Modernising Primary Care Telephony

2nd 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

We will be starting shortly.

Event Welcome and Context Setting

Denis Duignan

Head of Digital Transformation & Technology

Health Innovation Network

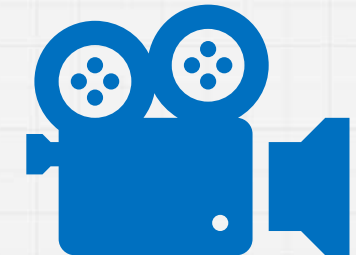**#PCTelephony**
@HINSouthLondon

Housekeeping

Your camera and microphone are automatically turned off and will remain so for the duration of the webinar.

We would love for you to engage via the **Q&A chat function**.

Questions will be asked to the presenters and companies towards the end of the session.

- Please give a "**thumbs up**" to like questions you are interested in hearing asked to the presenters

This session will be recorded and a link to the recording will be shared after the event.

Context

- Suboptimal telephony is a known barrier to access and service efficiency in Primary Care

- Telephony is seen as key enabler to closer partnership working across PCNs and the broader healthcare system.

- There has been an increased focus on the limitations of traditional telephony systems as result of COVID-19

- National plans and frameworks around primary care telephony are in motion.

- The rollout of HSCN presents an opportunity to modernise telephony within primary care

- The VOIP telephony market has matured with several suppliers producing solutions tailored to supporting primary care.

Context

Academic Health Science Networks support the regional 'import and export' of healthcare innovation through our Innovation Exchange function.

Funded by the Government's **Office for Life Sciences**, the Innovative Exchange builds on AHSNs' unique expertise and cross-sector connections, enabling us to identify common challenges and quickly bring people and organisations together to develop, test and spread proven innovation.

To support primary care in tackling the aforementioned challenges, the HIN through its innovation exchange function has partnered with the London Digital First Programme to deliver today's learning event.

Agenda

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)**
Five 2-minute pitches	1. **Babble Ltd, Product: Babblevoice,** Antoine Lever - *Director* 2. **EVAD Think Healthcare, Product: Think Healthcare Solution,** Mike Smyth - *Think Healthcare Team Leader* 3. **Exponential-e, Product: UC-One,** Tim Gilliatt, *Public Sector Account Manager* 4. **Gamma, Product: Horizon, the modern Primary Care telephony choice ,** Amy Black - *Business Development Executive* 5. **Premier Choice Group, Product: Premier Patient Line,** James Gargaro -*Sales Manager*
Presentation: **Taking an ICS wide approach to primary care telephony**	**Brian Stennett -** *NWL GP Telephony Lead, Digital First,* North West London CCG
Four 2-minute pitches	1. **Voice Connect Ltd, Product: Cloud Based Patient Partner with Automated Telephony Repeat Prescriptions Review and Ordering Service,** Paul Trayler - *Sales Director* 2. **VTSL Limited, Product: GP Cloud Voice,** Rob Walton - *CEO* 3. **X-on, Product: Surgery Connect Desktop App,** Paul Bensley - *Director* 4. **Yo Telecom, Product: Bespoke Phone System,** Daniel Mills - *Senior Consultant*
Presentation: **Advanced Telephony National Update**	**Lloyd Baker,** *Programme Director, Digital Primary Care,* NHS Transformation Directorate / NHS England & NHS Improvement **Nikki Hinchley,** *Head of GPIT Transformation, Digital Primary Care,* NHS Transformation Directorate / NHS England & NHS Improvement
Panel discussion and Q&A session	Speakers and Chair to take questions from the audience
Closing remarks	Chair

A London region perspective around the opportunities of modern telephony in primary care

Matt Nye

Regional Director for Digital First Programmes
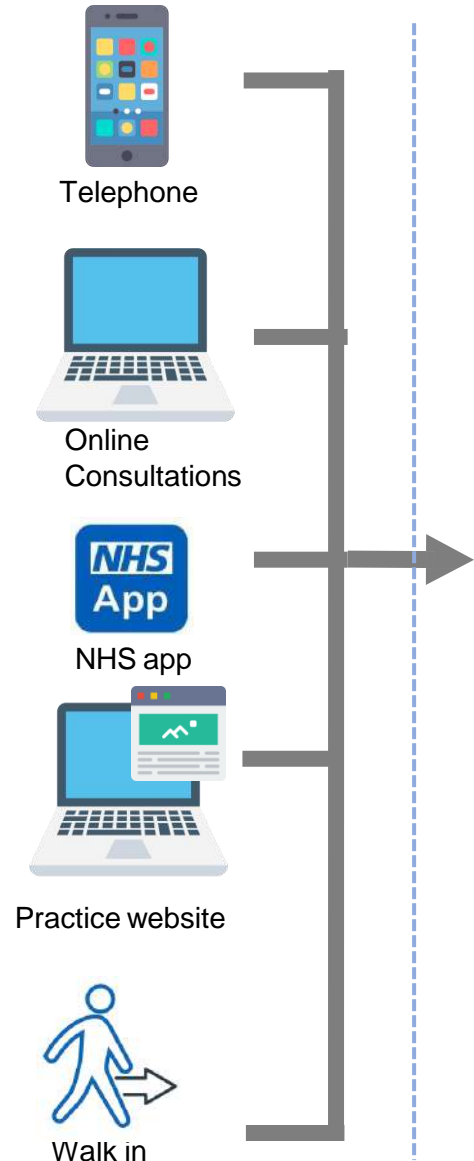**NHS England (London)**

