Health Innovation Network presents:

"Modernising Primary Care Telephony"

A virtual Innovation Exchange Event – Wednesday 2 March 2022 – 12.30-14.00

Follow the hashtag #PCTelephony for all of the action from our event
and to join in the discussion.
@HINSouthLondon

12.30-12.40	**Introduction from Chair/ Health Innovation Network**	**Denis Duignan** *Head of Digital Transformation* & Technology Health Innovation Network
12.40-12.45	**Presentation:** A London region perspective around the opportunities of modern telephony in primary care.	**Matt Nye** *Regional Director for Digital First Programmes* NHS England (London)
12.45-13.00	Five 2-minute pitches*	**Babble Ltd** **Product: Babblevoice** Antoine Lever *Director* **EVAD Think Healthcare** **Product: Think Healthcare Solution** Mike Smyth *Think Healthcare Team Leader* **Exponential-e** **Product: UC-One** Tim Gilliatt *Public Sector Account Manager* **Gamma** **Product: Horizon, the modern Primary Care telephony choice** Amy Black *Business Development Executive* **Premier Choice Group** **Product: Premier Patient Line** James Gargaro *Sales Manager*
13.00-13.10	**Presentation:** Taking an ICS wide approach to primary care telephony	**Brian Stennett** *NWL GP Telephony Lead, Digital First* North West London CCG

13.10-13.25	Four 2-minute pitches*	**Voice Connect Ltd** **Product: Cloud Based Patient Partner with Automated Telephony Repeat Prescriptions Review and Ordering Service** Paul Trayler *Sales Director* **VTSL Limited** **Product: GP Cloud Voice** Rob Walton *CEO* **X-on** **Product: Surgery Connect Desktop App** Paul Bensley *Director* **Yo Telecom** **Product: Bespoke Phone System** Daniel Mills *Senior Consultant*
13.25-13.40	**Presentation:** Advanced Telephony National Update	**Nikki Hinchley** *Head of GPIT Transformation, Digital Primary Care* NHS Transformation Directorate / NHS England & NHS Improvement
13.40-13.55	**Panel discussion and Q&A session**	Speakers and Chair to take questions from the audience
13.55-14.00	**Closing remarks**	Chair

* The Health Innovation Network and NHS England do not endorse or recommend any of the commercial innovations showcased at this Innovation Exchange event. The innovations referred to at the event are not preferred suppliers and there are other solutions that can support the challenges identified. This event is intended to inspire people as to how innovations can support health system problems, rather than endorse any specific solutions, with the sole intended purpose to be for guidance only.

The Health Innovation Network

We help health and care teams in south London benefit from innovation faster. We're one of 15 Academic Health Science Networks (AHSNs) across England. AHSNs were established to connect NHS and academic organisations, local authorities, the third sector and industry to increase the spread and adoption of innovation across large populations, at pace and scale.

What do we do?

Expert advice
We advise clinical teams on innovations and products that are evidence-based and help them understand how to successfully adapt them for their own environment.

Practical support
We provide practical support to health and care teams to implement and evaluate new ways of working.

Connections
We connect people with great ideas, whether it's a health and care team in need of an innovator who can solve their problem, an academic searching for a collaborator or simply connecting one part of the NHS to another. This includes learning communities, Communities of Practice, innovation challenges, co-production and events.

Innovation Clinics and signposting
We provide Innovation Clinics for commercial innovators seeking to work with the health and care sector, helping them understand what and where the challenges are and the financial and clinical evidence requirements to solve them. We signpost innovators to additional funding and programme support, such as the National Innovation Accelerator and the DigitalHealth.London Accelerator programme.

Innovation Exchange
We give innovators opportunities to meet clinicians and others within the health and care system to help understand their requirements. As part of the AHSN Network, we also support the national AHSN Innovation Exchange.

Innovation Grants
Investing £100,000 directly in Innovation Grants, funding real world evaluation of innovative practice that could be spread and adopted across the health and social care landscape, or encourage cross-boundary working in areas of research, education and improvement in healthcare services.

