

# Personalised Outpatients

A manifesto to deliver the future



# Healthcare has a demand problem.

Modern medicine is a miracle; but getting access to it is a nightmare.

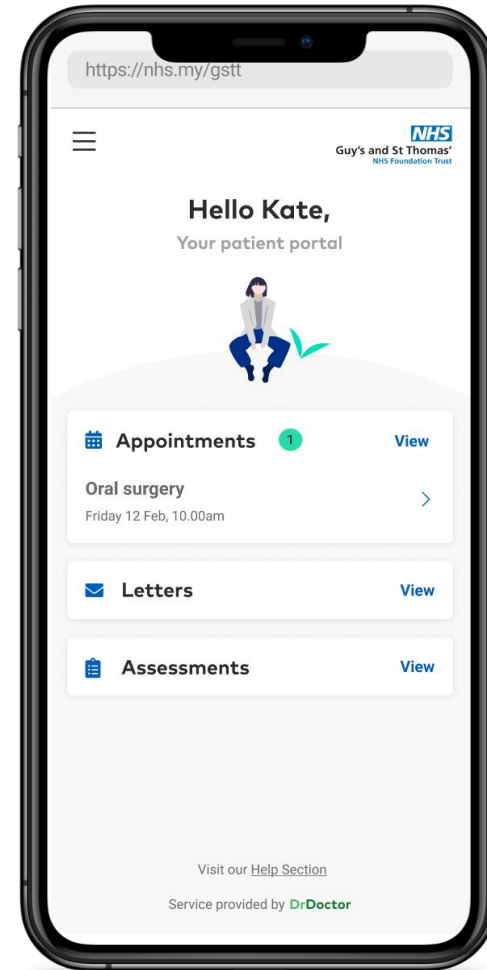
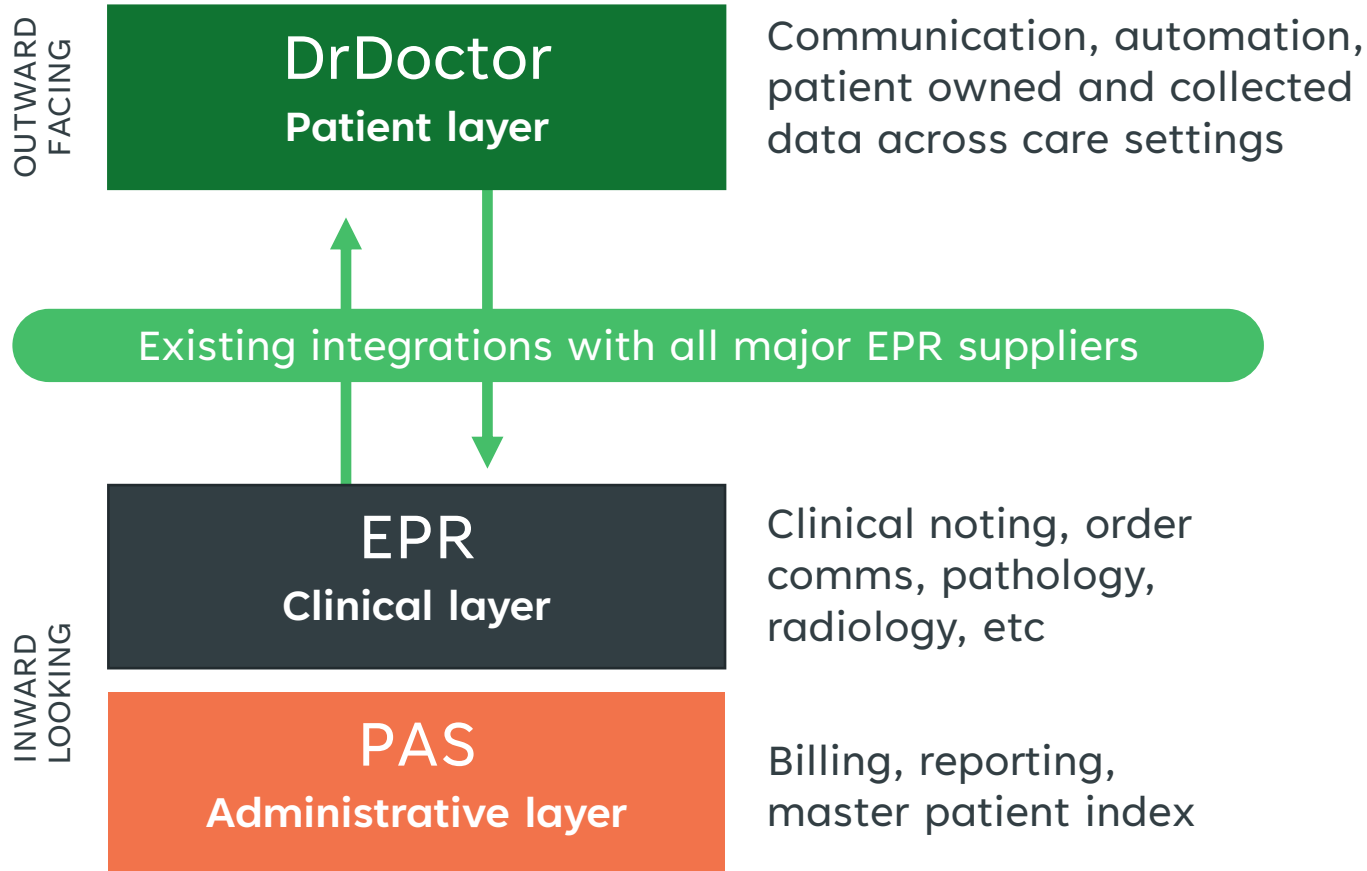
What if we could make that better?