#PCTelephony
@HINSouthLondon

Patient access to GP Practices

NHS

1. Patient access to Primary Care

Telephone

Online Consultations

NHS app

Practice website

Walk in

2. Patient need

I want to:
- access health information
- check my medical record
- see my test results
- cancel / change an appointment
- Request a repeat prescription
- Register with a practice

I have an admin query for my practice e.g. letter

I need medical help from my practice (patient provides info on help needed)

I want to book an appointment (e.g. planned appointments, vaccs and imms, smears, screening appointments etc)

3. Patient self-service or practice assessment and navigation

Patient self-service

Practice admin team review and respond

Practice clinical team review and respond (or auto-triage)

Patient books appointment online

4. Practice response / care and treatment

Online or text message (e.g. 'your prescription is ready for collection', 'here's how your admin query has been managed')

Appointment types (face to face, telephone, video, home visit) with different clinicians (GP, nurse, physio, pharmacist etc)

*Shows digital routes only – non-digital routes also available

Primary Care Telephony

Improving patient access, productivity, collaboration and working across practices and PCNs

Patient

GP Practice

PCN/Federation
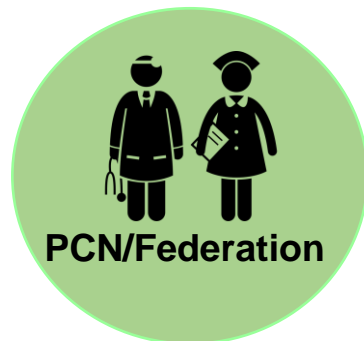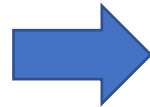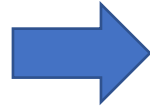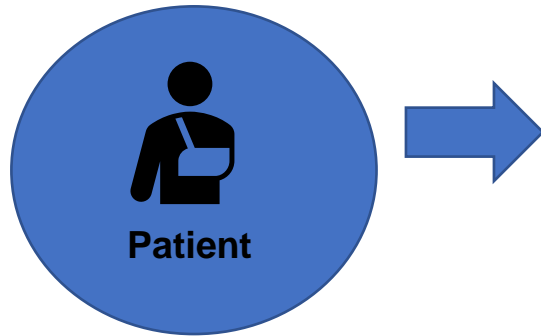
Overall **improved patient experience** of primary care through:

- Ability to order repeat prescriptions at ease.
- Ability to cancel appointment and book routine health check appointments in own time.
- Option for surgery to inform patient of where they are in the queue, call back, wait times etc
- IVR messages with potential for links to self referral or self help information

Financial and productivity efficiencies generated for **practice** through:

- Instant messaging, screen sharing, Voicemail to email, Call logging and queuing
- Supporting external locums, governance, auditing and wider PCN roles working remotely
- Video and SMS as part of package
- Digital receptionist (IVR)
- Integration with other CRM software, Microsoft 365, Google, etc.
- Improved quantitative data on demand to support workforce and demand planning
- Prioritise patients with key needs to front of queue or dedicated specialists or messages e.g. Learning Difficulties patients

Long term sustainability of primary care via collaboration for centralised working through:

- Business Continuity and ability to use own devices to log into practice system
- Analytics to identify opportunities to manage demand, understand effectiveness of IVR messages and use of text links
- Opportunities to share resources to manage peak demand
- Opportunities to collaborate with extend hubs/federations/OOH/Community Services/Pharmacists

Company Pitches

Company Pitches

- Through an open call process and a defined set of inclusion criteria, **9 companies** that are actively providing modern primary care telephony solutions have been selected to deliver short two-minute pitches.

- You should have received a electronic pack containing information about each supplier in advance. Please request a pack via the Q&A function if you have not received one by stating your name and email address.

- After each company's pitch we will run a short 2-question poll on screen using Zoom. We kindly request that you please contribute to each survey.

- If you wish to learn more about any or all of the suppliers, please indicate this in the onscreen poll after each pitch.

Disclaimer

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 and NHS England & Improvement 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.

NB: The running order of pitches has been arranged alphabetically and does not infer any rank or priority

Running Order

digital first
Connected Primary Care

NHS

BLOCK 1 Five 2-minute pitches	1. **Babble Ltd, Product: Babblevoice,** Antoine Lever - *Director* 2. **EVAD Think Healthcare, Product: Think Healthcare Solution,** Mike Smyth - *Think Healthcare Team Leader* 3. **Exponential-e, Product: UC-One,** Tim Gilliatt, *Public Sector Account Manager ,* Jon Loftin - *UCC Sales Specialist* 4. **Gamma, Product: Horizon, the modern Primary Care telephony choice ,** Amy Black - *Business Development Executive* 5. **Premier Choice Group, Product: Premier Patient Line,** James Gargaro - *Sales Manager*
BLOCK 2 Four 2-minute pitches	1. **Voice Connect Ltd, Product: Cloud Based Patient Partner with Automated Telephony Repeat Prescriptions Review and Ordering Service,** Paul Trayler - *Sales Director* 2. **VTSL Limited, Product: GP Cloud Voice,** Rob Walton - *CEO* 3. **X-on, Product: Surgery Connect Desktop App,** Paul Bensley - *Director* 4. **Yo Telecom, Product: Bespoke Phone System,** Daniel Mills - *Senior Consultant*