Evaluation
Our passionate team of skilled and experienced evaluators, analysts, senior health and care managers and clinical staff undertake bespoke evaluations to build knowledge and evidence bases for innovations, including service evaluations, digital health technology, social return on investment and other mixed-method evaluations

Find out more about how we can help here.

Our members
Our membership is made up of 55 health and care organisations across 12 south London boroughs, including NHS providers, clinical commissioning groups, local authorities, care homes and academic institutions organisations from across south London's academic, local government and health and social care landscape. Find out more about our members here. If your organisation is on the list – you're a member too!

Our Projects
We're always working on a wide range of exciting projects across the healthcare sector. You can take a look at what we've been working on recently here.

EVAD Think Healthcare

EVAD Think Healthcare work closely with Singular General Practices, PCN's, and Trusts across the UK providing our bespoke solution which helps significantly improve work processes and patient satisfaction. We have helped Primary Care to optimise the level of care to patients, streamline how they work, improve time efficiencies, expand capacity for inbound and outbound call traffic, drive QoF and LES funding, creating a positive impact to the overall operations of your practice and move your technology into the 21st century. The Think Healthcare solution exists, and practices work with us to impact these areas:
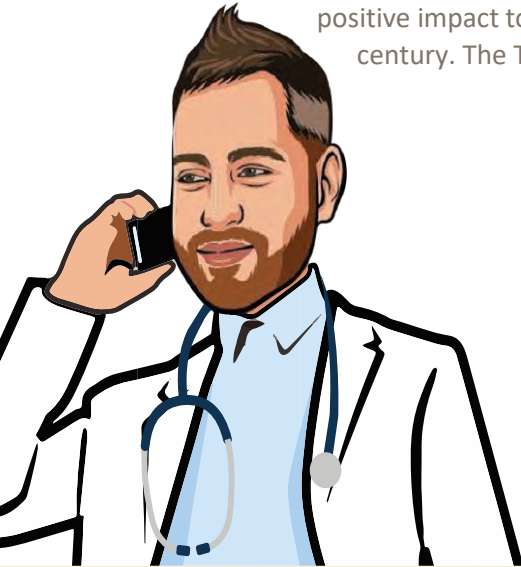
- Reduce DNAs
- Improve Patient Care
- Maximise QOF & LES Funding
- Reduce Call Waiting Times
- Improve Staff & Surgery Efficiency
- Clinical System Integration
- Automatic New Number Capture and Inbound Recognition
- Improves patient access
- Reception Scripting
- Vulnerable Patient Priority Routing
- Remote Working

Practice Communication

- **Queue Buster – Call Back** (optional).
- **No Limit on lines or calls -** Never miss a call or receive busy tone.
- **VIP Priority Routing -** Jump the Queue (optional).
- **Unlimited Outbound Calls.**
- Advanced Call Routing & Queuing.
- **Reception Call Scripts** (optional).
- 4 x UK Top Tier Datacentres.
- Built-in Disaster recovery to always provide service.
- Designed and proven for NHS environment.

Patient Information

- **Pop PC screen** to Identify patient name and record.
- **Multiple patient match** for same address and phone number.
- Name and Number Validation.
- **New Number Capture** – Paste new numbers automatically into **S1** to keep patient record accurate.
- Tag Campaigns/Alerts/ Patient notes – Prioritise QoF and LES.
- Full non-patient Directory.
- Click-to-dial for Outbound.
- Customisable 1 way SMS texts.

