



**Digital access to the right care.... Quickly**  
Emergency Department Sharing Event - 8<sup>th</sup> March 2019

Dr Murray Ellender MRCGP MRCEM – GP and co-founder  
Krista Burslam RGN – Clinical Lead for Urgent & Emergency Care

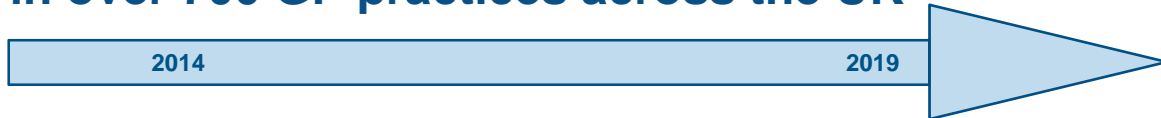
## What is econsult

Web based patient triage for General Practice 

Built by NHS clinicians for NHS clinicians

Designed to manage demand and free up capacity

# Built within the NHS in 2014, eConsult is now live in over 700 GP practices across the UK



hurley group

- NHS GP Partnership
- 14 practices with 100,000 registered patients
- 5 Urgent Care services seeing 250,000 patient pa
- Out of Hours covering 250,000 patients



- First pilot with 20 practices, covering 130,000 patients
- Tested 50 condition specific templates



- Live in 700+ GP practices
- 100+ condition specific, symptom led and admin templates
- Available to 7 million patients across 75 CCGs



The screenshot shows the Chelston Hall website. At the top, there is a navigation menu with links: HOME, CONTACT US, PRACTICE DETAILS +, NOTICE BOARD +, THE DOCTORS +, THE TEAM +, HOW DO I ...? +, and SELF HELP +. Below the menu is a large banner with the text 'Chelston Hall'. A dropdown menu for 'THE TEAM +' is open, listing: Practice Manager, Receptionists, Administration, Nurses, Health Visitor, and District Nurse. Below the banner is a section titled 'Contact our doctors online' with the subtext 'Fill out a simple online form to get advice and treatment by the end of the next working day'. This section contains three buttons: 'I want help for my condition', 'I want general advice', and 'I want administrative help'. Below these buttons is a list of common conditions: Acne, Anxiety, Asthma, Back pain, Bacterial vaginosis, Cold or flu, Contraception, Coughs, Cystitis in women, Depression, Earache, Eczema, Foot pain, Hand pain, Hay fever, Headache, Heartburn, Hip pain, Hypertension review, Knee pain, Rectal bleeding, Shoulder pain, Sinusitis, Sore throat, and Thrush.

Elm Lodge Surgery

 Elm Lodge Surgery  
 2 Burbage Road  
 London, SE24 9JU  
 Tel: 020 7274 6138

Most practice websites look like this....

Home
Opening Times
Appointments
Prescriptions
Clinics & Services
Tests & Results
New Patients
Practice Staff
Contact Details

**Noticeboard**

**Friends and Family Survey**  
 Let us know about your recent experiences at Elm Lodge Surgery with [this very short survey](#).

**NEWS: Carers Fair ...**

**Welcome to Elm Lodge Surgery**

We are a GP practice located between Herne Hill and Dulwich aiming to provide excellent care in partnership with our patients.

**Care Quality Commission**  
 All GP surgeries are regulated by the CQC. Elm Lodge Surgery was rated as being Good on 26th May 2017.

**Quick Links**

- Latest News
- Search
- Translate Page
- **Have your say**
- Patient Involvement
- Friend & Family Test
- **Further Information**
- Surgery brochure
- Making an appointment
- Pharmacy First
- Change of Address
- Self Help
- Complaints & confidentiality
- Summary Care Record
- Learning Disabilities Health Check
- Sign Up For Our Patient Group
- Teaching Practice
- Asthma Review
- NHS Optometrist self referral service
- Sickness Certificates
- Carers Direct
- Stop Smoking
- Pregnancy Care Planner
- Prescribing by a private doctor or consultant
- Disabled Access
- How GPs use your health

**Rolle Medical**  
PARTNERSHIP

**Rolle Medical Partnership**

Click here to see our sites opening hours

CQC Rating: Outstanding

FONT SIZE: S M L | LANGUAGE | Q
OUR SITES ▾ NEWS ONLINE ▾ HOW DO I...? ▾ PRACTICE INFO ▾ GENERAL INFO ▾ FEEDBACK ▾

# eConsult

Consult with our doctors online

Latest News New Website Welcome to our new website. Please feel free to browse through it.

Self Help Centre

Book Your Appointment

Order Your Prescription

Upcoming Events

East Devon Health

3


HOME GET HELP ONLINE REQUESTS TRANSLATE SEARCH

Menu

**Montgomery-House**  
Surgery

Good afternoon. Enter the Practice by selecting a room.

**NHS**



## Escape the wait

Consult with your GP online

You'll get a response within 2 hours\*

Quicker diagnosis for you  
We can treat more patients  
Frees up more GP time for complex cases

Click on **Consulting Room** below then **Get Urgent Medical Advice And Treatment**

RECEPTION  
AND ENQUIRIES

TREATMENT  
ROOM

CONSULTING  
ROOM

TRAVEL  
ROOM

To get help from our doctors, find your condition below or [request general advice](#)