Pitch Session

The Surgery Phone System for Primary Care

Antoine Lever
Director

#PCTelephony
@HINSouthLondon

digital first
Connected Primary Care

hin

Sunderland CCG ETTF PID Study Findings:

babblevoice is a hosted telephone system that:

- ✔ **50% reduction** in DNAs
- ✔ **25% reduction** in reception staffing levels
- ✔ **Improved** patient satisfaction
- ✔ **100% reduction** in complaints regarding the telephone system
- ✔ **1 minute saved** per telephone consultation*

* Saves an average of 2.5 clinical hours per week

babble**voice**

For Primary Care...

Babblevoice
Healthcare and
Pharmaceutical
ghp
Awards 2021
Best Cloud-Based Primary Care
Patient Booking Solution (UK)

leading
healthcare
awards.

QMS ISO
27001 : 2013
REGISTERED

Pitch Session

voice babble

The Surgery Phone System for Primary Care

Antoine Lever
Director

SURVEY

#PCTelephony
@HINSouthLondon

digital first
Connected Primary Care

hin

Pitch Session

Mike Smyth
Think Healthcare Team Leader

evad

#PCTelephony
@HINSouthLondon

digital first
Connected Primary Care
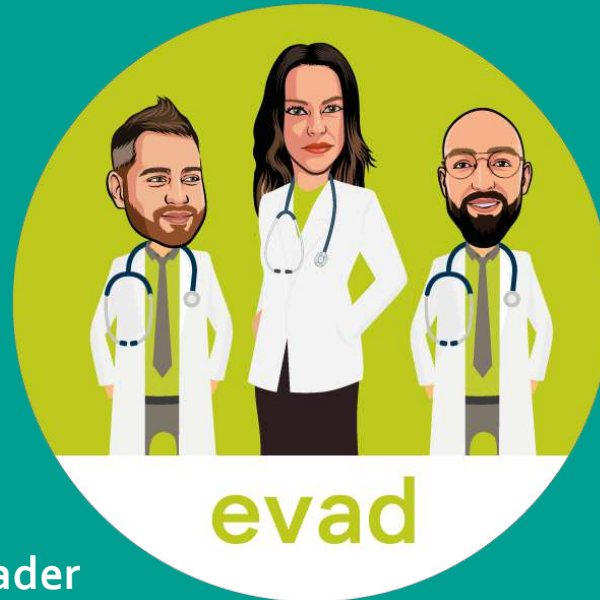
hin

Think Healthcare
Patient Call Journey

Practice Communication

- Queue Buster – Call Back Option.
- No Limit on lines or calls - Never miss a call or receive busy tone.
- VIP Priority Routing - Prioritise Vulnerable Patients
- Unlimited Outbound Calls.
- Advanced Call Routing & Queuing.
- Custom Reception Call Scripts.
- Higher Service Level than Microsoft Teams.
- Designed and proven for NHS environment.
- Flexible Remote Working.

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 Clinical System to keep patient record accurate.
- QoF Campaigns/Alerts/ Patient notes Full non-patient Directory.
- Click-to-dial for Outbound.

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.
- Cloud Call Recording
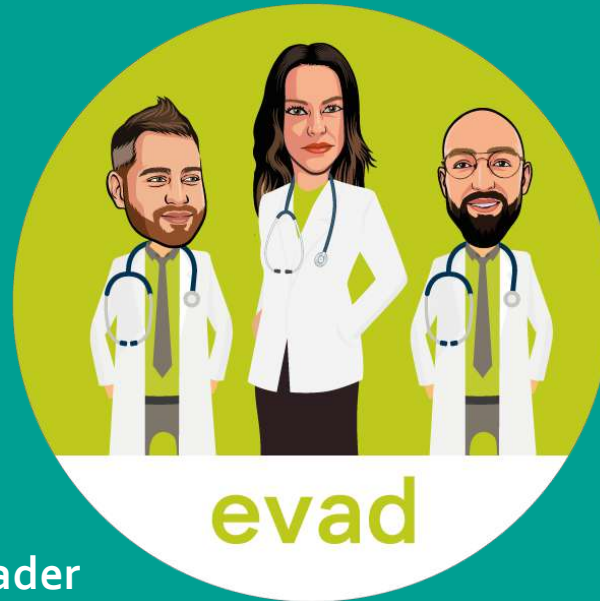
Pitch Session