Practice Management

- Wallboards
- Reception telephone status.
- **Live call Stats & analytics.**
- Extension, Group reporting
- Historic call logging & reporting
- Scheduled Reporting via email
- Data Driven Decisions
- **Birds Eye View of Surgery operations.**
- Comparisons over time – Map busiest periods.
- **Investigate if patient complaints are accurate.**

GENERAL PRACTICE
AWARDS 2021

Winner
Telecoms Provider of the Year Award
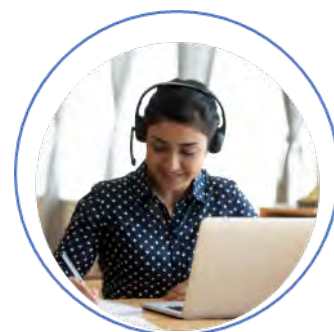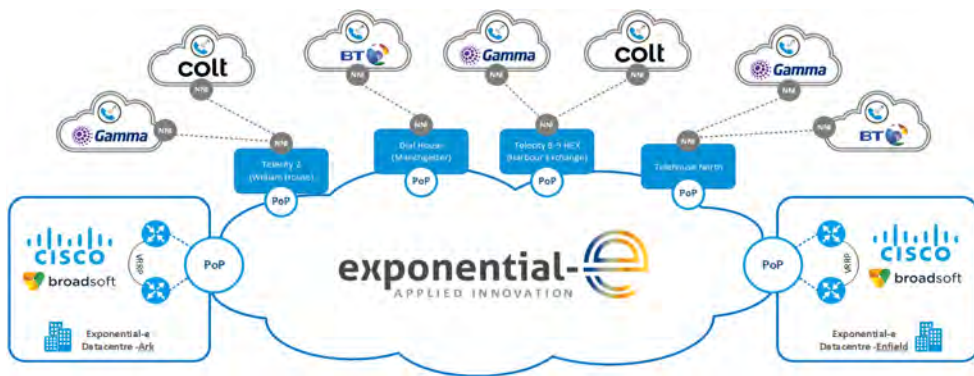
Why UC-One in Primary Care?

- ✓ **Resilient infrastructure with no single point of failure**
- ✓ **Delivered over our existing Exponential-e Connectivity enabling an end-to-end support model with one supplier**
- ✓ **No restriction on number of incoming calls to practice**
- ✓ **Predictive monthly call costs**

Our Impact in Primary Care

- ✓ **Enabling staff to work from anywhere**
- ✓ **Relieved pressure on the NHS via call queuing and announcements**
- ✓ **Enhanced resource allocation via live call monitoring and reporting**
- ✓ **Increased productivity via Clinical System Integration**
- ✓ **Patient Experience enhanced through the use of technology and data**

We look forward to meeting you at the event!

Exponential-e are keen to understand your telephony challenges and how this is affecting the delivery of care

We look forward to sharing own stories of supporting the primary care community and the challenges we have assisted in overcoming.

The formation of Primary Care Networks offers a great opportunity for collaboration across practices. We look forward to illustrating how our solution can enable and support this journey.

Contact	Tim Gilliatt
Title	Public Sector Account Manager
Telephone Number	07792 213213
Email	Tim.Gilliatt@Exponential-e.com

Gamma

Horizon

We know you have a vital role to play in providing an excellent patient experience as well as your critical duty of care. Your service is relied on by all, and this has come to light especially over the last couple of years. We would love to support you in continuing to deliver exceptional Primary Care, and communication is key to this.

Let us share with you what we are specialists in and ensure that your telephony solution doesn't add any complications, stress or barriers to the running of your service.

Horizon will provide the telephony services you need, here are some key details:

- Access to trend and analysis reporting
- Integrates easily with the EMIS system
- Has collaboration ability such as video, presence, messaging and screen sharing
- Managed with end-to-end support
- Already rolled out to thousands of Primary Care services and GP surgeries

So please come along and listen to our pitch to find out more!

Working smarter, together.

0333 014 0555
s.winterbottom@gamma.co.uk
www.gamma.co.uk

Premier PatientLine
Part of the Premier Choice Group

RATED NUMBER 1

PRACTICE INDEX
APPROVED SUPPLIER
★★★★★

THE STRATEGIC SURGERY SOLUTION:

Hosted for Healthcare

Increasing demand for UK healthcare – and the resulting pressure on organisations to manage it – is a well-known issue. Premier Patient Line was established with this in mind, providing bespoke solution packages, hand picked to meet the varied needs of each customer. Our telecoms solutions bring surgery stress down, improve the patient experience and enable your practice to continue priotising healthcare.