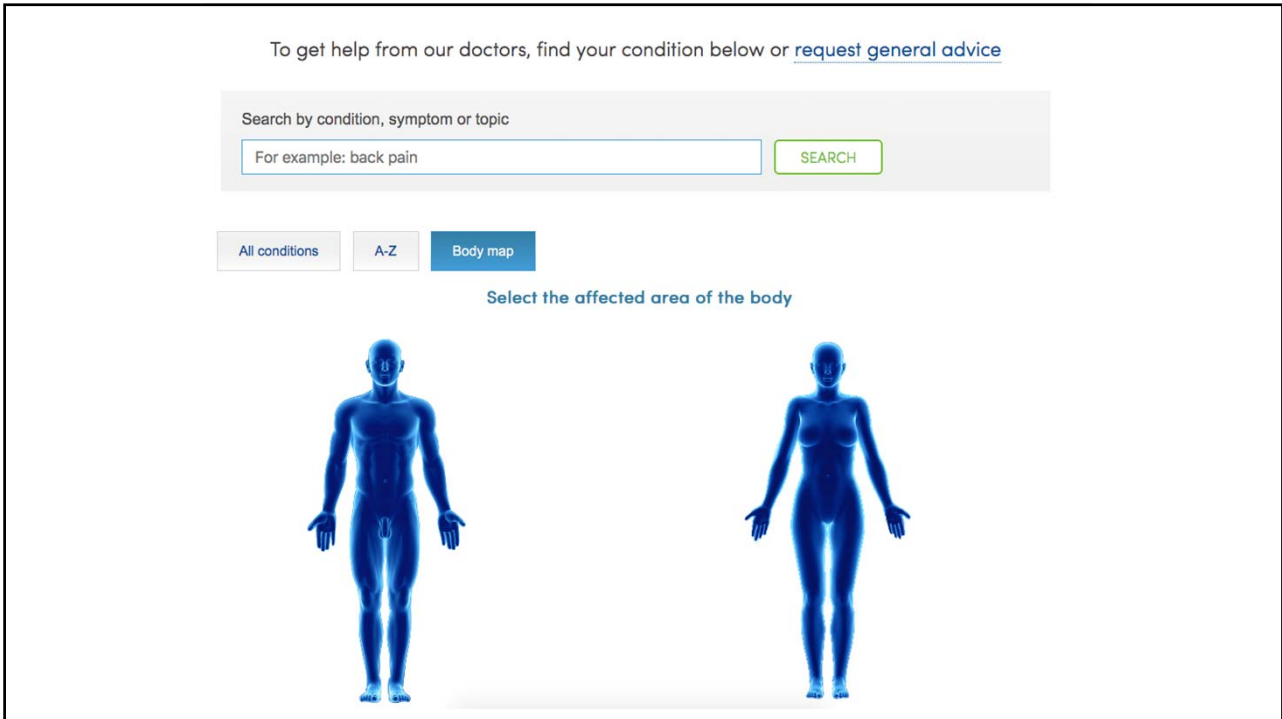
Search by condition, symptom or topic

All conditions

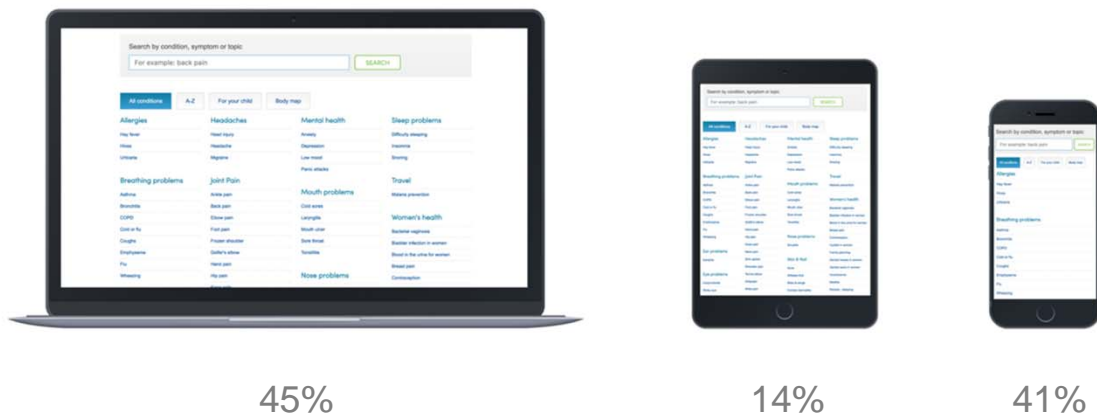
A-Z

Body map

<p><b>Allergies</b></p> <ul style="list-style-type: none"> <li><a href="#">Hay fever</a></li> <li><a href="#">Hives</a></li> <li><a href="#">Urticaria</a></li> </ul>	<p><b>Headaches</b></p> <ul style="list-style-type: none"> <li><a href="#">Head injury</a></li> <li><a href="#">Headache</a></li> <li><a href="#">Migraine</a></li> </ul>	<p><b>Mental health</b></p> <ul style="list-style-type: none"> <li><a href="#">Anxiety</a></li> <li><a href="#">Depression</a></li> <li><a href="#">Low mood</a></li> <li><a href="#">Panic attacks</a></li> </ul>	<p><b>Sleep problems</b></p> <ul style="list-style-type: none"> <li><a href="#">Difficulty sleeping</a></li> <li><a href="#">Insomnia</a></li> <li><a href="#">Snoring</a></li> </ul>
<p><b>Breathing problems</b></p> <ul style="list-style-type: none"> <li><a href="#">Asthma</a></li> <li><a href="#">Bronchitis</a></li> <li><a href="#">COPD</a></li> <li><a href="#">Cold or flu</a></li> <li><a href="#">Coughs</a></li> <li><a href="#">Emphysema</a></li> <li><a href="#">Flu</a></li> <li><a href="#">Wheezing</a></li> </ul>	<p><b>Joint Pain</b></p> <ul style="list-style-type: none"> <li><a href="#">Ankle pain</a></li> <li><a href="#">Back pain</a></li> <li><a href="#">Elbow pain</a></li> <li><a href="#">Foot pain</a></li> <li><a href="#">Frozen shoulder</a></li> <li><a href="#">Golfers elbow</a></li> <li><a href="#">Hand pain</a></li> <li><a href="#">Hip pain</a></li> <li><a href="#">Knee pain</a></li> <li><a href="#">Neck pain</a></li> <li><a href="#">Shin splints</a></li> <li><a href="#">Shoulder pain</a></li> </ul>	<p><b>Mouth problems</b></p> <ul style="list-style-type: none"> <li><a href="#">Cold sores</a></li> <li><a href="#">Laryngitis</a></li> <li><a href="#">Mouth ulcer</a></li> <li><a href="#">Sore throat</a></li> <li><a href="#">Tonsillitis</a></li> </ul>	<p><b>Travel</b></p> <ul style="list-style-type: none"> <li><a href="#">Malaria prevention</a></li> <li><a href="#">Travel advice</a></li> </ul>
<p><b>Ear problems</b></p> <ul style="list-style-type: none"> <li><a href="#">Earache</a></li> </ul>	<p><b>Nose problems</b></p> <ul style="list-style-type: none"> <li><a href="#">Sinusitis</a></li> </ul>	<p><b>Skin &amp; Nail</b></p> <ul style="list-style-type: none"> <li><a href="#">Acne</a></li> </ul>	<p><b>Women's health</b></p> <ul style="list-style-type: none"> <li><a href="#">Bacterial vaginosis</a></li> <li><a href="#">Bladder infection in women</a></li> <li><a href="#">Blood in the urine for women</a></li> <li><a href="#">Breast pain</a></li> <li><a href="#">Contraception</a></li> <li><a href="#">Cystitis in women</a></li> <li><a href="#">Family planning</a></li> <li><a href="#">Genital herpes in women</a></li> </ul>