# In five years time, care will be personalised, delivered online and at home.

Delivering a NHS which can meet demand, without sacrificing quality.



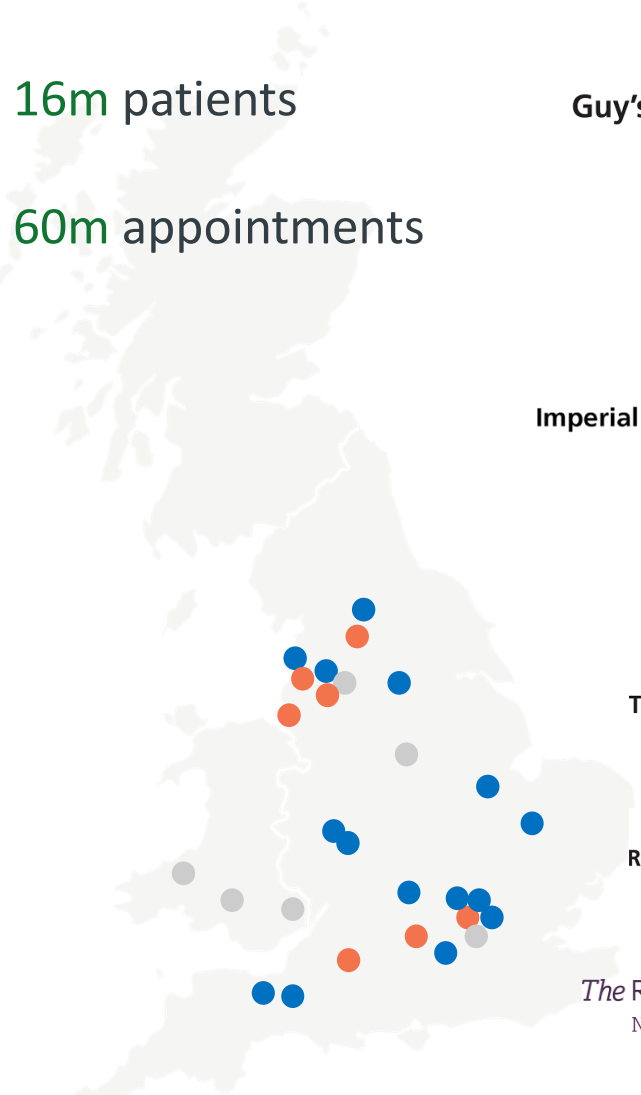
# Patient Layer completes the health stack