Omnichannel Solution

Our solution can handle patient interactions across multiple channels. Seamlessly switch between channels through one portal to offer fast and simple access to your surgery, no matter where you are working from.

Queueing with Ring-back Wizard

Create a virtual patient waiting room with signposting and surgery information, and allow callers to hold their position by requesting an automated front-of-queue call-back that presents to the receptionist in turn.

Premier Integration

Seamless connectivity between telephone and clinical information systems. This can be integrated with all major clinical systems: EmisWeb, SystmOne, Vision. It features streamlined service, simplified data management, automated call handling, contact management, and more.

In-house Monitoring and Management

Access real-time and historic call monitoring and a full complement of management reports with unlimited wallboards included. You can also analyse call volumes and call-handler activity levels and see and return lost calls. Staff can see who is picking up the phone to handle calls and manage resource accordingly.

Remote Application

As this tool is web-browser-based, it can be accessed securely from anywhere with an internet connection, allowing surgery staff to work from wherever.

UK Service Desk

Our UK-based Service Desk offers different support levels including Extended Cover as well as Total Cover which provides 24x7x365 availability, all of which is provided by our in-house team.

National Field Engineering Team

We have a team of in-house, industry-certified Field Engineers across the country who will visit sites for survey, installation, maintenance, and training. They also complete COVID-19 risk assessments and follow our risk management and change management protocols to ISO 270001 standard, ensuring a smooth transition at the point of changeover to our solution.

Ayodele Alomoge, Practice Manager,
(Addiscombe Road Surgery, Croydon)

"The relationship that we have with Premier Choice is more of a direct relationship, really top notch, I would say the service is great. And me saying that is because of what I've experienced with Premier Choice. With the solutions that they have proposed to us we have now been in a situation where we can control our telephone systems."

What next?

For more information call **0800 048 4666** or go to **www.premierchoicegroup.com**

Patient Partner Virtual Receptionist and Repeat Prescription Service

Benefits to the practice or group of practices:

- Reduces call traffic to the reception team freeing up reception time
- 24 hour access of the service over the telephone to registered patients
- Alleviates work pressure when staff are unavailable due to self-isolation or sickness
- Provides a local number so patients call the automated services directly
- Self-referral information can be provided without having to speak to a receptionist
- Integrates into EMIS, SystmOne, Vision and Microtest,
- Works alongside web based triaging solutions

Voice Connect Cloud based service has made available a set of modules for Patient Partner that offer GP Practices further tools to cope with the pressures of the Coronavirus:

The Triage Module- will lead the patient through information and options enabling the patient to book a suitable appointment with the correct clinician/HCA for their condition

Confidential Symptoms Recorder - On booking the appointment the patient is required to record as a message the reason for the appointment, the message is then linked to the appointment and can be checked by the clinician or reception team prior to the call. This enables the clinicians to prioritise calls that they feel are most urgent.

Self-Referral Module - Patient Partner also now offers a self-referral service where the patient can access details on external services, the reporting package provides statistics on patients that self-refer via Patient Partner for later QOF, QIF, QAIF reporting.

The Patient Partner virtual receptionist- feature is becoming even more relevant where reception team manning levels may be affected by illness.
Patient Partner is a 24 hour service, that isn't affected by illness, holidays and members of the team who may have to self-isolate.

GP CLOUD VOICE®

Flexible communications that improve the patient experience, staff productivity, and reduce costs.

At VTSL, we're a G-Cloud provider and offer public sector-approved, individually tailored cloud communications solutions designed to improve patient's access to GP and healthcare services. Our future-proof solution is scalable and easy to use, with 24/7 support and in-person training included.

GP Cloud Voice is a cloud communications service **which replaces the need for an on-site legacy phone system**. GP Cloud Voice has been designed to help surgeries **enhance their patient experience**, **boost staff productivity**, and **reduce their costs**. It offers the features, support, and flexibility that GPs need, packaged into a simple bundle, with affordable and flexible terms.