## 55% of patients use their phones or tablets to access eConsult




Any Medical Practice **NHS**

All health conditions > Anxiety


## Anxiety




**I want to help myself**  
Get information and watch videos about anxiety



**I want pharmacy advice**  
Information about over-the-counter treatments



**I want to get support online**  
Big White Wall provides safe, anonymous support, with counsellors online 24/7. It's free for our patients. [↗](#)



**I want treatment and advice from my GP**  
Consult your GP via a simple online form. Your practice will respond by 6:30PM on Tuesday, 13th of November

[Contact NHS 111](#)
[Technical support](#)
[Help us improve](#)
[Accessibility](#)
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[Terms of use](#)

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● About You
○ Your Expectations
○ Your Condition
○ Your Health
○ Review & Send To GP

### Consult your GP: Your Expectations

Back pain

Before we ask you detailed questions about your condition, please tell us what would you like to achieve from this consultation?

316 CHARACTERS REMAINING

During a recent house move I've managed to hurt my back.  
I would like advice and treatment to enable me to move freely without the aches and pains that I'm experiencing at the moment.

For example: whether you would like to get a prescription for a particular medication

How much is this bothering you?

420 CHARACTERS REMAINING

Quite a bit. I've been in pain for most of the day for the last couple of weeks.

For example: whether it is affecting your daily activities, your job or your social life

Have you tried anything for this in the past?

Yes  
 No

Are you trying anything now?

Yes  
 No

**Are my details kept safe?** Your data remains confidential. It is not stored on the internet or shared with others.

**Other common questions about online consultations**

About You
Your Expectations
Your Condition
Your Health
Review & Send To GP

## Consult your GP: Your Condition

Back pain

Have you injured your back?

Yes

No

Please describe your injury (when and how did this injury happen and was it triggered by any heavy lifting, sport, twisting action, etc).

385 CHARACTERS REMAINING

I first noticed the pain after lifting some heavy boxes during a house move. The pain started later in the evening.

Do you currently have back pain?

Yes

No

Would you describe your back pain as upper or lower back?

Upper

Lower

How would you rate your back pain on a scale of 1-10 (1 being the least painful and 10 being the most painful)?

Select answer below:

**Are my details kept safe?** Your data remains confidential. It is not stored on the internet or shared with others.

**Other common questions about online consultations**

Your answer indicates that you need to seek urgent medical advice.

**Choose one of the following actions:**

- seek urgent medical advice
- telephone the surgery for an urgent GP appointment
- call the out-of-hours doctor
- telephone 111
- go to A&E

If you decide to seek urgent help, **your GP will not be notified and your practice will not contact you about this consultation.**

Email me my consultation answers

END MY CONSULTATION, I WILL SEEK URGENT CARE INSTEAD

Cancel this

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Yes

No

Have you been diagnosed with a back problem by a doctor?

Yes

No

Does your back pain go down one leg?

Yes

No

# At the end of the online consult.....

Thank you, John . The answers to your consultation have been securely sent to our GPs at Docklands Medical Centre.

We've also emailed you a confirmation of your consultation.

## What happens next?

- One of our GPs will now review your consultation.
- We will call you with a response by **6:30PM on Friday 02 February**.

If your condition gets worse while you're waiting to hear from us, call us on 020 7537 1444 as soon as possible. If we are closed, call NHS 111. For immediate, life-threatening emergencies, call 999.

**Docklands Medical Centre**

Online consultation request for  
**Mickey Mouse (Male, Age 50)**  
Back pain

Submitted on 11-10-2017 at 09:20:47

Contact phone: 0124646799  
Patient's date of birth: 11-10-1967

Contact email: mickeymouse@disney.com  
Patient's address: 1 Parade Road, Dockyard, OIS NZY  
Referring GP: "Dr Smith"

**A response is expected by 18:30 on Tuesday 12 December. A same day response is best. Send Mickey a message if you are having difficulty contacting them.**

**EXPECTATIONS:**

Before we ask you detailed questions about your condition, please tell us what would you like to achieve from the consultation?  
**The patient said:** "I'm having a severe lower back pain. I've managed to hurt my back. I would like advice and treatment to enable me to repair myself without the advice and pain. I'm experiencing it all the time."

How much is this bothering you?  
**The patient said:** "Quite a bit. I've been in pain for most of day for the last couple of weeks."

Have you tried anything for this in the past?  
**No**

Are you trying anything now?  
**No**

Is there any particular treatment you would like to try?  
**No**

Would you like help from a particular GP? If the doctor that you requested is not available, another doctor at the practice will contact you.  
**Yes**

Please tell us the name of the GP you would like help from.  
**The patient said:** "Dr Smith"

**PATIENT'S CONDITION:**

Have you injured your back?  
**Yes**

Please describe your injury (when and how did this injury happen and was it triggered by any heavy lifting, sport, twisting motion, etc.)  
**The patient said:** "I've injured the part after lifting some heavy boxes during a house move, the pain started later in the evening."

