

WMHWIN UHUK

WEST MIDLANDS  
HEALTH AND WELLBEING  
INNOVATION NETWORK

DELIVERING THE BEST  
POSSIBLE HEALTH OUTCOMES  
THROUGH SOCIAL ENTERPRISE

# Driving the Adoption of Innovation

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digitalhealth

**REWIRED**

BIRMINGHAM — 12-13 MARCH 2024

# ABOUT UHUK



UHUK is a national and growing partnership of Social Enterprise healthcare providers delivering core NHS services to local people when they need it most. Our 30+ members provide services to over 42 million people – over 64% of the UK population.

# WHAT WE DO

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**We are experts in delivering high-quality and technology enabled urgent and integrated healthcare services, designed around patients and populations.**

**As social entrepreneurs and innovators, we work with commercial partners' to proactively respond to the NHS's needs, flexibly and quickly**

- **NHS 111**
- **GP Out-of-Hours (OOH)**
- **Urgent Dental and Mental Health Services**
- **Urgent Treatment Centres**
- **Community Diagnostics**
- **Clinical Assessment Services**
- **A&E Department Streaming**
- **Primary Care**
- **Walk-in Centres**
- **General Practice**
- **Homeless Healthcare**
- **Hospital Discharge Support including Virtual Wards**
- **Remote Monitoring**

# CHALLENGES OVERVIEW

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UHUK members worked with us to establish that **workforce optimisation** was a key priority across the participating organisations. We gathered senior stakeholders together to identify 3 challenges which became the focus point for the first UHUK Innovation Programme

## HOW MIGHT WE OPTIMISE THE WORKFORCE BY...

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- 1** Creating ways to share information to improve call handling time and pathways assessments
- 2** Providing symptom specific worsening advice to save time, improve safety and reduce inappropriate re-attendance to services
- 3** Improving patient expectation by providing access to queue management and coordination information

# UHUK INNOVATION PROGRAMME – 1

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## DEMAND-LED

We co-created specific challenges with UHUK members to target their needs. The challenge area for cohort 1 was:

## WORKFORCE OPTIMISATION

## OPEN INNOVATION

We scouted for innovators who could solve UHUK challenges

## THE RESULTS

**6** Bespoke solutions

**74** Solutions Scouted

**34** Applications Received

**15+** Expertise sharing workshops held

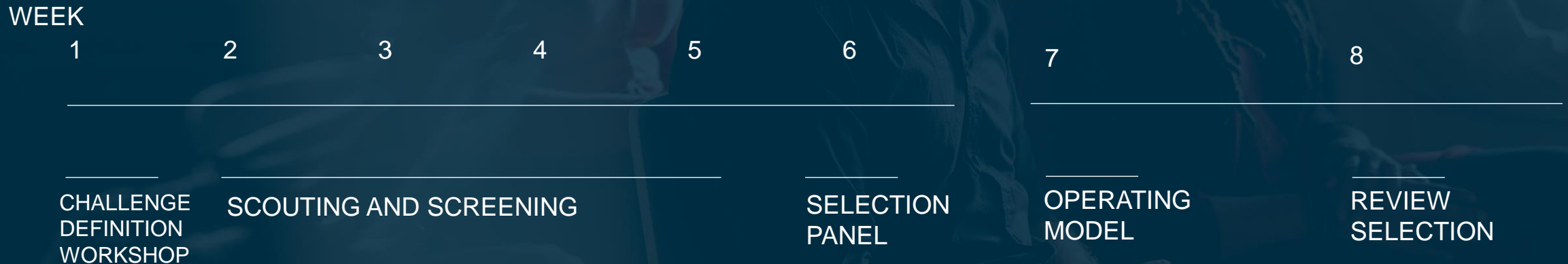
**7** Pitches Made

**4** Selected into the programme

# INNOVATION PROGRAMME OUTLINE

The UHUK Innovation Programme is split into two phases, the first focusing on challenge definition and selection of innovators, and the second on product development.