WHERE WE'VE MADE AN IMPACT:

Working at scale – PCN's, Federations and CCG's
Reduced costs – Utilising HSCN to replace ISDN phone lines
Increased capacity – Unlimited concurrent calls and cloud-based queuing
Improved productivity – Work more efficiently by utilising clinical system integration
Greater flexibility – Work from home using our mobile or desktop app
Better insights – Actionable data using dashboards and analytics

WHAT WE'RE LOOKING FOR AT THE EVENT:

VTSL is specifically looking to engage with networks of GP practices, for the following reasons:
– To demonstrate how easy it is to migrate from on-site legacy systems
– How they can leverage their investment in HSCN and the benefits of doing so
– How to improve working at scale
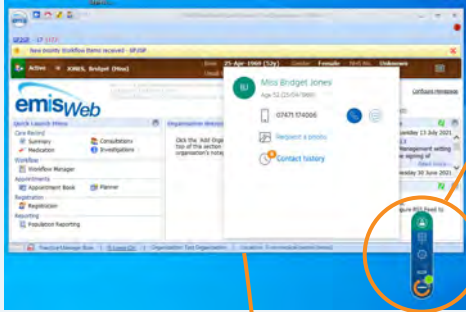– How to make the most of new technologies to work more productively

We are a very satisfied customer. VTSL has delivered promptly both in terms of sales and service. They are one of the best, most customer-friendly organisations I have dealt with!
Ratish Pillai, Practice Manager, Westbourne Green Surgery

SURGERY CONNECT

Fourth Generation Desktop Tools

Clinical Record

**EMIS Web
EMIS Community
SystmOne
Vision**

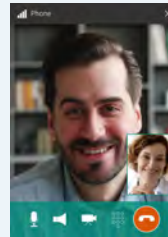**One click / keystroke**

Telephone Consultation List

Phone

Text

Video

Photos

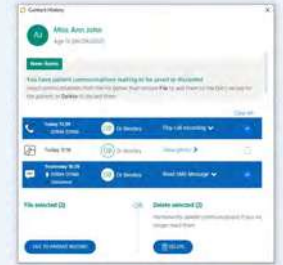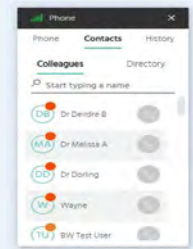**Summary
Consultation
Filing**

**PCN Wide
Unified
Communication**

> "It is groundbreaking; having the ability to file the recording into the patient's notes is critically important. I think it is yet another piece of excellent work from your team."
>
> Dr Barry Sulman, Balaam St Practice, Newham CCG Clinical Lead Prescribing

> "Really compact and opens up to bring out all the important info."
>
> Sanchez Singh Rayat Operations Manager, Queenswood Medical Practice Vice-Chair of BAME Primary Care Network Leeds

The Tip of the Surgery Connect Ecosystem

X-FLOW

PATIENT CALL FLOW

SURGERY CONNECT

PCN MIGRATION BLUEPRINT

SURGERY CONNECT

GP ADVANCED TELEPHONY

GENERAL PRACTICE
AWARDS 2021
Winner
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X-on
info@x-on.co.uk
0333 332 0000

X-on
GOOD CALL

INTEGRATION WITH YOUR SOFTWARE

Link Your Business Phones With Your Computer For Instant Access To Your CRM And Your Patients' Files.

Save Time Each Call

Save 20-30 seconds handling time per call. So if one of your receptionists takes 90 calls a day that is half an hour of their day saved!

Patient File Pop

Link your business phones with your computer for instant access to your CRM and your patients' files.

QOF Prompts

Link your business phones with your computer for instant access to your CRM and your patients' files.

Click To Dial On Your PC

Click any number on your screen, whether that's in an email, on a website or your software and your phone will instantly dial out.

Our Yo Telecom business phone systems **currently integrate with:**

systmone   EMIS

Feel Free To Contact Me With Any Questions!

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