Do you currently have back pain?  
**Yes**

Would you describe your back pain as upper or lower back?  
**Lower**

How would you rate your back pain on a scale of 1-10 (1 being the least painful and 10 being the most painful)?  
**8**

Please describe your symptoms.  
**The patient said:** "Worsening pain in lower back when making excessive movements."

How long have you had these current back symptoms?  
**1-4 weeks**

Does your back pain wake you up in the night?  
**Yes**

Are you able to walk without assistance?  
**Yes**

Are you confined to bed as a result of your back pain?  
**No**

Have you been diagnosed with a back problem by a doctor?  
**No**

Does your back pain go down one leg?  
**Yes**

Does your back pain go down both legs?  
**No**

Do you have loss of bladder control?  
**No**

Do you have difficulty passing urine?  
**No**

Do you have loss of bowel control?  
**No**

Can we improve these reports? Let us know about our feedback

**Some answers may need urgent attention**

**Some answers may need urgent attention**

Do you have any numbness around your anus or behind the genitalia?  
**No**

Have you had any unexplained weight loss recently?  
**No**

During the illness have you had a fever?  
**No**

Have you had any operations on your back?  
**No**

Have you ever had previous fractures (breaks) of the spine?  
**No**

Have you ever been diagnosed with osteoporosis?  
**No**

Have you ever had prostate, bladder, breast, thyroid or lung cancer?  
**No**

Have you had any investigations relating to this condition?  
**No**

Is there anything else you would like to tell us that has not been asked in the previous questions?  
**No**

**PATIENT'S HEALTH:**

Do you have any other medical conditions, e.g. gastric ulcer, asthma, heart disease, liver disease, sleep apnoea, thyroid disease, HIV?  
**No**

Are you taking any prescribed drugs, not related to this condition?  
**No**

Are you taking any other drugs, e.g. over the counter medication for your joints?  
**No**

Are you receiving any other treatment, e.g. physio?  
**No**

Do you have any family history of illness, e.g. heart disease, cancer?  
**No**

Do you know how many units of alcohol you drink each week? (1 unit of beer is approximately 100ml and one unit of spirits is 25ml)  
**0-2 units per week**

What is your current smoking status?  
**Never smoked**

Are you allergic to any drugs or creams?  
**No**

Do you have a blood clotting disorder (e.g. haemophilia) or take blood thinning medication (e.g. aspirin, clopidogrel, warfarin, heparin, Gilyfyte)?  
**No**

Do you have a history of genetic (inherited) ulcer, gastric bleeding, gastric, duodenal ulcer or osteoarthritis?  
**No**

Do you suffer from alcohol dependency?  
**No**

**MICKEY'S ANSWERS ABOUT THEIR CONDITION END HERE. NEXT STEPS:**

You can offer the patient a prescription and ask reception to return the patient. You may request an alternate service via reception (e.g. pharmacy). You may wish to telephone the patient to close the consultation. You may ask reception to book an appointment with GP or nurse.

How can we improve these reports?  
Contact us: clinicalgovernance@wtdg.com

Online consultation request for Mickey Mouse (Male, Age 50) Back pain Page 1 of 2

Online consultation request for Mickey Mouse (Male, Age 50) Back pain Page 2 of 2



## eConsults are sent directly to the practice



## eConsult has continually evolved by integrating clinician and patient feedback

### Photo uploads available

Acne

Have you previously been diagnosed with acne by a doctor?  
 Yes  No

**Upload photos of your condition (optional)**  
 Try to use plenty of light to get good quality pictures of the problem areas.

Briefly tell us what the photo is showing **X**  
 500 characters remaining

Briefly tell us what the photo is showing **X**  
 500 characters remaining

To attach photos drag them here or use the button below

This is optional. If you don't have a photo you can still complete your consultation.

### Flexible integrated scoring: GAD-7 and PHQ-9

The next few questions will ask you about your anxiety symptoms

Over the last two weeks, how often have you been bothered by any of the following problems?

Feeling nervous, anxious or on edge?

Not at all  
 Several days  
 More than half the days  
 Nearly every day

Not being able to stop or control worrying?

Not at all  
 Several days  
 More than half the days  
 Nearly every day

Worrying too much about different things?

Not at all  
 Several days  
 More than half the days

### One-way patient messaging

Contact the patient (initials AK) about their online consultation

Having trouble contacting this patient? Let them know what you'd like them to do next.

When you submit this form, the patient will receive a secure message from the eConsult system. They will not see your practice email address.

Please call the surgery, we have a message regarding your recent online consultation

You have a prescription ready for collection at the surgery

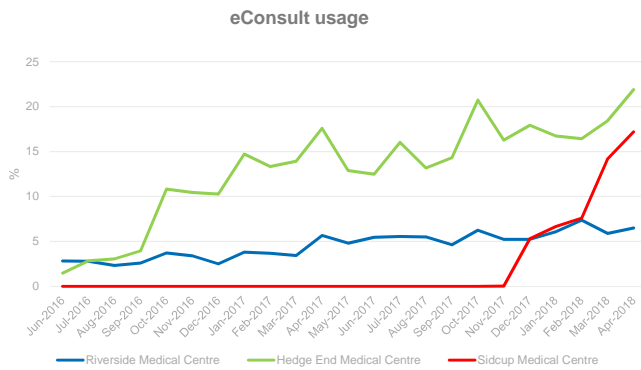
A prescription has been sent to your nominated pharmacy for collection

Other

Your message



## The shift to online consultation depends on the practice's choice of roll-out



### Riverside Medical Centre, London

- 11,000 patients
- Patient choice model – marketing materials distributed and patients decide how to use the service

### Sidcup, Bexley

- 9,000 patients with an aging population
- Utilising an on the day demand model
- Front desk team are supporting completion

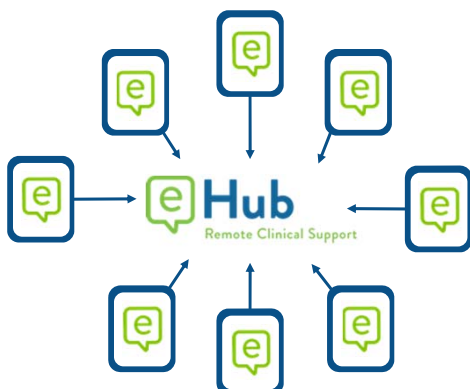
### Hedge End, Southampton

- 13,300 patients
- Started with patient choice model for first 12 months
- Then started to consistently market to patients throughout every interaction, resulting in significant increase to 20%+



