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DigitalHealth.London Innovation Spotlight: Primary Care
Wednesday 6 March 2024 - 12.30-14.00

Agenda

Time	Session	Speaker
12.30	Welcome and Introductions	Dr Carrie Chill, GP <i>Clinical Director, Community and Care Homes</i> Health Innovation Network South London
12.40	Fully automating monitoring and recall with Abtrace	Dr Soumia Kolli <i>Head of PCN Pharmacy Workforce</i> Islington GP Federation
12.55	Managing long-term conditions with Aide	Dr Steven Laitner <i>GP</i> Parkbury House Surgery, St Albans
13.12	Automation with Blinx's PACO	Dr Ian Pawson <i>GP Partner and Central Liverpool PCN Clinical Director</i> Brownlow Health
13.29	Automating away QOF pains with Hippo Recaller	Louis Williams <i>Clinical Targets Lead</i> Penrose Health
13.46-15.00	Final thoughts and close	Dr Carrie Chill



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DigitalHealth.London

Transforming health and care through digital innovation

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At DigitalHealth.London, we are dedicated to transforming health and care through digital innovation.

Our programmes connect NHS staff, digital health companies and academics, and equip them to improve the NHS and social care in London through digital technology. With our extensive network of experts, clinicians, and industry leaders, we bridge the gap between technology pioneers and the healthcare community, facilitating the adoption of transformative digital innovations.



Helping companies speed up spread and adoption

A highly competitive 12-month programme for digital health companies that have high potential products or services which help tackle current NHS and social care challenges.



Helping staff transform the NHS through digital

A 12-month programme that supports NHS staff in London and the South East to design, lead and deliver digital transformation.



Helping companies launch a new product or service

A three-month programme that supports digital health companies to refine and launch new, innovative digital health products and services to the NHS and social care market.



Helping companies and academics to generate evidence

A programme driving evidence generation as a foundation of digital transformation through connecting digital health companies with academics and research organisations.



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The Health Innovation Network:

Speeding up the best of health and care, together.

The NHS and the wider health and care system must embrace change if it is to keep pace with the growing challenges of health inequalities, access to services and waiting times and long-standing issues such as workforce shortages.

The HIN is the Academic Health Science Network for South London. We are an established NHS innovation partner with almost 10 years of experience changing services and health outcomes for the better through piloting, evaluating and supporting the spread of the most promising health and care innovations.

Our vision:

We want a future where health and care innovation spreads fast. We're building it by connecting people with great ideas, inspiring people to think differently and giving them practical support to do something new.



Our priorities as an organisation:



Ensuring south London benefits from national innovation priorities which address health inequalities.



Delivering health and care change programmes with a focus on long-term conditions and mental health to improve health outcomes.



Supporting innovators and the workforce in the health and care system to achieve faster adoption of innovations and drive economic growth - with a focus on digitally-enabled business models.



Evaluating the effectiveness of innovations in a real-world setting and generate evidence to identify which innovations should be adopted in health and care.



Building a sustainable, resilient, diverse, and joyful organisation.

Working closely with our south London member organisations, national partners, and patients, carers, and communities, we deliver impact on a local and national scale.

Our commitments 2021-25.

Innovation and Industry Partnerships - driving economic growth

Priority Projects:

- DigitalHealth.London Accelerator - This is for digital health companies with a product or service that has high potential to meet the current challenges facing the NHS and social care today.
- Digital Pioneers - This supports NHS staff in London and the South East to design, lead and deliver digital transformation.

Innovation Selection Support - selecting the best innovations and delivering improvement to meet local need

Priority Projects:

- Remote Monitoring: Expertise on regional specification and procurement, best practice and collaborative delivery models.
- Digital First Automation Grants to free up staff time in primary care across London.
- Review of the South East London Cancer Alliance Personal Health Support Platform.

Health and Care Change Programmes - that serve the population of south London

Priority Projects :

- A long-term condition strategy for south London
- Addressing health inequalities in respiratory services across south London.
- A London-wide diabetes platform.
- Improving diabetes in inpatient mental health across London.

Capability and Community Building - collaborating on major local programmes to create partnerships and build capability and capacity

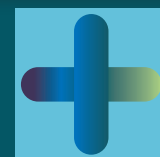
Priority Projects:

- Care Home leads Pioneer Programme to help empower our colleagues in social care.
- Leading provider of Community of Practice Network development.
- Creating unified advice and referral services for south west London outpatients.