41 Trusts

16m patients

60m appointments



**NHS**  
Oxford University Hospitals  
NHS Foundation Trust

**NHS**  
Guy's and St Thomas'  
NHS Foundation Trust

**NHS**  
Airedale  
NHS Foundation Trust

**NHS**  
Imperial College Healthcare  
NHS Trust

**NHS**  
North Bristol  
NHS Trust

**NHS**  
The Princess Alexandra  
Hospital  
NHS Trust

**NHS**  
Royal Papworth Hospital  
NHS Foundation Trust

*The* ROYAL MARSDEN  
NHS Foundation Trust

**NHS**  
Chelsea and Westminster Hospital  
NHS Foundation Trust

**NHS**  
Royal Berkshire  
NHS Foundation Trust

**NHS**  
Great Western Hospitals  
NHS Foundation Trust

**NHS**  
Nottingham  
University Hospitals  
NHS Trust

**NHS**  
Taunton and Somerset  
NHS Foundation Trust

**NHS**  
Aintree University Hospital  
NHS Foundation Trust

**NHS**  
Northern Care Alliance  
NHS Group

**NHS**  
The Royal  
Orthopaedic Hospital  
NHS Foundation Trust

**NHS**  
Imperial College Healthcare

**NHS**  
Central London  
Community Healthcare  
NHS Trust

**NHS**  
Birmingham Community  
Healthcare  
NHS Foundation Trust

**NHS**  
Northern Lincolnshire  
and Goole  
NHS Foundation Trust

**NHS**  
Great Ormond Street  
Hospital for Children  
NHS Foundation Trust