\*% of NHS England recommendation of 72 appointments per 1000 patients per week

## An eHub model processing eConsults centrally can enhance clinical efficiency



- Increases clinicians' confidence at remote management
- Shares demand across practices
- Breaks up the clinicians' weeks and provides a more flexible working option
- 90% remote closure rate

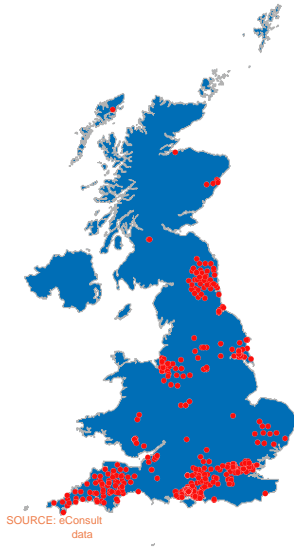
This model can add value for:

- CCGs/STPs
- Federation models
- Out of hours providers
- Group practices

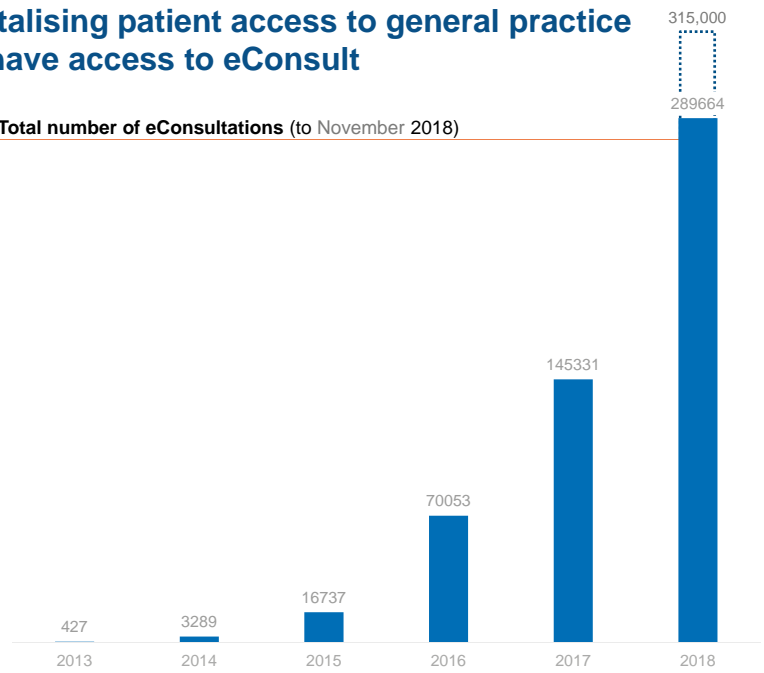


**eConsult is the leader in digitalising patient access to general practice  
700 practices – 7m patients have access to eConsult**

**eConsult presence in the UK**



**Total number of eConsultations (to November 2018)**



**Next.... linking primary and urgent care**

## The current situation; a cause for concern....

*Patients struggling to access the appropriate help*

*Demand increasing*

*Targets being missed*

*Poorer outcomes and quality of care*

*Lack of digital uptake*

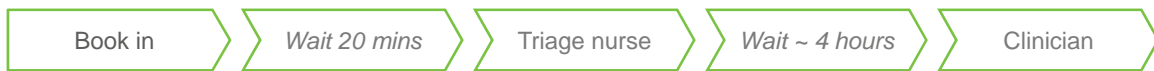


What is  econsult



## Digitising Urgent and Emergency Care

### BEFORE eCONSULT.....



- Critical cases may not be picked up early enough
- Lack of consistent history and patient required to repeat history many times
- Long waiting times
- Anxiety inducing environment

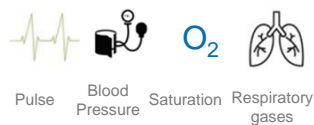


## Patients now follow a digital journey to access healthcare at the ED

### AFTER eCONSULT.....



Automated check in, history take



Pulse Blood Pressure Saturation Respiratory gases



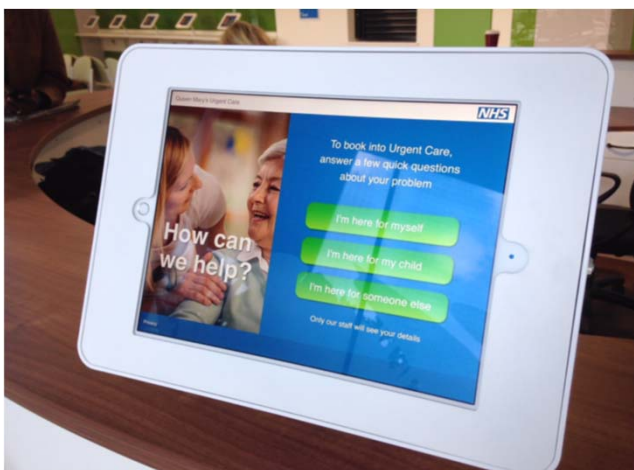
Risk stratify- EWS- clinician





Get the *speed you need to*  
 get the patient in right place  
 at right time

## What we can do to help.....



Transform urgent and emergency care department

Improve the patient journey with digital check in and triage

Create a safer waiting room

Book, triage and signpost your patients quickly and safely

Enhance quality of patient outcomes by picking up life threatening conditions immediately

## How we help.....

**RIGHT PATIENT RIGHT PLACE RIGHT TIME:** automated triage with clinical risk stratification gets patients to the most appropriate health care provider for their symptoms

**COPE WITH RISING DEMAND:** within minutes of arrival, patients automatically checked in, identified, and history taken, giving enough robust clinical information to enable safe and efficient automated triage

