

PACO

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 indentify 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.

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



Analytics

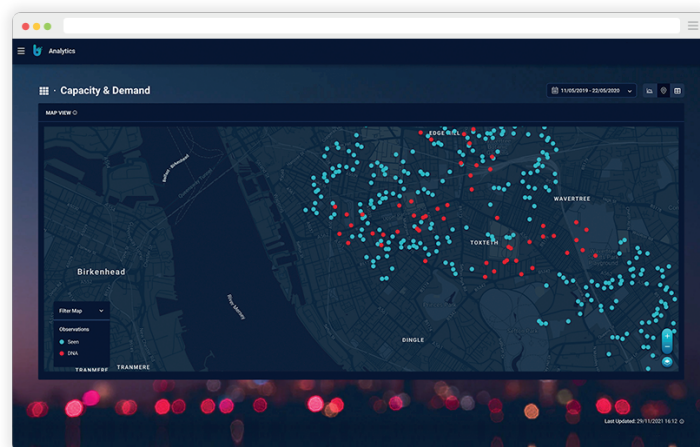
DESCRIPTION

Analytics is a powerful user-friendly summary of Practice performance, used to view different drivers to practice efficiency it shows on one screen 6 Key metrics that can be used to assess the efficiency of the practice, giving insights into Practice bottlenecks and opportunities to address them.

Detailed analysis views enable users to dive deep into the data and understand Patient cohorts and needs to help improve their patient care options to their patients and drive a greater patient experience.

Users have the capability to set up and save custom report templates that can be shared with fellow practice staff to track performance and drive improvements and standardisation.

The analytics platform can also support broader analytic use cases across the PCN, places and ICB's across the NHS as it consolidates information across all practices that have a sharing agreement in place.



WHY IS IT IMPORTANT?

- Capacity is stretched across GP Practices with a forecasted reduction in GP numbers in the coming years it is more important to ensure efficiency
- Did Not Attends (DNA) is a key time wasted for GP Practices with 1,000's of hours lost in appointment times annually at each practice
- Ensuring the right appointment times are available for patients are particular times is key

WHAT IT DOES

With daily extracts from clinical systems and using industry standard coding and data structures it allows quick, user friendly analysis of key information about the GP Practice and Patient which can be searched and filtered to provide data driven insights.

BENEFITS



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



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Comms Hub

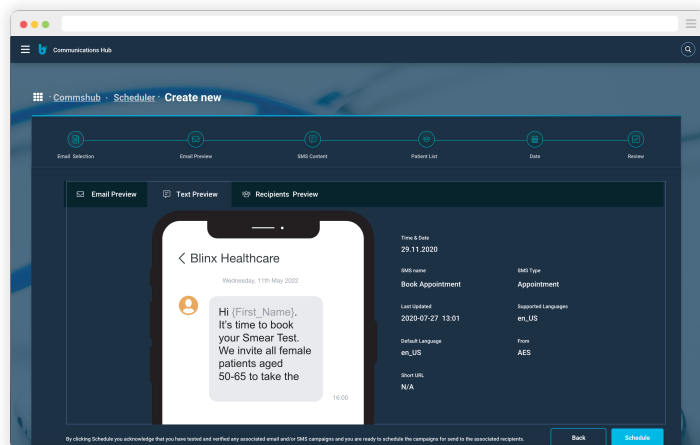
DESCRIPTION

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.

With a custom template builder customers can create dynamic and engaging communications for general health advice, self-help and news, or invite patients to book an appointment through a unique link for each patient ensuring the patients choose the right appointment with the right healthcare professional.

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
- 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 or healthcare information En-masse from a healthcare organisation.

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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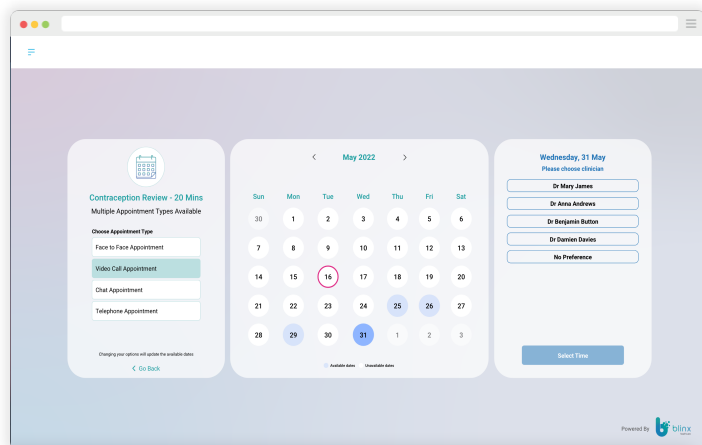
Scheduler

DESCRIPTION

The scheduler is patient facing and enables patients to book directly into pre-determined slots for specific appointment types as defined by the Healthcare practice, ensuring patients choice is improved in a process that is still owned and managed by the healthcare practice, so it is controlled. With the patients having direct on-line ability, it reduces the manual telephone call process in practices for routine booking appointments and saves times in practice through the patient only seeing eligible slots for that booking.

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. This is further improved by sending patients confirmation and reminder communications for the appointment.

All bookings are automatically captured and recorded in the clinical system.



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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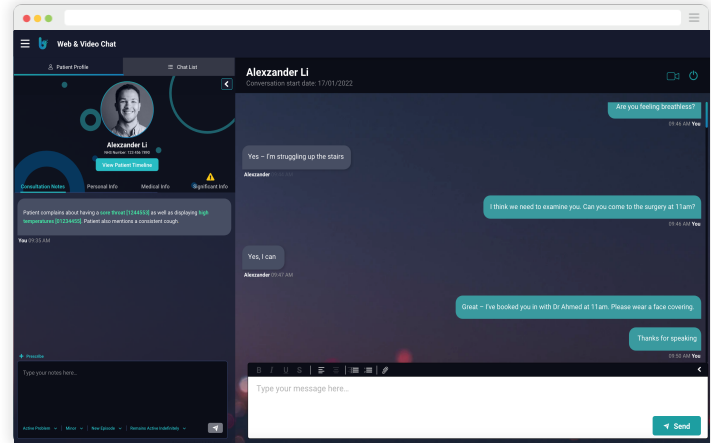
Virtual Consult

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

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