Tim Gilliatt
Public Sector Account Manager

SURVEY

#PCTelephony
@HINSouthLondon

digital first
Connected Primary Care

Pitch Session

Amy Black
Business Development Executive

#PCTelephony
@HINSouthLondon

digital first
Connected Primary Care
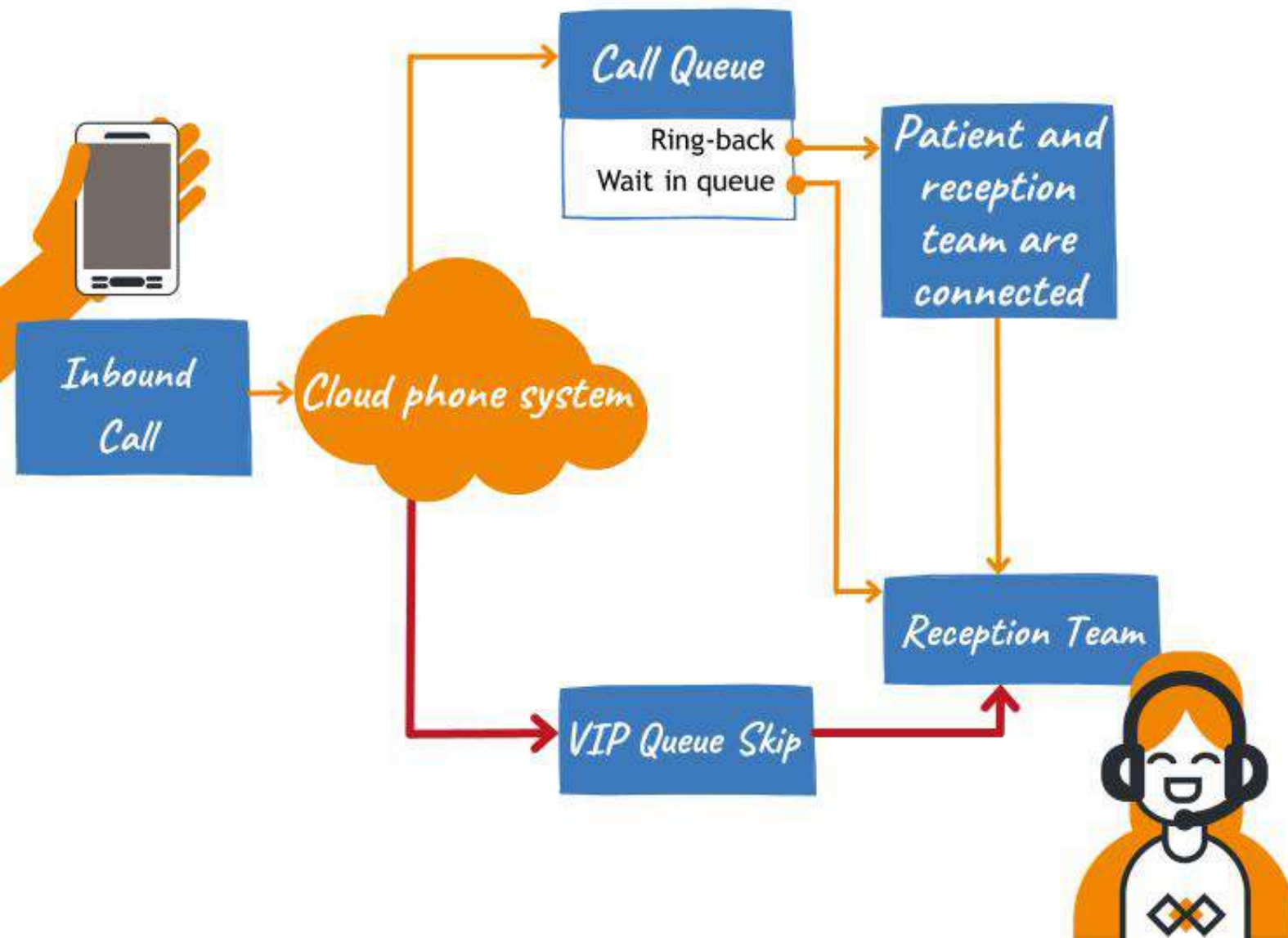
hin

Pitch Session

Amy Black
Business Development Executive

SURVEY

#PCTelephony
@HINSouthLondon

digital first
Connected Primary Care

hin

Pitch Session

James Gargaro
Sales Manager

#PCTelephony
@HINSouthLondon

The Strategic Surgery Solution

Inbound Call

Cloud phone system

Call Queue

Ring-back
Wait in queue

Patient and reception team are connected

Reception Team

VIP Queue Skip

Why Premier?

