

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

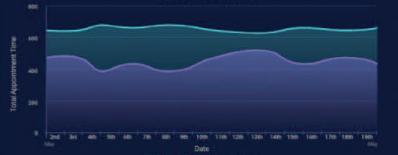
1,830 / 6,021 obs : 30.4%


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

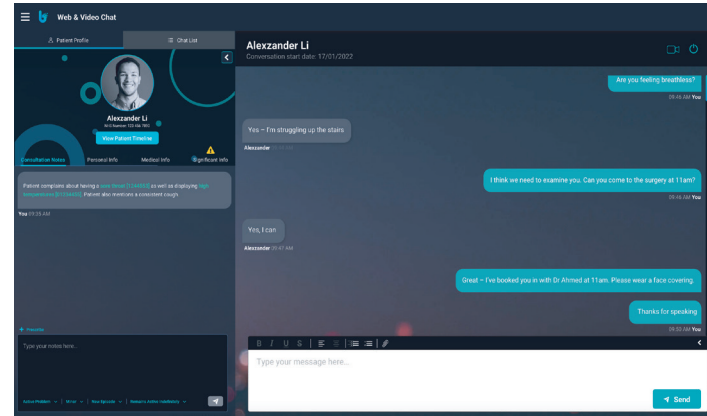


Virtual Consult

DESCRIPTION

The virtual consultation module in PACO connects the healthcare and the patient in a Web Chat or Video consultation. The healthcare professional only gets notification to join the consultation when the patient has joined, therefore reducing time spent waiting for a patient that doesn't show.

During the consultation the healthcare professional and the patient can provide text, imaging and links to improve the consultation experience, and all notes are captured and stored (Subject to consent) for future review. During the consultation the healthcare Professional can also make notes and clinical (SNOMED) codes that can be automatically uploaded into the clinical system against the patient record ensuring, no duplication of effort and risk of notes not being captured in the clinical system.



Feedback from patients and Healthcare professionals enables further analysis on service offering to patients, or effectiveness of the appointment. With consultations being stored for future medico-legal, training and review purposes, the data can be used to improve the overall experience.

WHY IS IT IMPORTANT?

- Reduce duplication of SNOMED coding in multiple locations
- Improve patient experience on consultations with healthcare professionals making the experience more personalised and engaging
- Storing of all media for future training and review where necessary

WHAT IT DOES

Virtual consultation offers webchat, video and voice consultations that can be captured and coded back into the clinical systems improving the experience and efficiency for all. The functionality can also be used for non-medical updates on the patient record meaning less time spent on routine activities.

BENEFITS



Engagement

Increase engagement with patients through virtual consultations, and interaction with healthcare professionals in our MDT (Multi-Disciplinary-Team) consultation mode.



Efficiency

Increase capacity in the Healthcare practice by being able to run more consultations and appointments through Webchat. For example: Admin patient web chat sessions.



Automation

No duplication of effort for clinical coding into clinical system. A PDF transcript of the consultation is also produced to enable further patient comms where required.

[Blinxhealthcare.com](https://blinxhealthcare.com)

contact@blinxsolutions.com

01925 552 266