**NHS**  
Frimley Health  
NHS Foundation Trust

**NHS**  
Harrogate and District  
NHS Foundation Trust

**NHS**  
Doncaster and Bassetlaw  
Teaching Hospitals  
NHS Foundation Trust

**NHS**  
University Hospitals Birmingham  
NHS Foundation Trust

**NHS**  
Bradford Teaching Hospitals  
NHS Foundation Trust

**NHS**  
Manchester University  
NHS Foundation Trust

**GIG**  
CYMRU  
NHS  
WALES | Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

**GIG**  
CYMRU  
NHS  
WALES | Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

**GIG**  
CYMRU  
NHS  
WALES | Bwrdd Iechyd  
Aneurin Bevan  
Health Board

**GIG**  
CYMRU  
NHS  
WALES | Bwrdd Iechyd Prifysgol  
Cwm Taf  
University Health Board

**NHS**  
Moorfields  
Eye Hospital  
NHS Foundation Trust

**NHS**  
TheAHSNNetwork  
England  
NHS Innovation Accelerator

**DigitalHealth.**  
London | ACCELERATOR

**NHS**  
Southport and  
Ormskirk Hospital  
NHS Trust

**NHS**  
North West Anglia  
NHS Foundation Trust

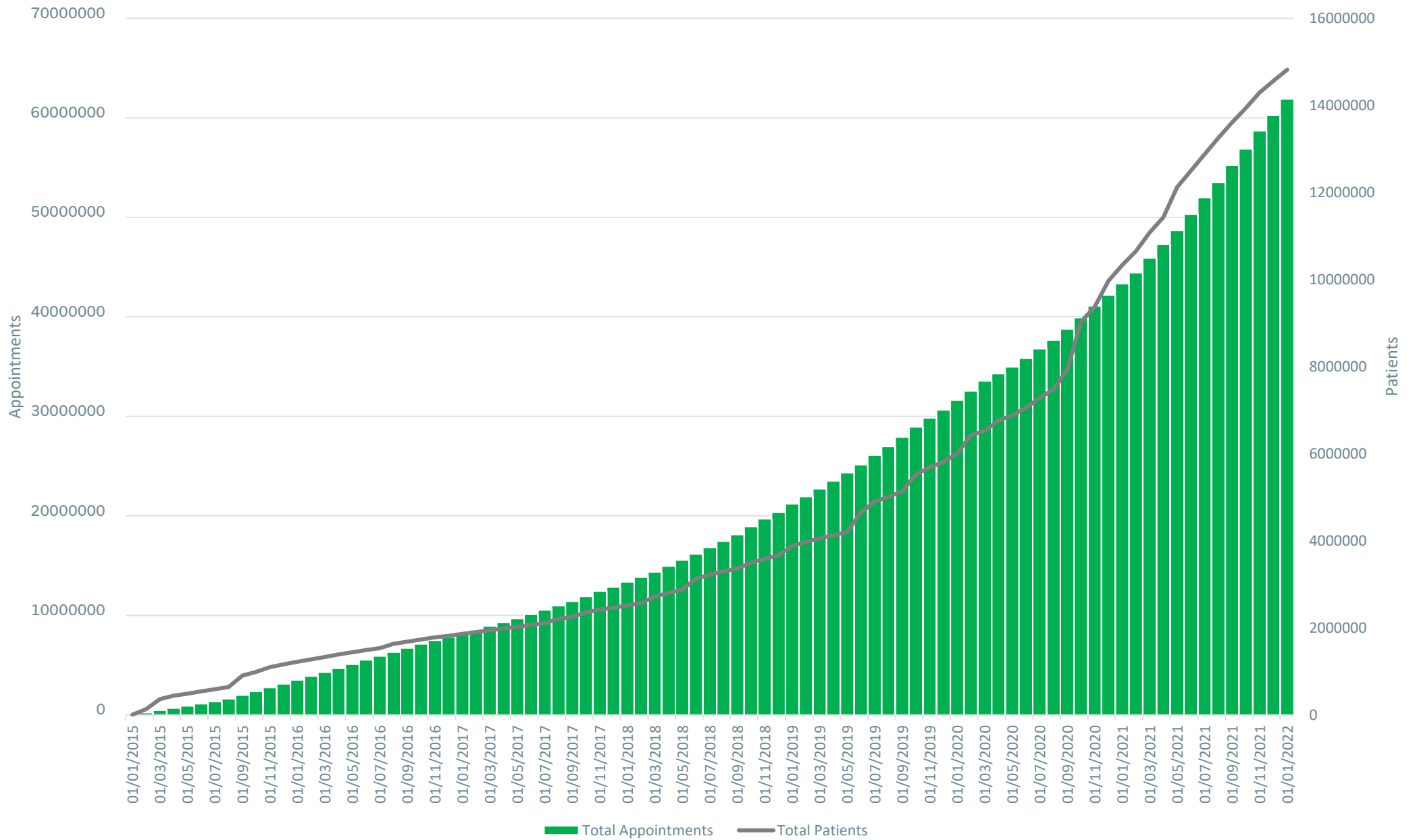
**NHS**  
The Christie  
NHS Foundation Trust

**NHS**  
West Suffolk  
NHS Foundation Trust

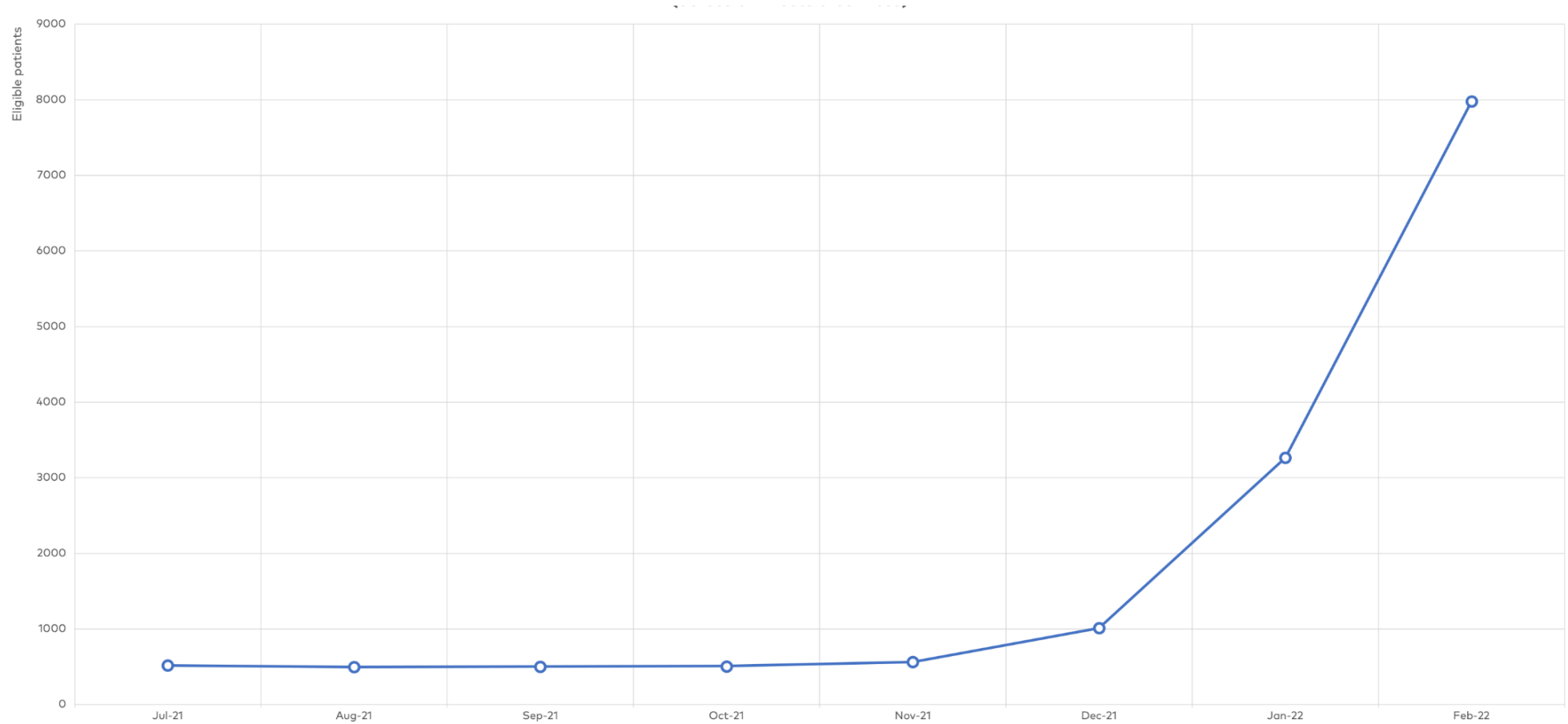
**NHS**  
Wrightington,  
Wigan and Leigh  
NHS Foundation Trust