- Integration with all major clinical systems: EmisWeb, SystmOne, Vision
- Queueing with ring-back wizard
- In-house call management and recording
- Real-time and historic call monitoring with unlimited wallboards
- Softphone apps
- Scalable, flexible, offering multi-site solutions with site level differentiation
- Unlimited lines
- UK-based in-house Service Desk
- National Field Engineering team
- Web-browser-based remote application
- Conference and video calling
- Continuous improvement goals
- Seamless omnichannel solution

Premier PatientLine
Part of the Premier Choice Group

SCAN ME

Pitch Session

Premier PatientLine
Part of the Premier Choice Group

James Gargaro
Sales Manager

SURVEY

#PCTelephony
@HINSouthLondon

digital first
Connected Primary Care

hin

Taking an ICS wide approach to primary care telephony

Brian Stennett

NWL GP Telephony Lead, Digital First

North West London CCG

#PCTelephony
@HINSouthLondon

Taking an ICS wide approach to primary care telephony

Brian Stennett : NWL GP Telephony Lead, Digital First

02/03/2022

Agenda

- Why the cloud ?
- Proposed offer
- Current Environment
- Guidance document overview
- Excerpt from one of the support docs
- Benefits of being the "2nd crow of the wire"
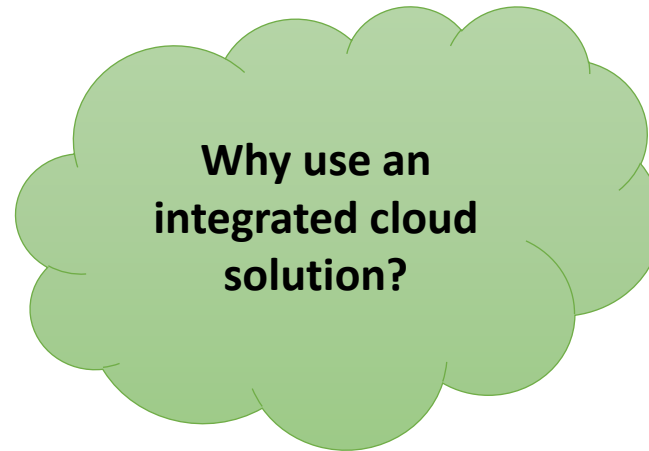- Evolution not Revolution

North West London
Integrated Care System

Why use an integrated cloud solution ?

Reduced call handling time

No more busy
Signal dialling out

Intelligent rule based
call flows

Why use an integrated cloud solution?

Easily searched
Voice recordings

Video consultations and
ability to upload images

Work from Home

Improved patient experience
"Queue buster/Auto attendant"

North West London
Integrated Care System

NWL Proposed Offer to support GP Telephony Improvement

In line with national guidelines telephony provision remains the responsibility of general practice and as such contracts will be between the service provider and the practice.

GP Telephony Improvement will be split into 3 phases:

Phase 1 — Levelling Up
- Work with PCNs to understand current telephony environment and develop a road map. "evolution not revolution"
- Provide guidance on recommended suppliers and support supplier engagement/contract awards

Phase 2 — Implementation Support & Change Management
- Work with practices to implement cloud telephony as part of the wider digital access on-the-ground support
- "Mop-up exercise" to support any practices who have not transitioned to cloud telephony

Phase 3 — Optimisation & At-Scale models
- Share lessons learnt on best ways to optimise cloud telephony
- Work with willing PCNs to design at-scale telephony models

North West London Integrated Care System

Current landscape across NWL

65% of our practices have responded (224/350) have responded to the NWL baseline survey.* (Including where boroughs had circulated similar but separate surveys)

67% of these practices already have cloud telephony in place. (150 practices)

33% of those that responded do not have a cloud telephony solution. Therefore between 74 and 200 practices do not have a cloud telephony solution.

If the percentage that responded to the survey is representative this would equate to 116 practices (33%)

Number of practices with Cloud Telephony in place

■ Yes ■ No
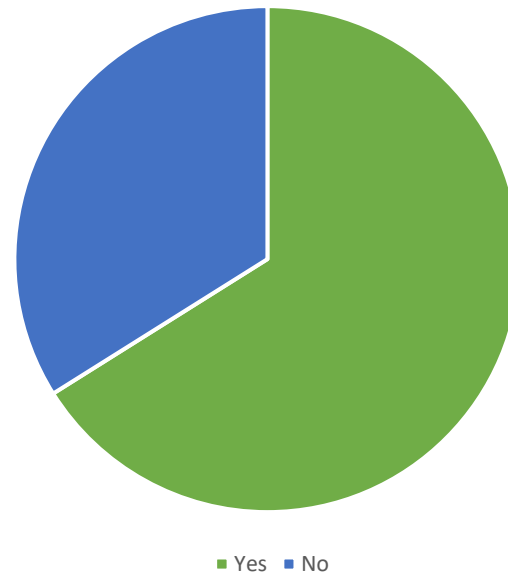
Cloud Supplier Coverage	
A	40%
B	10%
C	7%
D	5%

North West London
Integrated Care System

Guidance Document Overview

This will include the following:

- Suggested minimum functional specification and capability 'tick-list' to ensure maximum benefit from any cloud solution chosen by practices

- Presentations from a selection of shortlisted providers

- Overview and Lessons Learnt from Ealing National Telephony Accelerator, including their robust procurement process, scenario-based competency evaluation matrix, implementation cost overview

- Overview of expected benefits of cloud telephony

- FAQs

- CCG offer of support with introductions to and negotiations with telephony suppliers

Excerpt from the one of the support docs.