## PHASE 1 OUTLINE



# INNOVATION PROGRAMME OUTLINE

## 01 - DISCOVERY

The solution is in the ideation and exploration phase



## 03 - PROTOTYPE

A solution has been made and may still undergo iterations



## 05 - PRODUCT

Solution is ready for use



A wireframe process is underway

## 02 - DESIGN



Solution is undergoing improvement based on data and feedback

## 04 - TEST



Members have begun to advance the solution

## 06 - DEPLOY



# SOLUTION 1: Symptom Specific Worsening Advice Discovery and Delivery Tool

CHALLENGE ADDRESSED: 2



Isla and Medwise AI have created a combined solution allowing clinicians to easily locate and send symptom-worsening advice and guidance to patients, powered by Isla's ability to deliver media to patients and the Medwise AI search platform. Searches can be pre-populated and any advice sent to patients is logged as a clinician action.

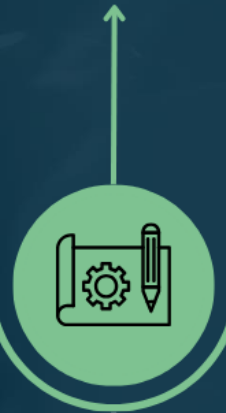
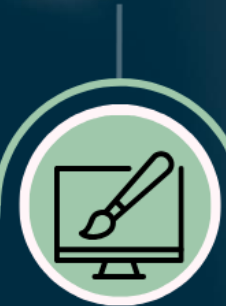
## PROGRESS

### 03 - PROTOTYPE

01 - DISCOVERY



02 - DESIGN



04 - TEST



05 - PRODUCT



06 - DEPLOY



### **What they did:**

Medwise and Isla were able to build their integration and establish the most optimal clinician workflow, including building a floating search bar.

### **How it can be used:**

This solution allows clinicians to quickly find local symptom specific worsening advice and deliver it to the patient's device without the need for an app. This action is logged and auditable.



# SOLUTION 2: Auto Summary and Smart Referrals

CHALLENGE ADDRESSED: 1 AND 3



The autosummary feature is achieved by integrating inicio's real time transcription capabilities into Ummanu's call handling and EPR platform, allowing the clinician's consultation to be pre-populated into the patient record for their approval and submission. A smart referral can be made using a pre-populated search on Medwise AI to present the referral form to clinicians. Worsening advice can also be found through a Medwise AI search.

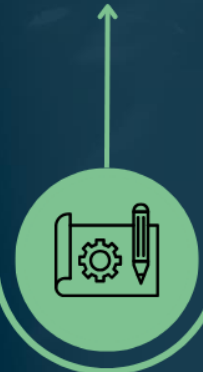
## PROGRESS

## 03 - PROTOTYPE

01 - DISCOVERY



02 - DESIGN



04 - TEST



05 - PRODUCT



06 - DEPLOY



## What they did:

Created a combined solution, mapped patient pathways and established integrations with each other.  
Developed a concept prototype and live demonstrator.

## How it can be used:

This solution is estimated to **save approximately 9-14 minutes per consultation** and has the potential to minimise clinician computer time and improve the patient experience for face-to-face consultations.

## PROGRAMME 2 – Closing March 24

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Improving **Patient Experience** by achieving efficiencies and expanding into new areas as a further priority.

### HOW MIGHT WE ENABLE EARLY INTERVENTION TO IMPROVE PATIENT EXPERIENCE AND REDUCE PRESSURE ON URGENT HEALTH SERVICES BY...

- 1** Leveraging remote monitoring mechanisms to enable safe informed clinical decisions and organisational efficiencies
- 2** Facilitating a digital front door to enable a more efficient and streamlined patient pathway so that patients can be prioritised by clinical need.
- 3** Improving public knowledge of available health and social care services so that patient experience and service provision are optimised.