**NHS**  
Liverpool University Hospitals  
NHS Foundation Trust





# Patient initiated quickly becoming the default



# Personalised Outpatients

## What?

Key to **managing demand** and supporting **elective recovery**.

Empower **informed patients** to take a pro-active role in their **care management**.

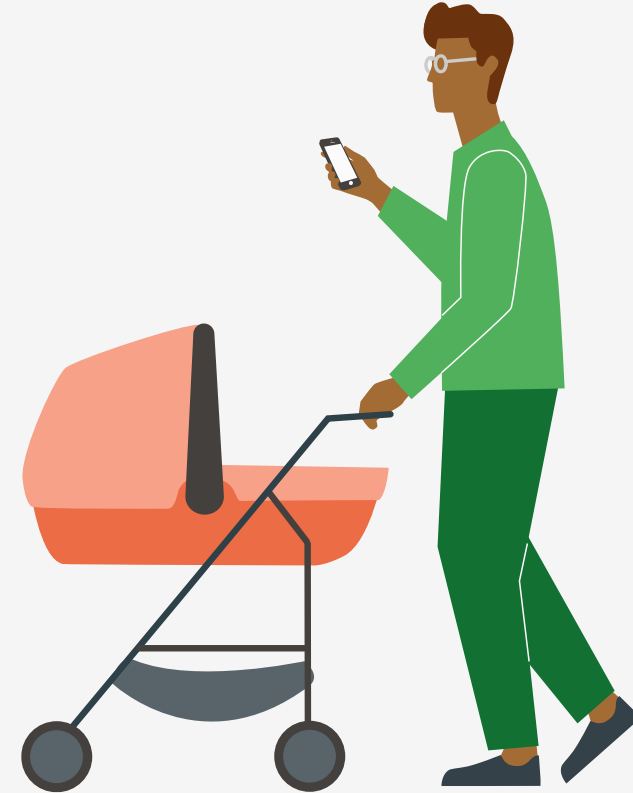
Enable clinicians to focus on providing care to the patients that need it the most.

## Why?

**Digital-first** personalised outpatients means care can be delivered regardless of setting.

Remove **unnecessary appointments** and administrative procedures.

Provide **accessible** timely **data** to **future-proof** healthcare delivery.





# Steps to Personalised Outpatients

## How?

1. Enrol patients to a scalable digital first model.
2. Personalise care delivery by optimising appointments.
3. Provide the right appointment at the right time.
4. Manage risk closely from afar.
5. Actively monitor patient health anywhere.



