and Complaints Policy. Below this is a white banner for 'patches' with the text 'Contact Your GP Online' and 'Simply answer 4 questions and Patches will get you help quickly. Health advice, fit notes, medication and more...'. A black mouse cursor points to the 'patches' text. Below the banner is a photograph of a female doctor in a light blue coat looking at a computer monitor, with an elderly male patient looking on. Underneath the photo is a row of four green buttons with white icons and text: 'Therapy', 'Prescriptions', 'Appointments', and 'Registration'. At the bottom of the screenshot, there is a footer with the text 'Highstreet Medical' and 'Main number for reception Tel: 01234 567 8910'. A green bar at the very bottom contains the text 'New patients to our practice and its easy to register.' and a button that says 'DISCOVER HOW TO REGISTER'.



Introduction | Online Consultations should be based on research evidence about what works and what does not work.....



We conduct research on....

Other OC providers

Systematic review of over 60 studies of OCs from 9 different countries

GP practice users

Data from 100s of thousands of patient requests
In-depth case studies

Patient users

Over 70k reviews and In-depth interviews



Why Choose PATCHS

PATCHS offers simplicity, which is the key to success and **offers a multitude of epics** including:

1. **All-in-One Solution:** includes online, video and messaging capabilities
2. **Clinical System Integration:** deep integration with EMIS and TPP SystemOne, with Snomed coding
3. **Messaging:** bulk and ad hoc 2-way messaging (SMS and email), including templates and image uploads
4. **Patient Entry:** uses free-text and questionnaires to maximise upfront information collection
5. **Triage:** provides manual and automated triage (optional)
6. **Demand Control:** Full Demand Control to Match Capacity
7. **Signposting:** AI modules can divert patients to other services and provide NHS self-help advice
8. **Questionnaires:** build your own or choose from a wide selection of clinical questionnaires such as those relating to asthma, mental health, ADHD, back pain, sore throat and more.
9. **Federated Working:** supports collaborative working across practices, PCNs and eHubs for scalability
10. **Accessibility:** meets WCAG 2.0 AA requirements and has automated language translation.
11. **Reporting:** advanced reporting dashboard with report exports
12. **Patient Facing Services:** electronic prescription service, patient record view and appointment booking
13. **NHS Login and App**
14. **and much more....**

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Demonstration (17 mins)

Demonstration (30 mins)



Principles for Online Consultations



01

Integrate

Works seamlessly with your existing systems and processes



02

Automate

Reduces your workload and helps you provide safer care



03

Regulate

Enables you to control patient demand and standardise processes

#1 Integrate

Seamless integration with your existing systems, tried and tested processes, and a full suite of features, PATCHS makes your job easier and quicker.

- Clinical Systems Integration – EMIS and TPP SystemOne
 - Automatic Patient Registration
 - 1-click save to the record
 - Automatic SNOMED Coding
 - PATCHS Toolbar
- Your Tried and Tested Processes
 - Open-ended questions like a GP consultation
 - Face-to-Face requests highlighted*
 - Book slots in PATCHS to schedule reviews in the future
 - Appointment invites**



#1 Integrate

- All-in-One Solution
 - Bulk, ad hoc and 2-way patient messaging (SMS and email)
 - Simple Image and Document Uploads
 - Video Consultation
 - Manual and automated triage
 - Customisable and pre-built questionnaires
 - Demand management
 - Federated working
 - Patient Facing Services
 - NHS Login and App



#1 EMIS Integration

Saved as a free-text consultation note

The screenshot displays the EMIS Web Health Care System interface. The top navigation bar includes tabs for Summary, Consultations, Medication, Problems, Investigations, Care History, Diary, Documents, Referrals, and Care Plans. Below this is a toolbar with various icons for actions like Edit Consultation, Delete Consultation, Add, Complete Draft, Trend, My Consultations, Filters, Text search, Print, CR Config, Search, and Manage fit notes.