Evaluation Services - real world evidence of the impact of innovation, supporting spread and adoption

Priority projects:

- South West London Virtual Ward Evaluation for NHSE @home team.
- Evaluation of diabetes virtual care model (HEAL-D) for Black communities in south east London.
- Pan-London mental health crisis hub evaluation.
- Whole schools approach to mental wellbeing in south west London.



Key partnerships.

DigitalHealth.London

Through our award-winning partnership with other London AHSNs, Medcity and CW+, we have supported more than 140 companies to deliver products tackling the NHS's greatest challenges.

AHSN Network

We work closely with the 15 other AHSNs in England to deliver national health and care programmes, with many local innovation projects eventually being scaled nationally.

Private partnerships

We have extensive experience working with the private sector on commissioned projects which make use of our unique skills and capabilities to benefit patients.



RESHAPING PRIMARY CARE WITH DATA

Automated, self-learning care system to deliver personalised care at population scale – where predictive, preventative and proactive approaches keep people healthy and out of hospital.

PATIENT MONITORING AND AUTOMATED RECALL IN A SINGLE DISPLAY

All searches for all patients every day

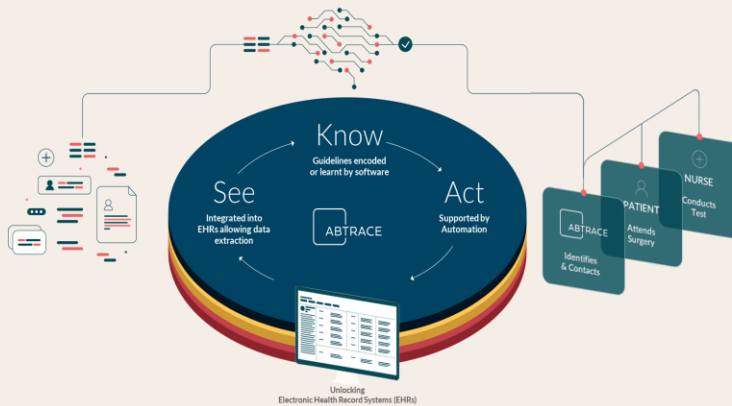
- QOF, SPS, Local Guidelines

Integrates with Existing EHRs

- EMIS and TPP/SystemOne

Realtime Data Extraction Processing

- 3 million patients daily



Fully Automated Recall

- Adopted in 125 PCNs and 30 ICSs

Unified Population Health

- ICS & PCN dashboards

Our tool is an NHS Digital approved, UKCA/CE software marked as a medical device. The software extracts clinical data daily and automatically runs all national, regional and local searches. Patient recall is automated, which removes duplication and gives real-time visibility in 250+ GP practices, covering 3 million NHS patients.

NO MORE RUNNING SEARCHES AND MISSED PATIENTS

Automated Recall

All eligible patients are automatically notified and sent appointment booking options, reducing the need for monthly messaging campaigns.

Population Health Management

Access real time dashboards to track performance across all national, regional and local KPIs, in a practice or PCN.

One-click Coding Solutions

Resolve historical coding issues with integrated case-finding and end-of-year reporting, eliminating the need for detailed understanding of SNOMED codes.

MAKING EVERY CONTACT COUNT

Save Costs

Facilitates maximising QOF revenues and reducing wasted appointments.

Reduce Workload




Practices, on average, can save 23 hours of staff time per week, by automating recall systems and appointment bookings.