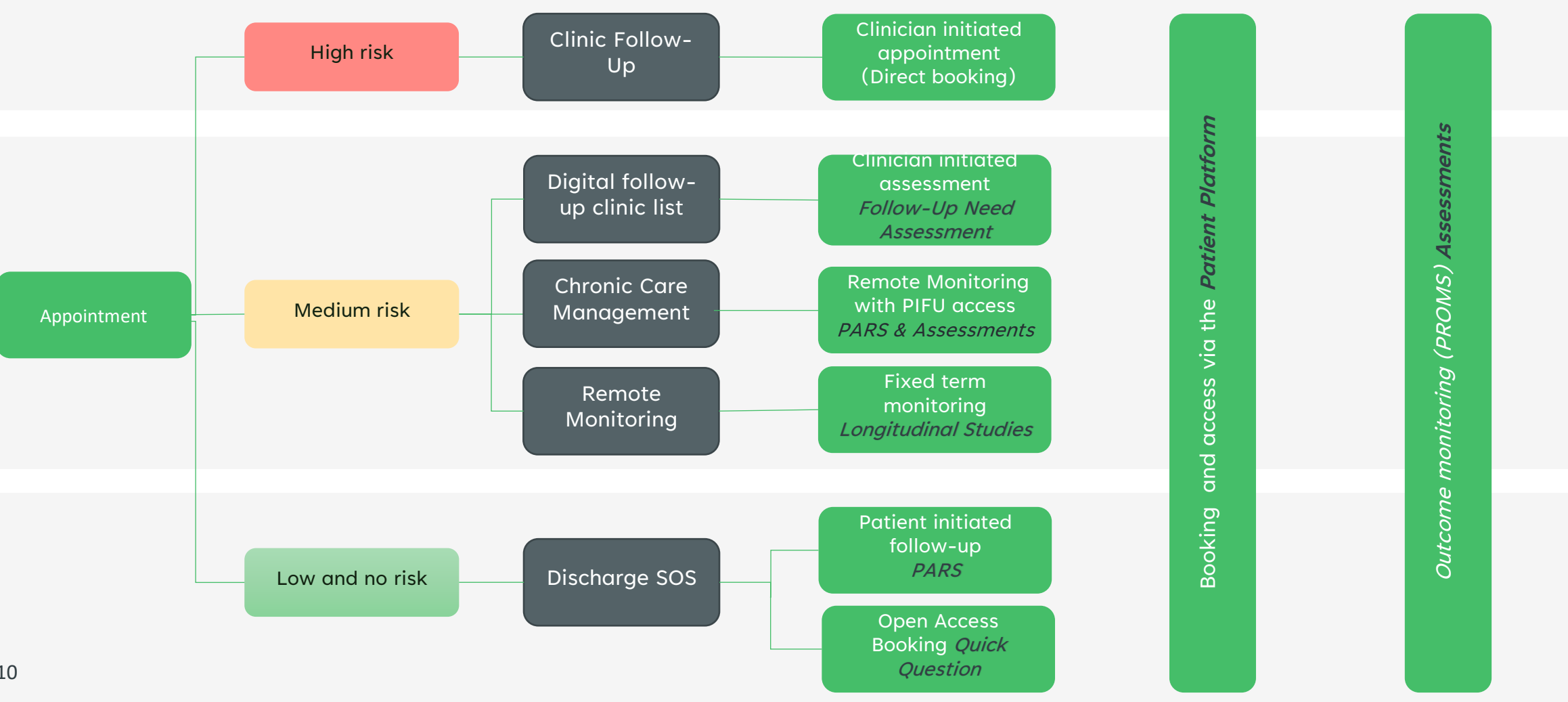
# Personalised Follow-Up Pathways

Stratify patients based on personal follow-up needs

Assign patients to pathways based on risk

Appointment Management

Monitor outcomes



# Personalised Patient Layer has three product pillars

## Engagement & communication



Digital letters, Notifications, Waitlist validation, Video, Broadcast Messaging

## Scheduling and list automation



Booking, Partial-booking, Referral, Patient Initiated Appointments, Waiting list management, See Me Sooner

## Patient data capture



PROMs, Follow-up management, Pre & post clinic assessment, Digital Triage, Remote monitoring, Analytics

Integration: EMR, National Systems

Integrated data and insight across a health system

Delivery and enablement