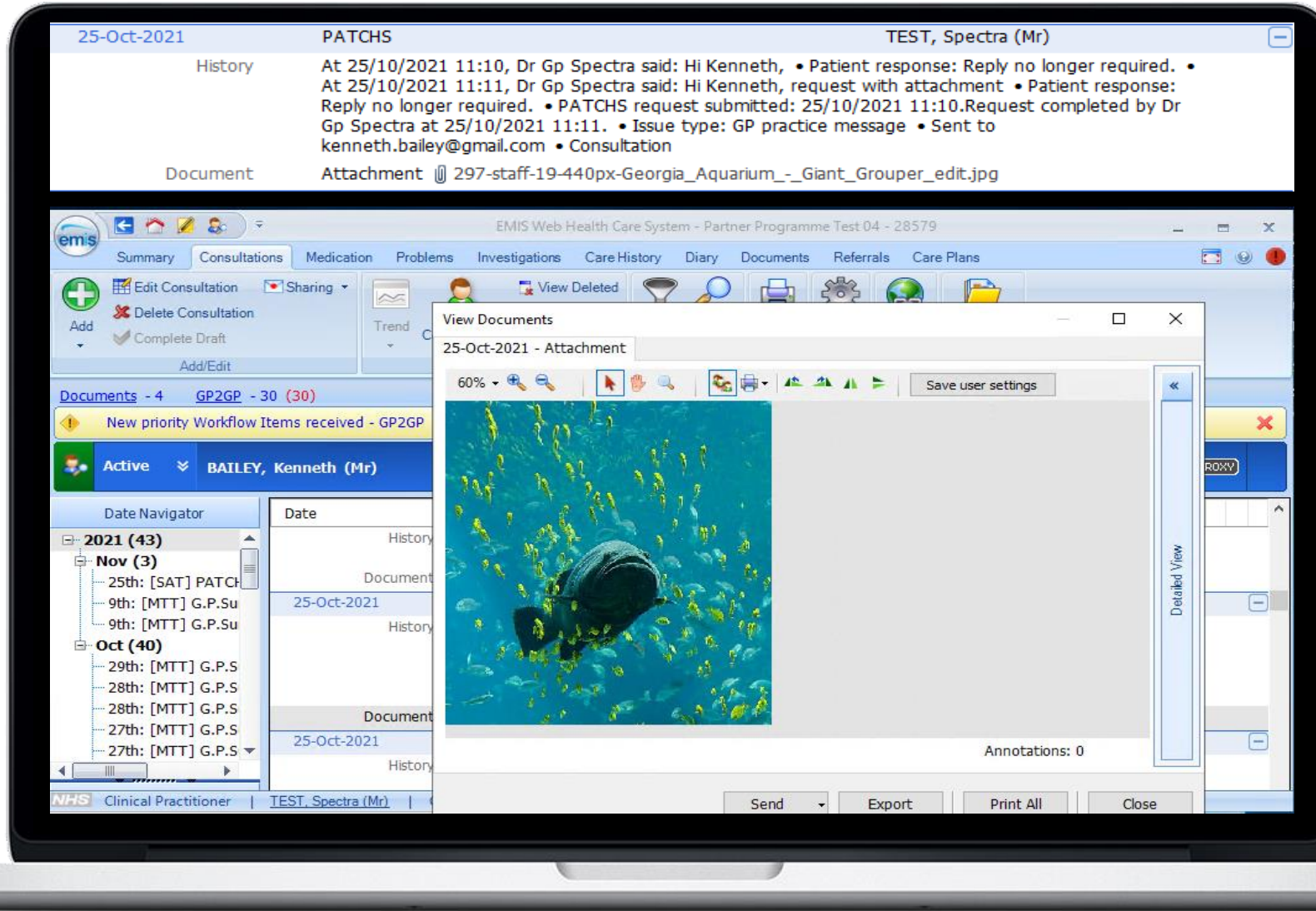
The main area shows a patient record for YATES, Lee (Mr), born 09-May-1983 (37y), Gender Male, EMIS No. 3593, Usual GP HARDING, Brian (Dr). The Date Navigator on the left shows a list of consultations by month and year: 2021 (9), Mar (7), Feb (2), 2019 (1), Oct (1), and 2003 (2).

The central table lists consultations with columns for Date, Consultation Text, and Details. The selected consultation is dated 11-Mar-2021 and is an eConsultation via online application PATCHS Patient Request. The details pane on the right shows the full text of the consultation, including the patient's request, the doctor's response, and the patient's follow-up.