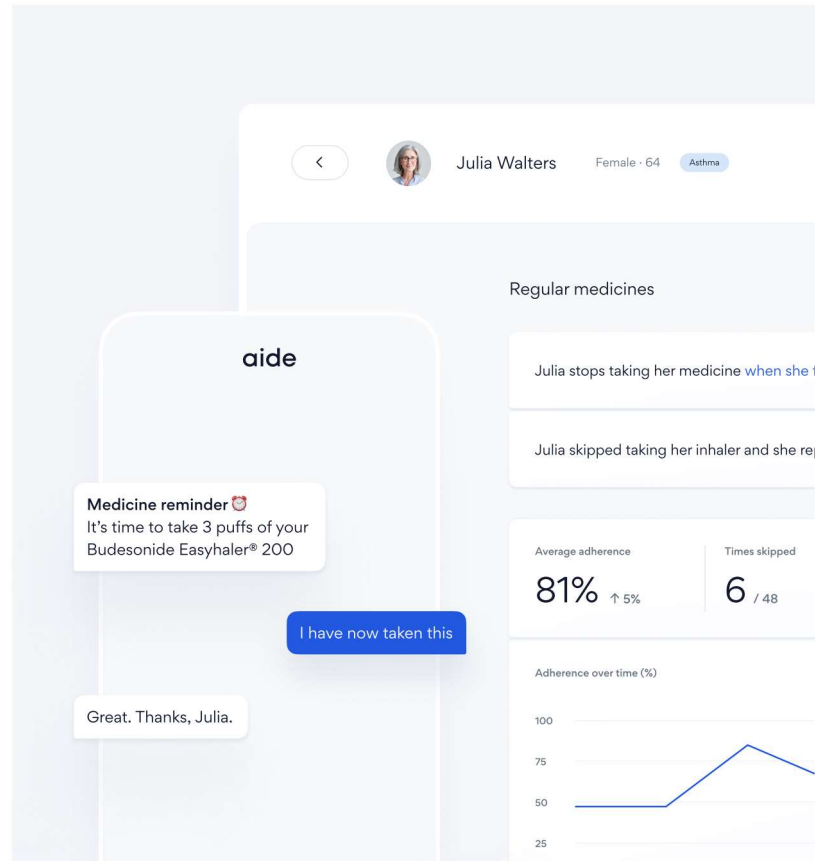
Integrated and Intuitive

Eliminate the need to manually run searches, upload results, or using multiple messaging systems. Currently used in 30 out of 42 ICSs.




Better support for long-term conditions, less clinical time.

Aide is a new digital health service that helps patients and their clinicians better understand and manage multiple chronic diseases.







-  Using natural language, Aide helps improve the ability to self-care with medicine optimisation, monitoring and structured education.
-  One platform for multiple long-term conditions with pathways for asthma, type 2 diabetes and hypertension available today.
-  Aide clinician platform means more valuable and efficient consultations and better support for shared decision-making.



Launched in days with multiple practice benefits

 <h3>Fast, easy implementation</h3> <ul style="list-style-type: none"> No clinician input during set-up Only a few hours of practice admin required Aide meets all NHS digital standards 	 <h3>Reduce health inequality</h3> <ul style="list-style-type: none"> Intuitive app tested up to age 76 Guided patient onboarding Deployed in areas of deprivation 	 <h3>Practice management</h3> <ul style="list-style-type: none"> Fewer appointments More efficient consultations QOF points earned more efficiently
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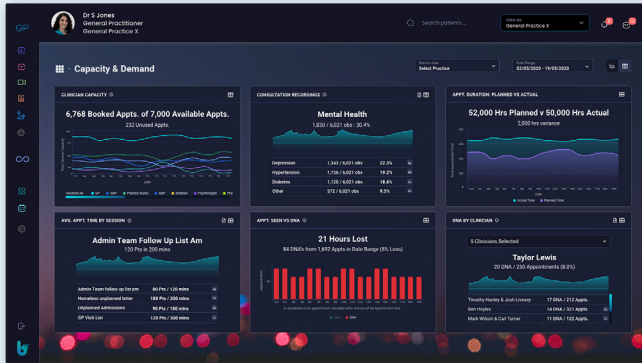
NHS Suffolk Primary Care case study — Asthma population aged 18+

 71.8% retention after 30 days (22x avg.)	 Oldest user aged 76, median age 50
 Achieved 73.3% avg. medicine adherence	 +8.4% avg. patient confidence change
 Avg. 4 conversations completed per patient/day	 40.6% conversion from invitation to download

To find out more and arrange a demo, contact helen.bagley@aide.health



Blinx Healthcare is pioneering a suite of Cloud-based Digital Healthcare products, poised to revolutionise the Health Tech marketplace with a commitment to integration, our products unify disparate healthcare services, driving efficiency, improving patient outcomes, and setting new standards for integrated healthcare delivery.



