

## Capacity & Demand

Practice: Brownlow Health @ Kensal

02/05/2020 - 19/05/2020

### CLINICIAN CAPACITY

6,768 Booked Appts. of 7,000 Available Appts.

232 Unused Appts.



### CONSULTATION RECORDINGS

Mental Health

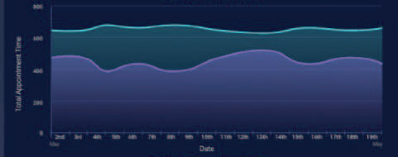
1,830 / 6,021 obs : 30.4%

Depression	1,343 / 6,021 obs	22.3%
Hypertension	1,156 / 6,021 obs	19.2%
Diabetes	1,120 / 6,021 obs	18.6%
Other	572 / 6,021 obs	9.5%

### APPT. DURATION: PLANNED VS ACTUAL

52,000 Hrs Planned v 50,000 Hrs Actual

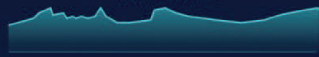
2,000 hrs variance



### AVG. APPT. TIME BY SESSION

Admin Team Follow Up List Am

120 Pts in 200 mins

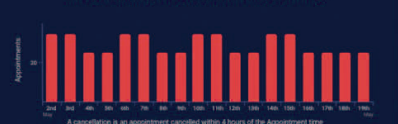


Admin Team follow up list pm	80 Pts / 120 mins
Homeless unplanned letter	160 Pts / 200 mins
Unplanned Admissions	90 Pts / 180 mins
GP Visit List	120 Pts / 300 mins

### APPT. SEEN v DNA

21 Hours Lost

84 DNA's from 1,692 Appts in Date Range (5% Loss)



### DNA BY CLINICIAN

Chris Nixon

20 DNA / 250 Appointments (8.0%)



Timothy Hanley & Josh Livesey	17 DNA / 212 Appts.
Ben Hayles	14 DNA / 321 Appts.
Mark Wilson & Carl Turner	11 DNA / 122 Appts.
Fatima Davidson	5 DNA / 130 Appts.

## OVERVIEW

The Patient and Care Optimiser is a technology solution built *by* general practice *for* general practice. Our one stop shop solution enables your practice to identify with our analytics engine, engage with our comms hub, schedule using the patient facing scheduler and care for your patients virtually with our virtual consults module. All of this is constantly fed back into the clinical system meaning no manual effort is needed on the clinicians behalf to update any patient record.

### Analytics

#### Actionable insights

Enabling data driven decision making to ensure efficiency

#### Understand

Sign posts to key bottlenecks and issues

#### Assurance

Ability to monitor and ensure improvement targets are met

### Comms Hub

#### Tailored Communications

Increase engagement with patients due to personalised messaging and branding

#### Efficiency

Reduced time to identify and communicate with patients

#### Automation

Integration to clinical systems to capture communications in SNOMED coding standards resources

### Scheduler

#### Improved Patient experience

Increase options when booking appointments

#### Efficiency

Reduced phone calls to the practice increasing admin staff

#### Easy Configuration

Healthcare practices configure the appointment slot options for patient booking, ensuring control of the appointment book and who the patient sees.

### Health Forms

#### Improved Patient experience

Simple and quick to input information

#### Efficiency

Automatic coding post review to Health record reduce Admin burden

#### Easy Configuration

Clinicians alerted to out of tolerance patient inputs

### Virtual Consult

#### Engagement

Increase engagement with patients

#### Efficiency

Increase capacity in the Healthcare practice

#### Automation

No duplication of effort for clinical coding into clinical system

✓ Improved Outcome for Patients

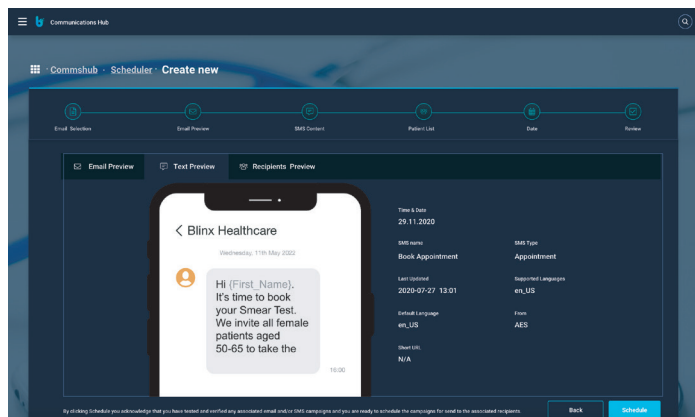


# Comms Hub

## DESCRIPTION

PACO's Communications hub enables Healthcare organisations to engage with individuals or patient cohorts in a simple easy manner, with bulk communication that can handle single click communication to a patient or cohort, such as QOF eligible patients or patients targeted to tackle Health Inequalities.

The custom template builder enables customers to create dynamic and engaging communications for general health advice, self-help and news, or invite patients to submit health information or book an appointment through a unique link for each patient ensuring the patients choose the right appointment with the right healthcare professional. The systems intelligently looks for the patients preferred language and automatically translates ensuring the patient receives key health information in a language they can understand.



With the ability to send through Email or SMS, the customer can tailor the digital outreach for each patient or group. Patients can also get confirmation and reminders communications which helps to reduce the DNA rates in a practice.

All communications are automatically coded into the clinical system, and PACO has inbuilt analytics to monitor the impact and success of campaigns. Using this data, improvements can be made to increase the engagement and success rates of future communications.

## WHY IS IT IMPORTANT?

- Communicating with patients for standard appointments is a manual and time consuming process for practices to run and high risk of patients being missed through miss understanding need.
- Did Not Attends (DNA) can be significantly reduced by reminding patients of appointments close to the date and time, and allowing them the freedom to select their own appointment date/time in through our Scheduler (See Scheduler).
- Ensuring the right style of communication for patient demographics can increase the appointment uptake meaning more patients are seen to improve the population health in your practice

## WHAT IT DOES

Bulk communication and engagement with patients through simple, clear messaging platform that enables patients to receive appointment booking links, capture health data or receive healthcare information En-masse from a healthcare organisation in their own language

## BENEFITS



### Tailored Communications

Increase engagement with patients due to personalised messaging and branding



### Efficiency

Reduced time to identify and communicate with patients



### Automation & Quality

Integration to clinical systems to capture communications in SNOMED coding standards improves overall coding quality in the clinical system

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