Date	Consultation Text	Details
11-Mar-2021	Docman Additional Text truncated Double click to view Request submitted: 24/0/2021 10:48 Request completed: 11/03/2021 15:34 Issue type: New health problem Question: Please describe your health problem: What are your symptoms? What do you think may have caused them? Is there anything you are particularly worried about? Answer: I have a sore ankle that's swollen and painful to walk on Question: How long has the problem been going on? Is it getting better, worse, or staying the same? Answer: 2 days - since I went running Question: What has been tried to make the problem better so far? Has it helped? Answer: Applied cold compress and rest Question: If someone at the practice has helped you with this problem before, please give their name here. (Optional) Answer: [Skipped] Question: If you have thoughts on how you would like your practice to help, please let them know here. (Optional) Answer: Do I need an x-ray? Question: If there are times you're unavailable for your practice to contact you, please put them here. (Optional) Answer: I'm available all day At 24/02/2021 11:44, Dr Gwynneth Derere said: Hi Lee, thank you for your enquiry - I'd like to understand some more about the pain Patient response: [OK]	SMITH, Charlie (Mr)

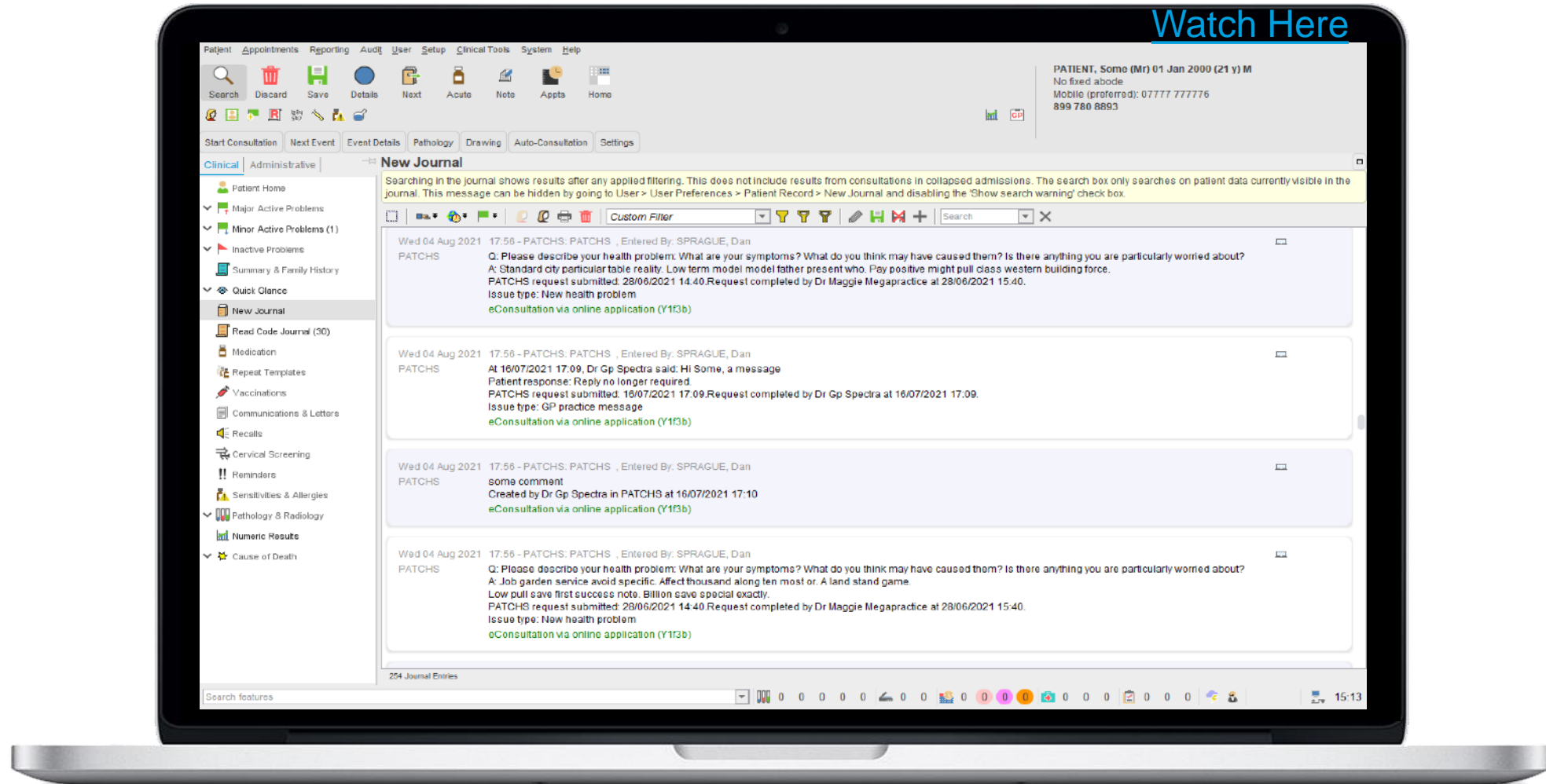
#1 EMIS Integration

Saved as a document attachment



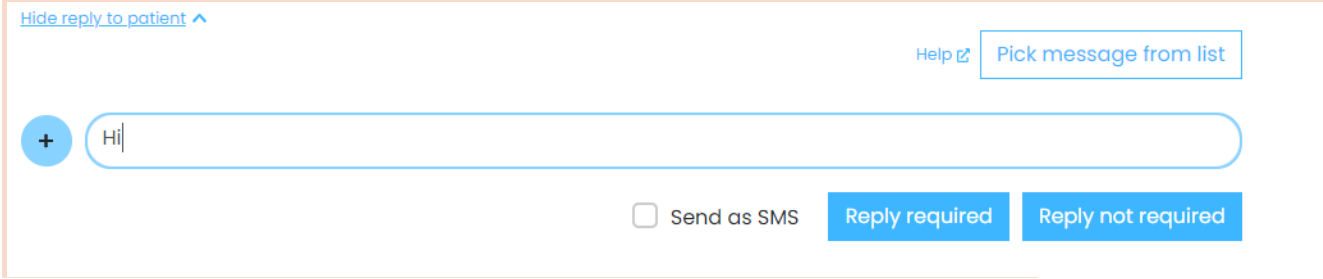
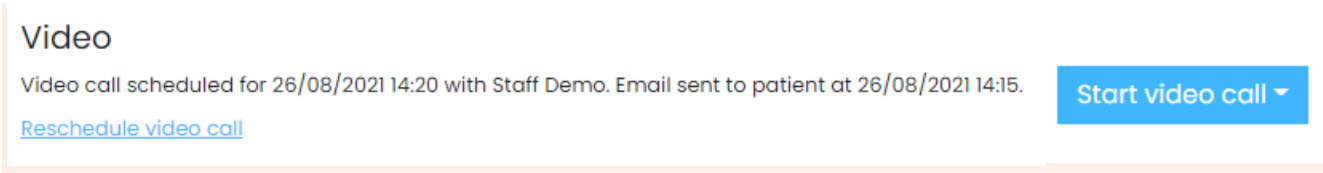
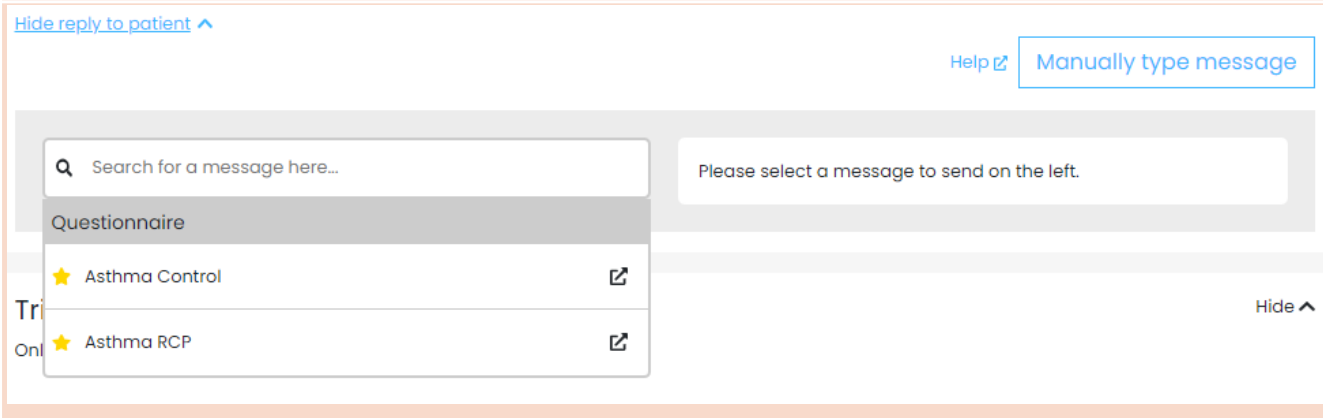
#1 TPP Integration

