

## 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.



Despatch All GP ANP Practice Nurse ANP Dietitian Psychologist Phy

### CONSULTATION RECORDINGS

Mental Health

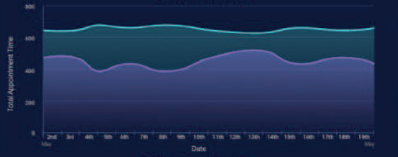
1,830 / 6,021 obs : 30.4%


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



Actual Time Planned Time

### 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 180 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)



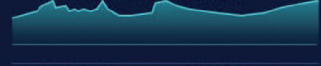
A cancellation is an appointment cancelled within 4 hours of the Appointment time

Seen DNA

### 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

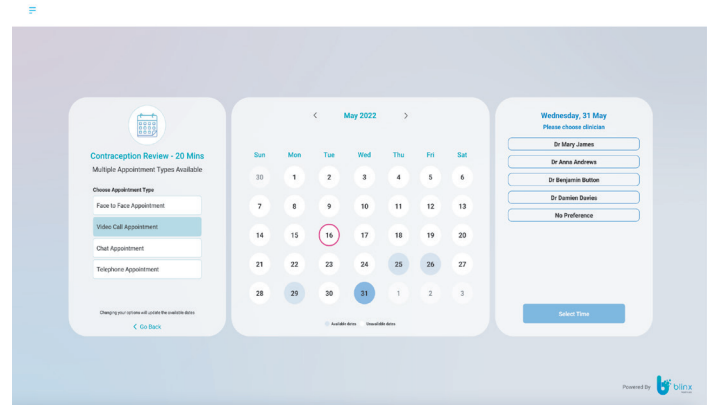


# Scheduler

## DESCRIPTION

The ultimate patient-facing appointment self-booking tool designed to optimize clinic schedules and improve patient access and engagement. This cutting-edge tool enables patients to book directly into pre-determined slots for specific appointment types as defined by the healthcare practice, thus improving patient choice in a process that is still owned and managed by the practice, ensuring complete control.

With PACO, patients have direct online ability, thus reducing the manual telephone call process in practices for routine booking appointments, and saving valuable time for practice staff.



The booking options can be configured to ensure patients are not booking too soon or too far in the future, which increases the risk of DNA (Did Not Attend). Additionally, PACO sends patients confirmation and reminder communications for their appointments, ensuring fewer missed appointments and improving patient satisfaction.

PACO is the perfect solution for primary care providers that are looking to optimize their schedules, reduce no-show rates, and improve patient access and engagement. All bookings are automatically captured and recorded in the clinical system, ensuring a seamless process from start to finish.

## WHY IS IT IMPORTANT?

- Booking of appointments is currently handled by phoning Healthcare practices with long wait times for patients and high workloads for admin staff.
- Patients have limited choice on appointment options and normally have to try to take what is offered leading to challenges in balancing against busy personal lives
- Some patients do not engage due to the perceived wait times or slow phone call process, meaning missed healthcare improvement opportunities

## WHAT IT DOES

Enables Patients to book appointments directly with the Healthcare practice through a unique and personalised link meaning that the patients books to see the right Healthcare professional and has improved options for booking days/time.

## BENEFITS



### Improved Patient experience

Increase in patient choice, specifically, options for booking appointments



### Efficiency

Reduced phone calls to the practice, increasing staff capacity for other activities



### Easy Configuration

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

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