

digitalhealth

REWired

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Headline Sponsors:



PAUL TAMBEAU

Chief Operating Officer,
INDUCTION HEALTHCARE

The importance of digital solutions in the future of outpatient care

How Portals and Video Consultation Platforms are Delivering Benefit



Mass patient onboarding & Engagement

70% adoption in first month



Reduces missed appointments and costs savings

Only 4% of remote attendances were missed, equating in a **£6 million saving for the NHS**



Reduces DNAs & improves slot utilisation

Reduces DNAs by **up to 50%**



Reduction in wait time for appointment

A **reduction in wait time of more than 90%**, helping avoid 2.25 patient waiting hours



Delivers cost savings from digital communication

Proven savings of **£4,000 per week** per Trust through postage cost savings

Case Study- MKUH

In 2019, Milton Keynes University Hospital NHS Foundation Trust introduced its MyCARE Patient Portal as an integrated portal designed for future end-to-end healthcare management. The app enables patients to manage their appointments, view appointment letters and clinical correspondence in a fully automated process, with updates written directly into Cerner Millennium.

Results to date:

- **140,000+ patients registered** since launch
- **70%** average **adoption rate**
- **Over 50% Did Not Attend** status reduction
- **78%** patients **opted to go paperless** in 2021
- **85% of patients** using Zesty at Milton Keynes said they prefer having **online control** over their appointments



NHS

**Milton Keynes
University Hospital**

NHS Foundation Trust

“It’s the deep integration into the EPR that is game-changing. For example, being able to provide clinical letters to patients before they’ve even got to the car park. That gives them a real sense of momentum, control and assurance about what’s next ”

**Joe Harrison, Chief Executive,
Milton Keynes University Hospital**

Case Studies – NHS Grampian

In September 2020, a redesign of the clinical pathway was initiated by the Oral Maxillofacial and Oral Surgery departments which utilised video consultations (VC) as a core way to optimise the workflow. The clinical team developed Active Clinical Referral Triage (ACRT) protocols, providing clear guidance to referrers about the clinical information and attachments - such as radiographs – required at referral. With the introduction of ACRT, the teams can identify patients who can be safely assessed and treated remotely, ensuring that outpatient clinical appointments are used for those patients that require an in-person consultation.

Results:

- A reduction in the first assessment for a patient from **72 weeks pre-covid to 14 weeks.**
- **Over 28 hours per week of core hours clinical space freed** for priority two week wait referrals and outpatient local anaesthetic appointments
- **90 hours of travel time and 4,011 miles of travel were saved** as a result of 88 remote consultations over a two-month period



“We were looking to redesign the service... this was the opportunity to use this resource as part of our pathway. We started to think more of going forward, rather than an emergency process due to Covid. Effectively, patients have the same quality of care, just remotely”

**Dr Mark Burrell, Service Clinical Director,
Oral and Maxillofacial Surgery, NHS Grampian**

Further Opportunities



**NHS App
Integration**



**Deeper EMR
integration**



**Enhanced Appointment
Management**



**Asynchronous
Messaging**



**Customised Patient
Information**



PROMs/PREMs



**Pre- & Post-Appointment
Data Collection**

Thank You



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