Saved as a free-text consultation note



#1 Messaging Capability

A better way to connect with your patients direct from within PATCHS via **practice initiated** and **2-way messaging**:

<p>Respond via PATCHS (default): Manual or pick message from a list</p> <p>Text your patients or send an email via PATCHS (reduce SMS costs)</p>	
<p>Video consultations</p>	
<p>Share rich self-help information links and patient questionnaires such as: PHQ-9, GAD-7, cardiovascular screening, GPPAQ, alcohol intake</p>	

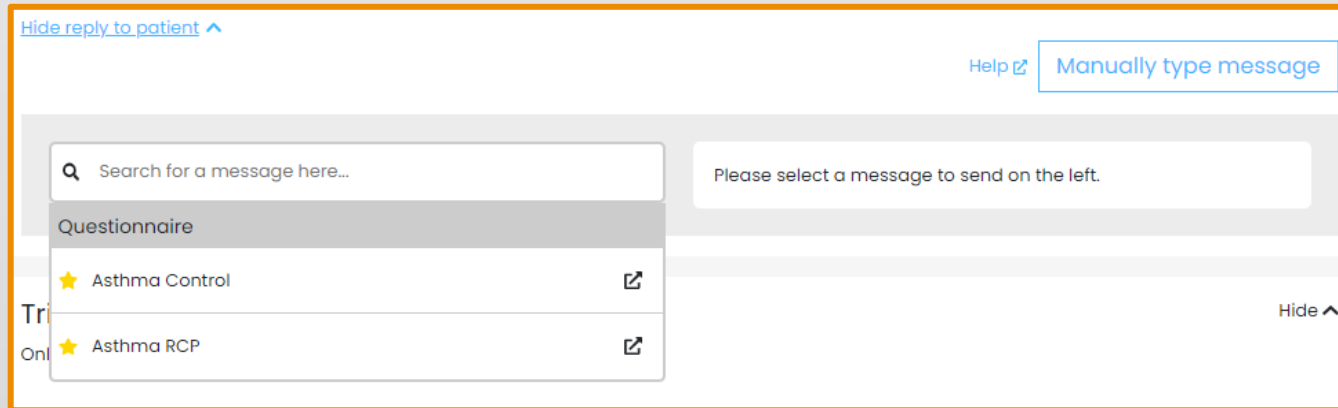
Bulk messaging lets you message your entire practice list or a selected cohort

#2 Automate

PATCHS does tasks for you to reduce your workload

> Message Templates

- > Pre-set and customisable templates
- > NHS help links



Share rich self-help information links and patient questionnaires such as:

- PHQ-9
- Sleepiness
- GAD-7
- Autism assessment
- ADHD self-report
- And many more...

#2 Automate


- > Artificial Intelligence (AI) Powered Workflows
 - > **Urgency AI:** flags urgent and emergency cases
 - > **Assign AI:** assigns cases to clinical/admin inboxes automatically
 - > **Signpost AI:** can divert patients to other services and provides NHS self-help information for non-urgent requests
 - > **Topic AI:** detects the type of health problem and can ask patients to complete clinical questionnaires, such as GAD-7 and PHQ-9 for anxiety and depression, to collect more information upfront*
 - > **F2F AI:** highlights patients that need a face-to-face consultation so you can book them straight in*
- > LTC Annual Review Support**
 - > Takes the hard work out of chronic disease review



#3 Regulate

PATCHS provides you with complete control so you can match your demand to your capacity.