Sits on top of EMIS/SystemOne providing its users with a single system for everything they cannot do within the current clinical systems removing the need for multiple applications

Functionality includes:

- Full System Interoperability
- BI & Analytics
- Call/Re-Call Automation with care record write back
- Messaging with automated translations
- Patient Self-Booking
- Health Forms & Diaries – Full record write back
- OC, Video & Web Chat Consultations
- Mobile Consulting – Full record write back



**+560k
Patients**



**+50
Practices**



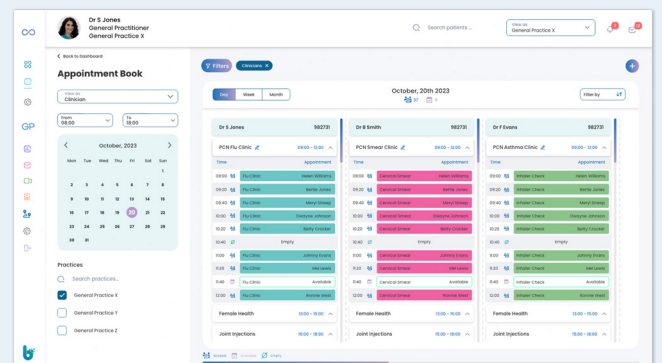
**+3
PCN**



The interoperability layer that other providers have promised the market for many years that fully enables PCN working at scale. Connect sits on top of the underlying Primary Care systems and enables PCNs and Federations to operate as a single joined up service provider across all of its patient population.

Functionality includes:

- All PACO GP functionality available for Cross Org
- Integrated Cross-Org Appointment Book
- Cross-Org Consultations – care record write back to patient home record
- Integration to PACO product suite





hippo recaller

by hippo labs

Effortless Proactive Care for Practices and Patients

The **Hippo Recaller** is an intelligent automation system that helps GP Practices, PCNs and Federations to hit their targets with ease. Through smart automation, we can dramatically improve target performance whilst significantly reducing workload for practice management, admin and clinical teams - allowing your staff to focus on caring for **patients not process**.

Hippo Recaller delivers end-to-end targets automation that reduces workload and improves outcomes

The Problem

The NHS is under **higher pressures and demands** than ever before. With increasing workloads and expectations, and decreasing funding and capacities, GP Practices in particular often can't care for their patients in the ways that they want to.

Proactive care is a key part of General Practice - by focusing on prevention over cure and delivering population health at a national scale, GPs are able to keep people well and improve patient outcomes in the long-term. Target schemes like **QOF and IIF** aim to incentivise this workload and can provide substantial income for practices if all points are achieved.

However, right now, most practices simply don't have the time to focus on proactive care. Current systems and processes are **inefficient and often ineffective**, meaning practices commit significant time and manual effort (from practice managers, receptionists and clinicians) to completing this work.

The Solution

The Hippo Recaller is an automation platform that helps practices to more efficiently and effectively carry out proactive care for patients.

The Hippo Recaller does four key things:

1. **Automatic analysis:** We integrate directly with the practice clinical system to automatically work out which patients need what care. **No more constant running/running of 'searches'!**
2. **Invite patients:** We use an intelligent invitation system to get as many patients to self-book for the right appointments without manual intervention! **No more endless batch texts!**
3. **Mop up:** We surface all 'non-responder' patients for manual call/recall in a simple, online list to ensure that no patients are left behind. **No more managing/refreshing recall lists!**
4. **Dashboarding:** We give you all the data you need including performance against key targets and call/recall progress statistics. **No more anxious waiting for dashboards!**

Our patient-centred approach means we're smart about consolidating appointments to ensure that patients only come in once rather than multiple times - saving time for patients and practices!

As a modern, web-based platform, there's no software to install and setup takes a few minutes. The platform is fully customisable ensuring that the practice remains in control at all times.

Case Study



Working with a group of practices in South East London (>75k patients), we were able to help them deliver great care for their Diabetes patients who in many cases had not been properly reviewed for years (DM012 performance last year was <30%).

With our smart invitation workflows, we were able to take the practice to >60% completion of QOF target DM012 with a completely hands-off approach. We then deployed our specialist recall teams, who were able to help bring in the last 'hard to reach' patients within a few weeks - getting the practice to over 80% completion!

Key Company Info

- Founded in 2021
- Founding team with expertise in both GP Practice Management and Technology
- Currently 6 employees - more team members joining soon!

User Base

- Open to new practices from October 2023
- Already worked at practice, PCN, Federation level
- Currently cover over 130k patients

Procurement / pricing

- Able to work at any level - discounts available for scale
- Product is free if ARRS funding available
- Standard pricing for practices starts at £0.80/per patient/year

IG and compliance

- Fully DTAC compliant
- Registered on DSPT
- Cyber Essentials Plus certified
- DPIA and DSA reviewed and approved by an ICB DPO

Take the stress out of all your QOF/IIF work, shrink your workload and improve your outcomes with our effortless, intelligent automation platform!

Scan our QR code or go to hippolabs.co.uk to book a demo today.
Or email us at hello@hippolabs.co.uk to say hello and learn more 🙌