**MAINTIAN TARGETS:** meet and improve your KPIs

**IMPROVED QUALITY, PRODUCTIVITY and EFFICENCY:** right patients seen by right person, shorter clinical consultation times

**SECURE and IMMEDIATE TRANSFER OF DATA INTO CLINICAL SYSTEM**

**OPPORTUNITY TO IMPROVE ACCESS via DIGITAL** to sign post patients to other health care providers outside of ED



### Candesic Analysis – Urgent Care digital consultations\*

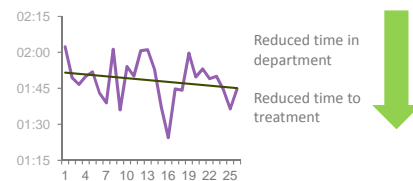
57,522

Automated digital triage and consultations since January



4 mins

Average time for check in and triage



99%

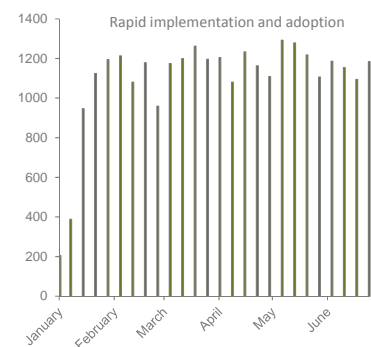
Patients self selecting automated check in and triage on iPads



26%

65 years and above

Critical life threatening symptoms picked up early



75% → 100%

Improve initial assessment KPIs (first assessment within 15 minutes)

0

Waiting time to check in and be triaged



## Candesic Analysis – Urgent Care digital consultations\*

Patient Feedback

**EASE OF USE:** 71% patients said eConsult Triage easy to use

**AVERAGE LENGTH OF TIME TAKEN TO COMPLETE:** 85% patients completed eConsult Triage process within 5 minutes of arrival through the UCC door

**DO YOU PREFER USING eCONSULT TRIAGE OR THE RECEPTION DESK:** majority of patients preferred using eConsult Triage

**DOES eCONSULT TRIAGE HELP THE UCC PROVIDE A BETTER SERVICE:** 61% patients feel using eConsult Triage helps provide better service

Staff Feedback

**58% of staff feel that eConsult Triage has saved them time**

**64% staff feel that eConsult Triage has made them more efficient**

**Other quoted benefits include flagging unwell patients quickly, speeding up streaming process, contributing to achieving NQRs and KPIs**

## Digital UCC- Patient and staff feedback

**Patient feedback**

“This is a great process, thank you, much quicker and more efficient than before” - **son of elderly lady who came in with injured ankle**

“This is much easier than I thought, it is a simple process, I am pleased that I managed to complete this” - **76 yo lady with wrist pain**

“Wow, love this!” - **17 yo boy with shin injury after playing football**

“My condition was dealt with promptly with minimum fuss” - **60 yo female**

“Really easy process, speeds up check in” **35 yr old father with his young child**

“I like it, and would definitely use it again. In fact, I think it should be in every emergency department across the country” **19 yr old drama student**

“Can you please bring it to Sydney” **88 yr old female visiting her daughter in London**

“This is an exemplar urgent care centre” – **NW Surrey urgent care commissioner**

Urgent  
Care



## Governance



### Clinical governance

- eConsult medical Director leads a team of seven NHS clinicians – a mix of GPs and Senior Nurses
- Clinical Governance by 26 UK clinicians including world leaders in emergency medicine, trauma, ITU, psychiatry and dental, Specialist GPs and pharmacists
- Regular Expert Group meetings with 10-12 clinicians and senior NHS managers
- SCCI0129 accredited and clinical safety case report/hazard log. We support providers in meeting the standards defined in SCCI0160.