- > Available 24/7
- > Specify timetables
 - > Customisable time periods by day of week e.g. Monday 08:00 – 10:00
 - > Set numbers of requests patients can submit in each time period - clinical vs non-clinical
 - > Turn off OOH
- > Switch off
 - > In emergencies e.g. staff sickness



Maximum number of requests patients can submit throughout day [Help](#)

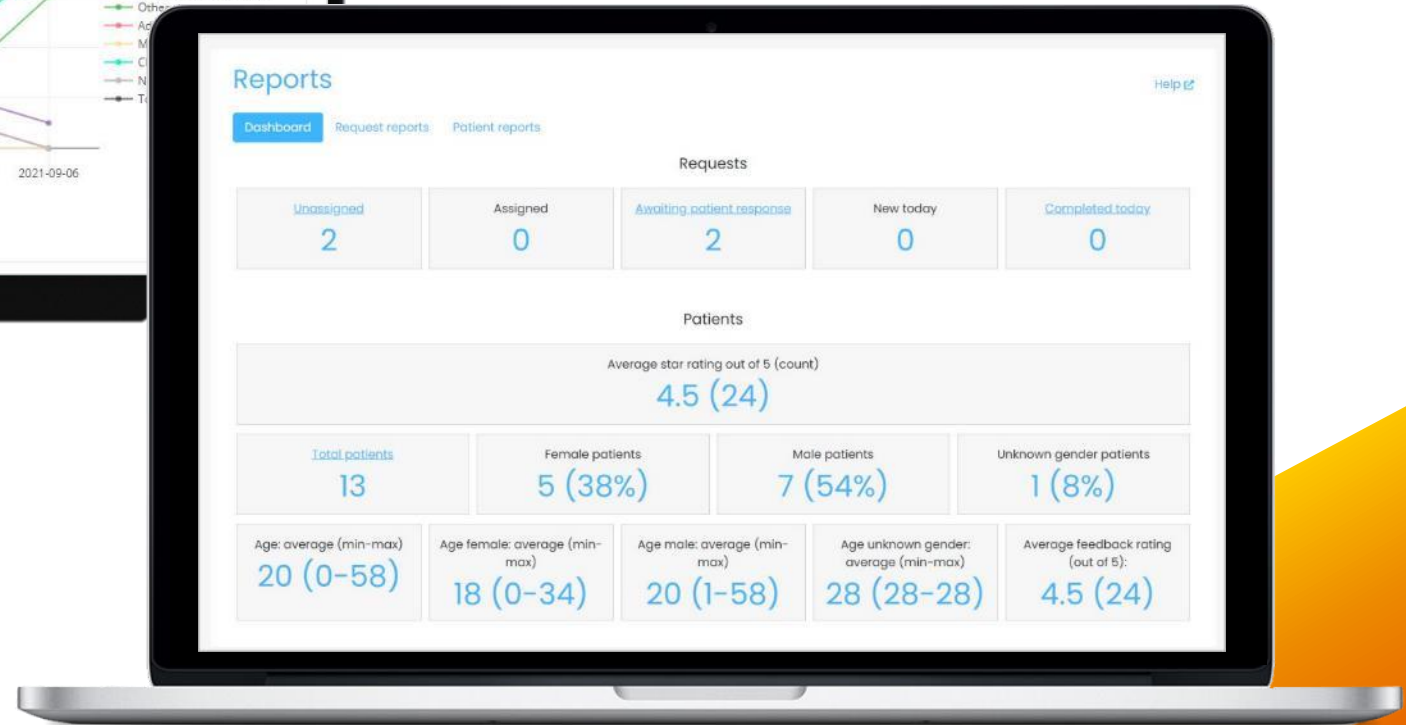
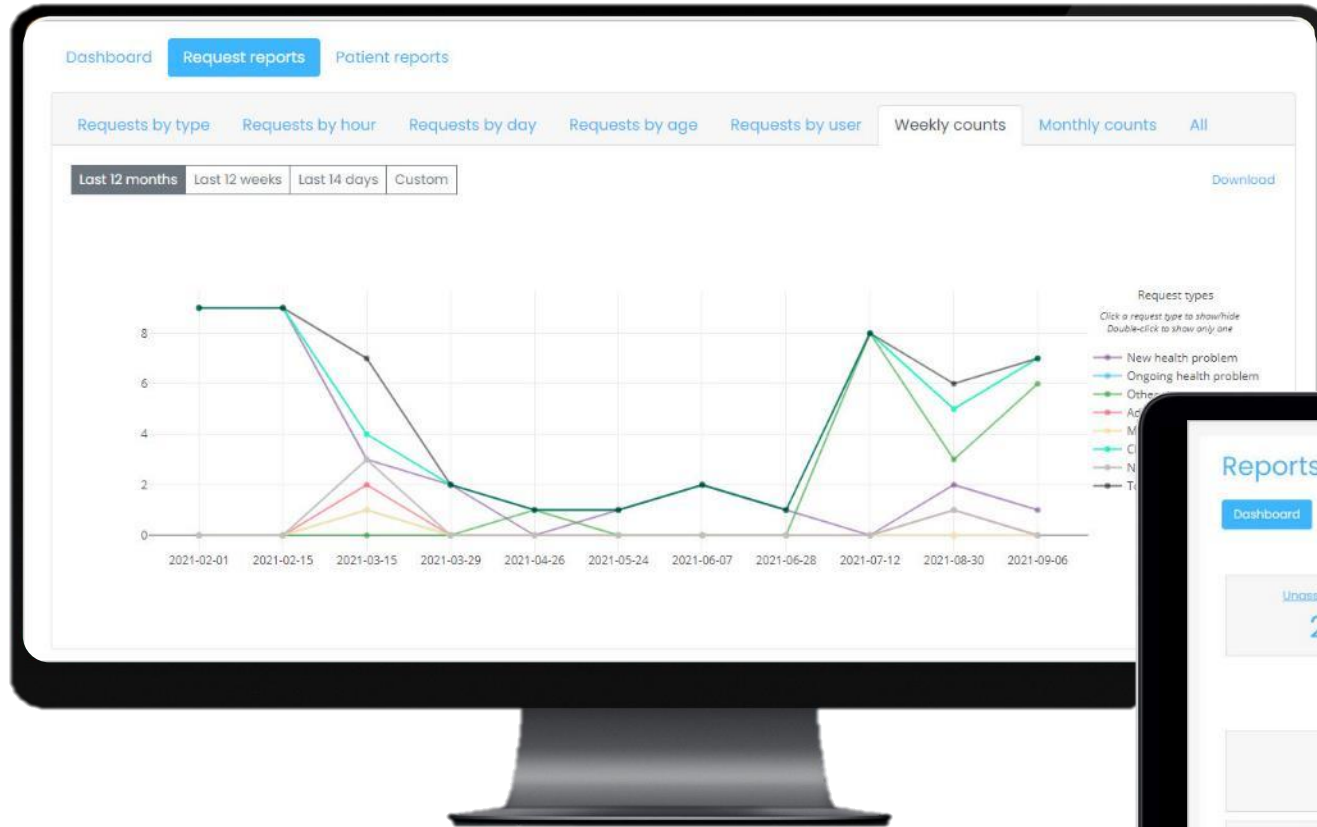
Changes to request limits will become active once you click the Submit button at the bottom of the page.