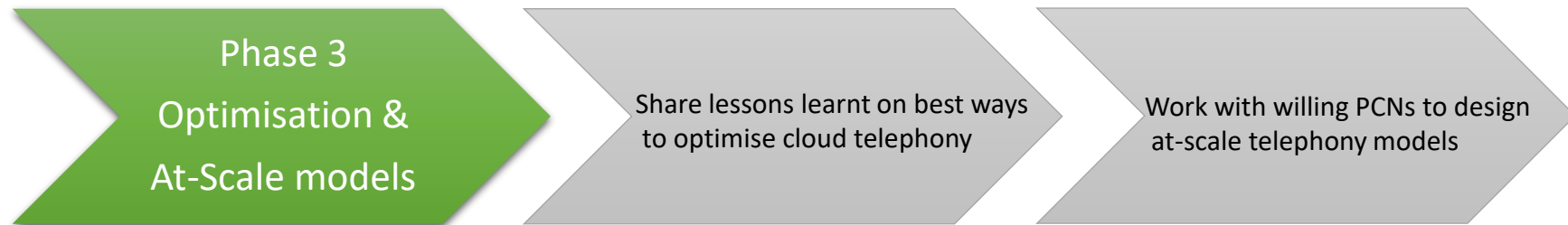| Functionality	Description	Benefit for the patient	Benefit for the practice
IP Telephony	Telephone functionality supplied over the web	limitless inbound lines...no busy signal improved user experience	limitless outbound lines...staff can always call out, reduces patient complaints (no more you are always busy)
CTI With Voice And Data Transfer	On both inbound and out bound calls system needs to be integrated with the patient record system, On inbound this means the receptionist has a"screen pop" that gives options around the callers identity if there is more than one record associated with a telephone number. On an outbound call staff with the appropriate skill set can call or text a patient with a single click.	The amount of information they have to supply, ie address etc will be reduced, allowing them to discuss what they want sooner. Improved user experience	Allows staff to confirm information in a more efficient and effective manner reduces opportunity for user error
Ability to offer calls to the appropriate end user and device	Members of staff with appropriate skill are offered calls directly to the device they have logged into, without any loss of functionality.	Patients can be connected to the appropriate resource were ever they are working from. Improves user experience	Staff do not have to be in the office to do their job, drives up resilience and becomes part of the practices BCP
Skills Based Routing (Value Based Routing)	must be very flexible and able to support multiple 'properties' per member of staff and link with the inputs from the front end messaging were appropriate.	Patients can be connected to the appropriatly skilled member of staff directly if the business process allows. Improved patient experience	If BP allows calls can be routed directly reducing "number of touches" freeing up other staff to focus on core duties
Announcement On Hold with Auto attendant	choice of music/voice must be interruptible with sufficient voice port capacity to avoid silences (smart feature would include auto-selection of messages according to average length of waiting time i.e. <30 seconds you are XX position in queue, please hold >30secs play messages relating to self service options).	Keeps patients informed in terms of position in queue but also in terms of on line or other services they could access to service their needs. Improved patient experience.	Reduces patient frustration can "shift demand" to other services reducing spikes in demand
Queue Busting/Golden Ticket	offer the patient the option to hang up but be called back whilst retaining there place in the queue	Allows patients "to get on with their day". Improved patient experience	Reduces patient frustration and complaints
IVR / Filtering	Front-end interruptible announcement (i.e. No need for patient to hear full announcement before taking selves through process) asking patient to self-select designated destination.	Allows patients to activley direct their calls. Improved patient experience	If BP allows calls can be routed directly reducing "number of touches" freeing up other staff to focus on core duties
DNIS/ANI Digits Capture with whispered announcement	direct to staff members device with an announcement of call type (if captured within IVR or triggered by the DNIS) and for the number to be stored in the database of calls, which the phone systems stores. This must link to supply associated data from the patient database.	Were a patient has identified the reason for the call the receving member of staff already knows what the call is in respect of. Improved patient experience	Staff know what interactions is going to be about.

Benefits of being "the 2nd Crow of the wire"

This is a well established technology:

- Use the national Spec
- Understand what is being used locally
- Speak to other practices using systems
- Not all "cloud base platforms are equal"

Evolution not Revolution

- There are over 20 providers of telephony solutions being used by practices at the moment within the NWL region

- Range of contract lengths

- Not all "cloud solutions" deliver all the features and benefits outlined in the national specification

- Develop a plan and "work the plan"

Phase 3
Optimisation &
At-Scale models

Share lessons learnt on best ways to optimise cloud telephony

Work with willing PCNs to design at-scale telephony models

North West London
Integrated Care System

Thank You

brian.stennett@nhs.net

07902766155

Company Pitches

Pitch Session

VOICE CONNECT

Paul Trayler
Sales Director

#PCTelephony
@HINSouthLondon

digital first
Connected Primary Care

hin

VIRTUAL RECEPTIONIST

Utilising Patient Partner has numerous benefits to the surgery or group of practices;

- Reduces call traffic by allowing patients to use the service 24/7
- Unrestricted calls to allow multiple patients to use the service simultaneously
- Signpost every call to the most appropriate care
- Free up receptionists to allow them to dedicate time where it is most required
- Reduces DNA

REPEAT PRESCRIPTIONS

Available as an additional module or standalone, Patient Partner's Automated Repeat Prescriptions services gives patients the ability to review or order repeat medication over the telephone 24 hours a day, 7 days a week by managing the request over the phone and processing it through to a task ready for authorisation.