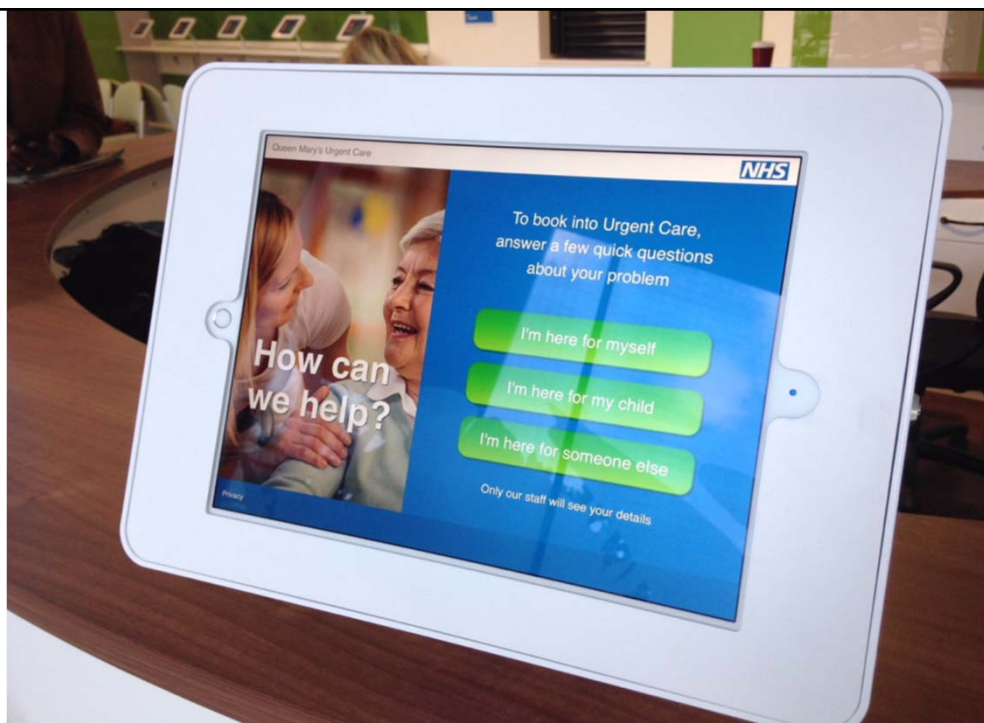


### Information governance

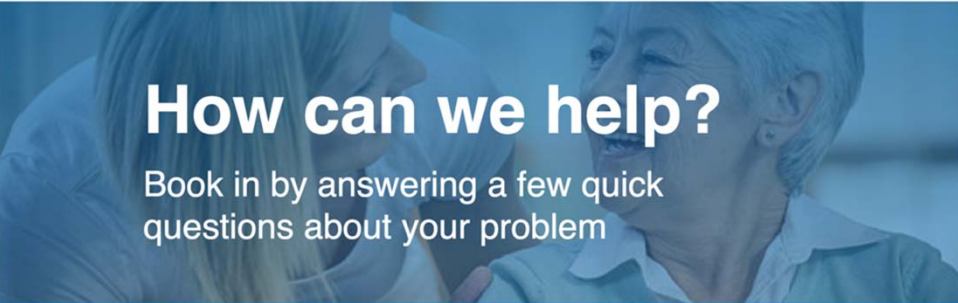
- eConsult is hosted on a secure, load-balanced, fault tolerant environment Regular penetration testing process in place
- The infrastructure has passed the IGSoC process
- IG Toolkit compliant to level 2, and achieving level 3
- eConsult does not store any sensitive patient identifiable data on our platform
- Cyber Essentials Certification held
- Development sprints are undertaken on a fortnightly basis with the ability to perform immediate system patches and system shut-down in more urgent escalations



Quick, simple and easy to use patient interface



Queen Mary's Urgent Care Centre NHS



# How can we help?

Book in by answering a few quick questions about your problem

I have read the [privacy notice](#), and I consent to you using the personal and health data I give you to provide an online consultation. I can withdraw my consent at any time by abandoning the form.

[Book in now](#)

Privacy Accessibility

Queen Mary's Urgent Care Centre NHS

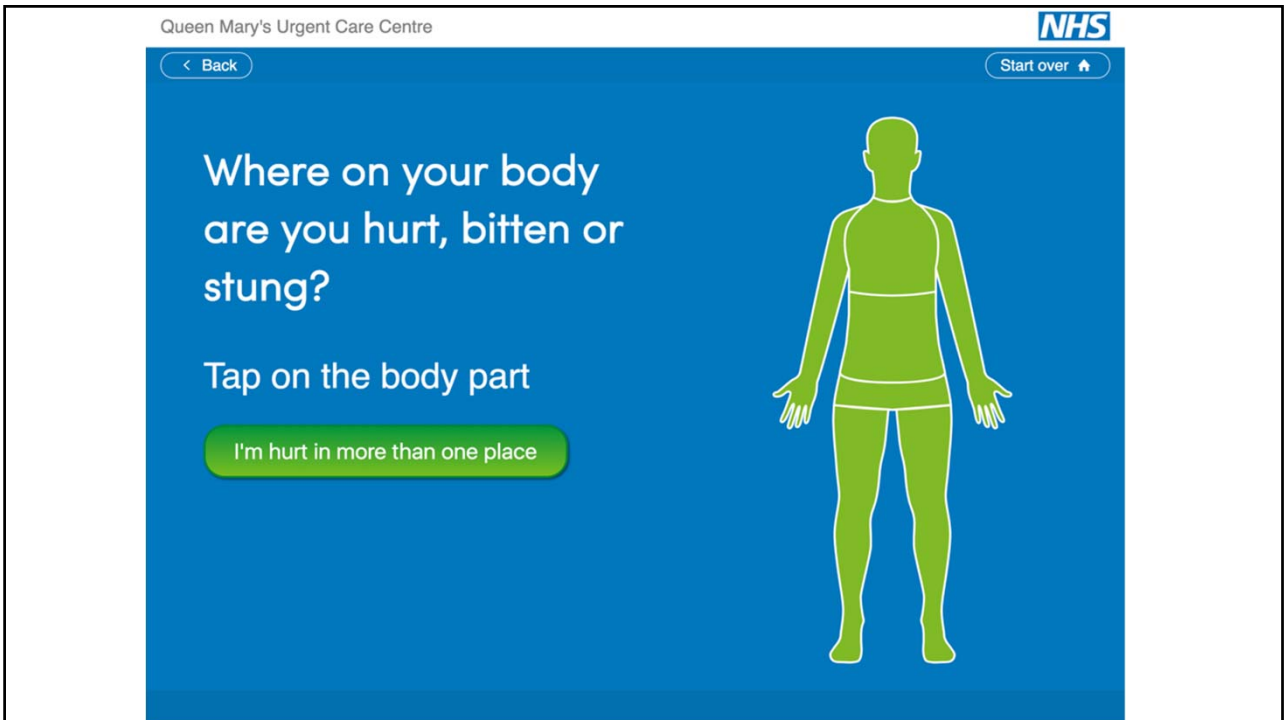
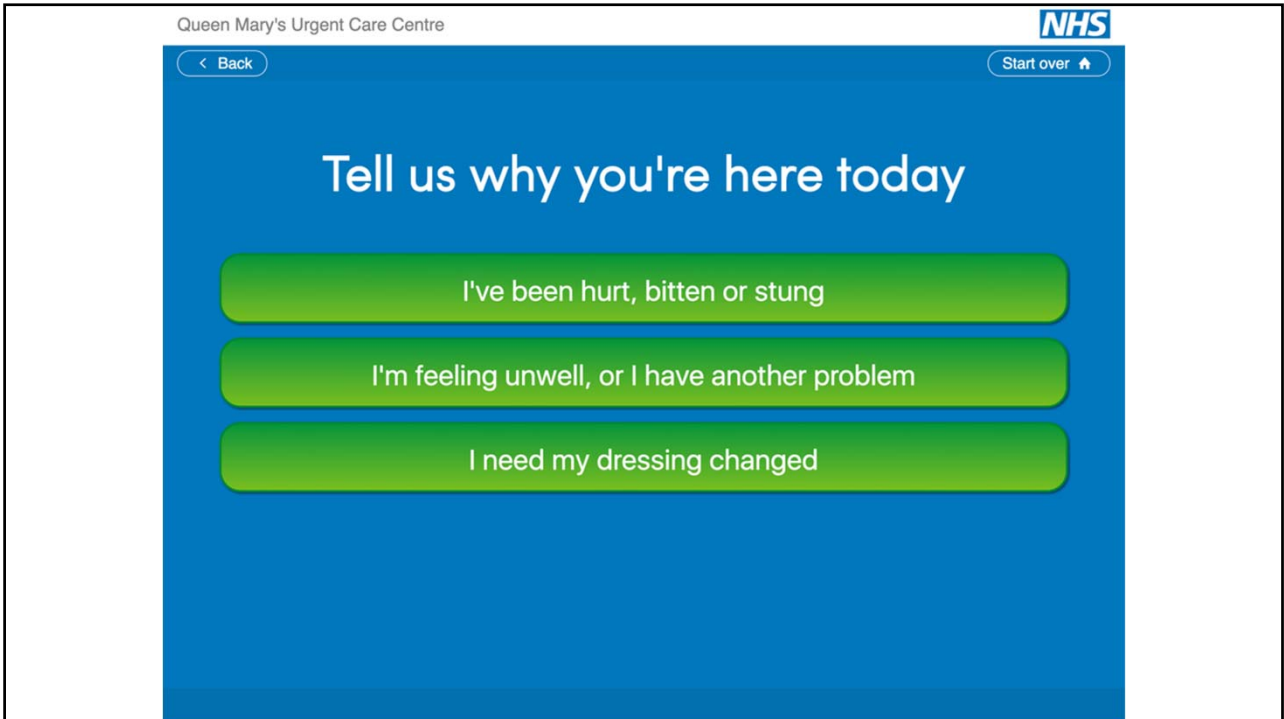
[Start over](#) ↗