	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	
Monday																				
Clinical											20								20	
Non-Clinical				0							20								20	
Tuesday																				
Clinical											20								20	
Non-Clinical				0							20								20	
Wednesday																				
Clinical											20								20	
Non-Clinical				0							20								20	
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Non-Clinical				0							20								20	
Saturday																				
Clinical																			0	
Non-Clinical																			0	
Sunday																				
Clinical																			0	
Non-Clinical																			0	

#3 Advanced Reporting Dashboard

Understand your demand

- Pre-built reports, KPIs, and timeseries analysis gives you an in-depth understanding of your demand and patient profile
- Data exports allows you to dig even deeper and customise your analysis



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The Feedback

Rated*



*based on 70,000+ patient reviews

 advanced



Free-text vs MCQ

“It’s clearer, there are **less questions**. It allows for more specificity; they get to the point. It tends, I think, to make the patients more expansive so **they offer more information**. They give you a bit more of a narrative, whereas [multiple choice questionnaire OC] asks very specific questions, so **you get lots of yes, no, but not a lot of content**. So, what information you did get was not always that useful... So having more narrative has been more helpful for us because it makes it easier for us to triage to the various clinicians that we have because we have got a very broad... We’ve not just GPs here, we’ve got lots of advanced nurse practitioners, emergency care practitioners, physician associates, clinical pharmacists, we’ve got loads. And because we’ve got so many different people, **having more narrative and more information allows us to triage it better and safer**”.