- Reduces pressure from the reception team
- Reduce call queues and congestion
- Allow patients to order prescriptions quickly, saving time
- Secure PIN protected
- Removes room for error
- Low cost
- Keeps Patients away from the practice
- 24 Hour Patient Access to practice services

Pitch Session

Rob Walton
CEO

#PCTelephony
@HINSouthLondon

Easy Setup

Remote Working

Work at Scale
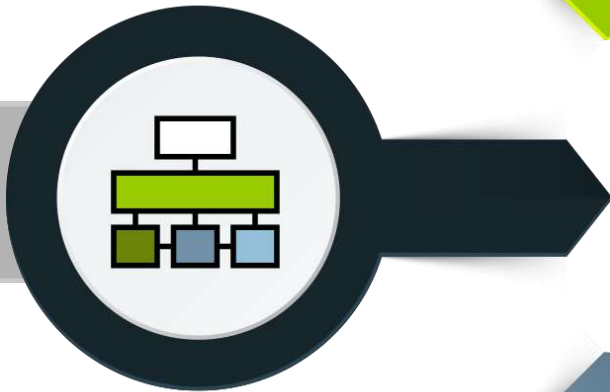
GP Cloud Voice®

Reduce Costs

Actionable Dashboard

Improve Patient Access

info@vtsl.net | www.vtsl.net | 020 7078 3200

VTSL Cloud Communications

Pitch Session

SURGERY CONNECT

Paul Bensley
Director

#PCTelephony
@HINSouthLondon

digital first
Connected Primary Care

hin

SURGERY CONNECT
Desktop App
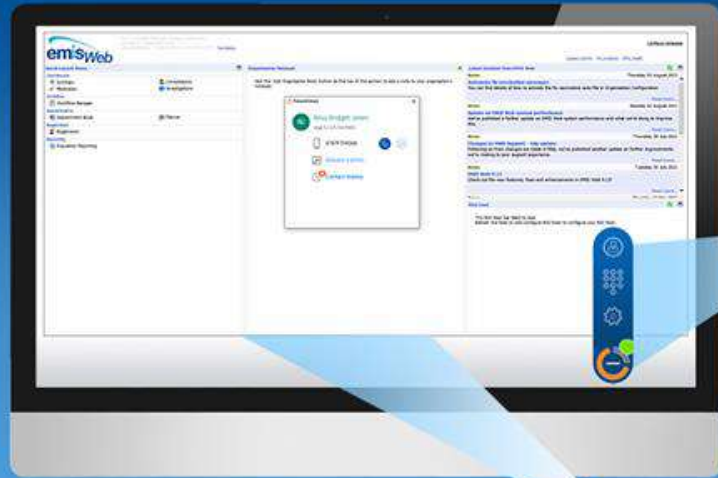
EMIS Web
EMIS Community
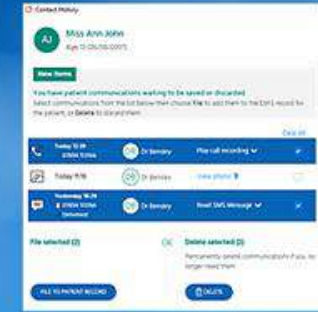SystmOne
Vision

Remote Appointments List

Phone

Text

Video
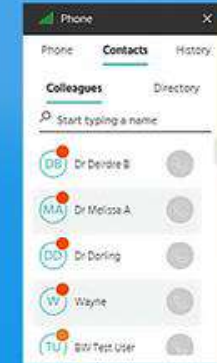
Photos

Summary
Consultation
Filing

PCN Wide
Unified
Communication

"It is ground breaking. 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
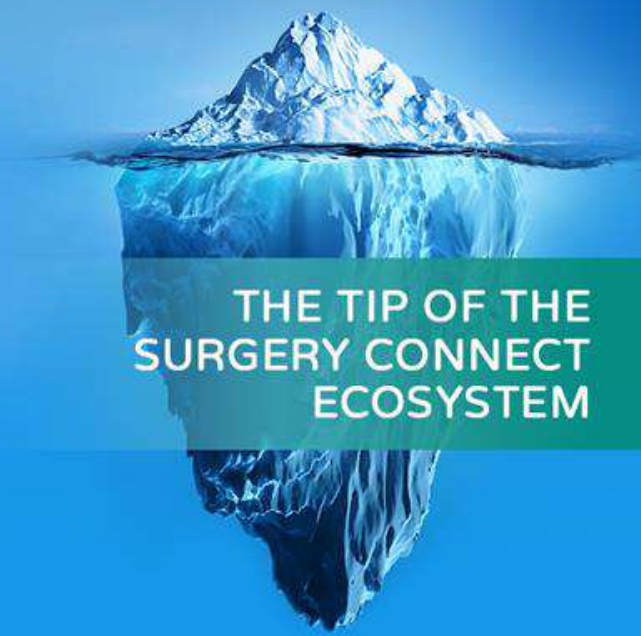
THE TIP OF THE
SURGERY CONNECT
ECOSYSTEM

X-ON
GOOD CALL
0333 332 0000

Pitch Session

SURGERY CONNECT

Paul Bensley
Director

SURVEY

#PCTelephony
@HINSouthLondon

digital first
Connected Primary Care

hin

Pitch Session

Daniel Mills
Senior Consultant

#PCTelephony
@HINSouthLondon

Yo Telecom

Yo Telecom Specialises In The Medical Sector, Providing Over 300 Practices With Fit-For-Purpose Telephone Systems, 24/7 UK In House Support, And Fully Managed Onboarding.