## Who are you here for today?

[I'm here for myself](#)

[I'm here for my child](#)

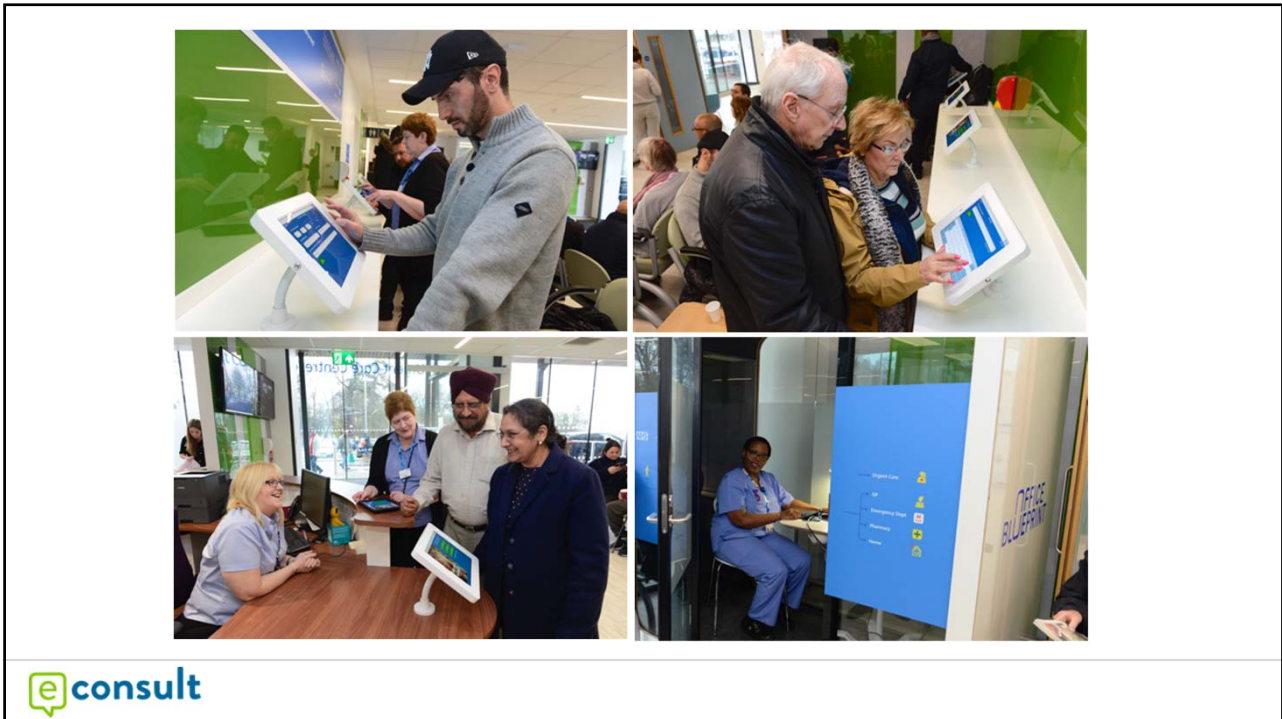
[I'm here for someone else](#)




Streaming pod in waiting room for allowing privacy and dignity, and supporting redirection away from ED to more appropriate health care provision



Support from eConsult Urgent and Emergency Care team in design, layout and signage, allowing a calmer waiting room environment decreasing violence and aggression and improving patient flow



The future: a health eco-system linking primary care to urgent and emergency care



Smartphone app

Consult our doctors online

- Request advice and treatment from our practice online
- Get self-help advice for hundreds of common conditions

Or download the new NHS Online app where you can also book appointments, order prescriptions and access your record

Online consultation via GP practice website

New digital patient experience in urgent care

# NHS Online: getting patients to the right place at the right time from home

240,000 patients have access to the NHS Online app

Patients can self-help, consult online, book appointments, order repeat prescriptions and review records

The app aims to triage from home and sign post patients to the right place at the right time



# NHS Online: getting patients to the right place at the right time from home

And from home.....



- Better access
- Better outcomes
- Better use of Urgent and Emergency Care resources
- Commissioner savings

Now mobilising 1,500 practices across 75 CCGs in the NHS  
Soon available to >10 million patients



Winners  
Primary Care Innovation



2017 cohort



Finalist  
Best System or Initiative  
Adoption/Roll Out



2018 Finalist  
Primary Care