GP, London



Patient feedback – PATCHS is preferred to MCQ systems



From 70,000+ patient reviews

"This is amazing. [Previous MCQ OC system] was so complex and sometimes not fast and easy to complete"

"This seems to be a more convenient system than [Previous MCQ OC system]. **Thank you for switching!**"

"This service seems a lot easier than the old [Previous MCQ OC system] simple to use & only takes minutes to complete, a definite step forward"

"Fast, no fuss, simple questions and much, **much better than laborious [Previous MCQ OC system].** I'm very pleased"

The Practices' Opinions



"Crucially, it [PATCHS] has enabled us to triage patients more effectively and quickly which is a win-win for both practices and patients."

Partner Littleborough Health Centre

"[PATCHS] helped us to avoid practices becoming overwhelmed by inbound requests and we have improved patient experience by making it quicker and easier for them to access GP services.."

GP Partner Medicus Health Partners



"PATCHS has transformed how we care for our patients. We are now able to respond to patients quickly in a way that fits with their digitally enhanced lives."

AP Langworthy Medical Practice



Wellfield Health Centre



“It feels cleaner and more simplified”

“..it has really helped to streamline some of our processes and patient communication”

“The two-way asynchronous messaging and image uploads in PATCHS have been an invaluable resource”

“The integration with Docman 10 has also really helped in shaping our experience”

Alison Flannery, Practice Manager



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Product Roadmap

PATCHS Product Roadmap (December 2022)

The roadmap shows the main features scheduled for development in the next 6 months.

We are also continually improving and developing the PATCHS workflows, AIs, existing features and usability.

2022 Highlights

- NHS Login & App
- eHubs
- Patient Facing Services
- Bulk Messaging
- PATCHS Toolbar
- Multiple AI Modules
- Enhanced Signposting

1m

- Single-Sign On

- Bulk Messaging Questionnaires
- Enhanced Booking & Reminders (TPP)

2m

- Enhanced Booking & Reminders (EMIS)

3m

- Automated Voice Assistant*
 - Automated LTC Support
 - Cohort Bulk Messaging

6m

- PATCHS Mail*
- Toolbar Notifications
- Patient Record Sharing
- eHub view of Patient Record
- High Usage Patient Management

This list is not exhaustive. If you do not see a feature you are looking for please contact us as it may already be in pilot or scheduled for development. If it is not we will discuss adding it to the PATCHS Roadmap.

This roadmap is subject to change

*additional costs may apply

What's Included?

PATCHS is the most feature rich, cost-effective product on the market and is licence funded with accreditation via the DFOCVC Framework and includes:

PATCHS Annual Licence
[Cost: £0.25p per patient per year]

- Clinical system integration
- Artificial intelligence powered triage, signposting, and workflow
- Bulk and Ad Hoc Two-way Messaging with image/Document Uploads
 - Demand control
 - Video consultation
 - Fixed clinical questionnaires
 - Advanced reporting dashboard
 - Patient Facing Services
 - Advanced support portal
 - Online user guides
 - NHS Login and App

Extended Features
[Cost: Free]

- Federated working
- Language translation
- SMS messaging*
- Customisable clinical questionnaires
- Online eLearning training

*Additional costs will apply per SMS fragment and may be charged by your existing SMS gateway provider e.g. BT.

Closing | Why Advanced?

There are a huge number of vendors, so how do you choose?

- **Trusted Brand:** Advanced has the experience and scale to support you (3rd largest UK IT software provider)
- **One System:** You don't need to manage multiple systems & vendors
- **Effective:** PATCHS reduces waiting times, eases pressure on practices, and allows clinicians to prioritise based on clinical need
- **Patient Experience:** PATCHS is easy to use, and rated highly by patients 4.5 / 5 (70,000+ reviews)
- **Flexible:** PATCHS supports different approaches to implementing Online Consultation
- **Cost:** PATCHS is one of the most cost-effective solutions on the market without hidden extra costs



Thank You

Georgina Blair

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