Call Queuing - Virtual call queues can place up to 200 inbound calls into a queue, telling the patients their position in the queue. Callers can choose to be in a queue to speak to the next available agent, or leave a voicemail to get a callback. You can use live dashboards to monitor callers, queue quantities and times.

Call Reporting - View live call statistics on our advanced call reporting dashboard. Monitor call performance in real time. Automated reports provide you with valuable information on all of your calls.

Software Integration - Our phone systems will seamlessly integrate with your practice management software. This will allow your reception team to see who is calling before they have answered the phone. They can then pull up records with just one easy press of a button, saving 30-60 seconds per every call made.

24/7 Support - At Yo Telecom we pride ourselves on providing our customers with round the clock support. Weekend, early morning and late night enquires are covered by our in-house out-of-hours team. No matter when you require technical support, a member of our team will be available to assist you.
Should you require an on-site visit, our engineers will be there the same day.

Jessica Smith Is Calling
OPEN PATIENT FILE

Call Reports

Waiting Now	Wait Time
04	03:12

Total Calls	Missed Calls
26	03

Medical Practice
02:38

You Are 2nd In The Queue

Pitch Session

Daniel Mills
Senior Consultant

SURVEY

#PCTelephony
@HINSouthLondon

Advanced Telephony National Update

Nikki Hinchley

Head of GPIT Transformation, Digital Primary Care

NHS Transformation Directorate / NHS England & NHS Improvement

#PCTelephony
@HINSouthLondon

Advanced Telephony

Nikki Hinchley, Head of GPIT Transformation

2 March 2022

Telephony challenges faced by General Practice

NHS

- **Limited number of lines**
  - inability to increase capacity due to infrastructure or prohibitive cost

- **Problematic contracts with existing system suppliers**

- **Functionality of legacy systems**
  - limited or no integration with the clinical system
  - limited or no ability to support remote working
  - limited or no ability to record calls
  - limited or no visibility of how busy the phone lines are
  - limited or no audit or reporting features

- **Lack of system resilience**

- **Poor patient experience**
  - long waits for calls to be answered
  - dropped calls
  - long queueing systems

Phase 1 pilots – South East, London, East of England

- **Procure & implement advanced telephony**

  - aligned with draft specification to inform national approach

- **Funding devolved to CCGs with access requirements including**

  - implementation plan
  - participating practices taking part
  - baselining data including call failures

- **Funding provided for**

  - termination of current contracts
  - project management
  - solution procurement

- **CCGs responsible for oversight**

  - reporting to national team to include final report outlining

    - implementation approach against specification
    - cost
    - benefits

Benefits of advanced telephony strategic approach NHS

- **Implementation of advanced cloud-based telephony**
  - scalable to meet demand

- **Development of national advanced telephony specification**
  - support practices and commissioners with choice of system
  - defines "what good looks like"
  - promotes value for money investment

- **Implementation of advanced cloud-based telephony**
  - enhances patient experience – increased capacity reduces call waiting times
  - improves communication
  - improves call management
  - supports clinical system integration
  - enables call recording
  - provides robust reporting functionality
  - supports service delivery/resource planning – efficiencies and better use of resource
  - helps patient flow – right care, right time, right setting
  - supports business continuity and remote working

Outputs and next steps

NHS

- **Phase 1 pilot**
  - tested national advanced telephony specification
  - further development of national specification informed by findings
  - specification will be published with GPIT Operating Model v5

- **Capability Assessment**
  - to gather intelligence on supplier market
    - assessed against requirements of national specification
  - 103 suppliers expressed an interest
  - 31 submissions
  - evaluation of submissions ongoing

- **Establishment of national telephony procurement framework**

Tactical approach – supporting winter pressures

NHS

- **Additional capacity to support winter pressures**

  - part of the wider winter access improvement programme

- **Enables outbound calls via Microsoft Teams**

  - linked to existing user licences

  - softphone capability - calls can be made from any device with MS Teams app

  - supports practice resilience and remote working

  - no requirement to replace existing telephony system

  - no hardware installation required

  - releases additional capacity for inbound calls

  - enables monitoring and reporting of outbound call volumes

  - step change towards a fully hosted cloud based telephony solution

Q&A Session

Please use the Q&A text box function to pose your questions to the panel.

You can give a "thumbs up" to bump questions up in priority in the list.

The Health Innovation Network and NHS England & Improvement 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.

#PCTelephony
 @HINSouthLondon

digital first
Connected Primary Care

hin

Thank you to all our speakers.

Ground Floor, Minerva House,
5 Montague Close, London SE1 9BB

Closest stations:
London Bridge or Monument

020 7188 9805

@HINSouthLondon

healthinnovationnetwork.com

digital first
Connected Primary Care

hin