

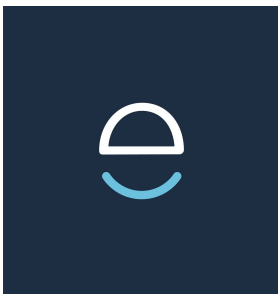


Hello from Claire Flynn, Engage Consult - Product Owner

Engage Consult has seen yet another fantastic month where we have welcomed an additional 118 customers to the family. The teams here at Engage Health have been working tirelessly during this difficult period. Our brand values of “work harder, better, faster, stronger” have never been so relevant and have put us in a fantastic position to ensure we continue to provide the types of innovative and relevant solutions that you would expect of a market leader. Not only has Covid-19 reminded us of the need to remain agile, it has given us a glimpse of things to come, and the affirmation that we need to be even more responsive to you, our customer and to the patients you care for. In light of this, we are delighted to be in a position to give you a brief glimpse of some of the exciting features that are coming soon.

- **Group Working** - the ability to securely share encounters between organisations to support PCNs, extended and OOH scenarios.
- **Total Triage** - the ability to manage all incoming messages and requests to the practice irrespective of the mode of delivery.
- **Outbound Encounters** - the ability to initiate a message from a practice clinician or administrator to a patient.

What have we been doing? - Release 55



Rebranding of the Vixie Desktop Icon
The marketing team has been working hard on the rebrand of the Engage Health suite of products. Going forward you will be seeing some very subtle changes

to the way things may look when using our software. Our first change is to the Vixie desktop icon. The “fox face” or shield you are familiar with will be replaced by the “smiley face” style icon as shown above.

Enhancement of the “Assign to” list

In response to requests from our larger customers we’ve made some enhancements to the “Assign to” list which includes;

- The introduction of a free text search to find the colleague/group to assign to
- A list of all recipients sorted by type i.e Colleagues and Groups
- A scroll bar for practices with a long list of recipients

Live Learning Training Webinar

Due to high demand we are pleased to announce that we will be running a series of short ‘Live Learning’ webinar training sessions to cover the three main

elements of the Engage Consult software:



Booking is easy, just follow the link [below:](https://www.eventbrite.co.uk/o/engage-health-systems-30432881324)
<https://www.eventbrite.co.uk/o/engage-health-systems-30432881324>



Customer is at our core

We're continually looking at how we can improve the products and services we provide, and rely on your feedback to help us get it right.



Harry Dudson, 2nd year medical student was

kind enough to share his experience of implementing Engage Consult in Primary Care.

"We launched Engage Consult on 20.03.20 at the beginning of the pandemic to reduce the amount of patients being called in, give increased access to healthcare and reduce pressure on the phone lines"

"The first notable impact of launching Engage Consult was that it allowed patients to make requests online which decreased the overwhelming volume of calls to the reception team."

"Despite the incredible pressure of trying to maintain the highest quality of care in the midst of a pandemic, we were able to work together as a practice to establish what has turned out to be a very successful new service and I am grateful to have been involved".

Read Harry's full review here - [Online consultations help surgeries during the pandemic and beyond](#) (4 minute read).

New Engage Health Website

www.engagehealth.uk

Please take a look at the [Educational Hub](#) on our website. This provides practices with training videos, instruction documents and guides for practices and patients.

Engage Consult, A Guide for Carers

The "Guide for Carers" gives specific information on how to use Engage Consult on behalf of another person and covers the issue of consent. Enabling the carers of isolated and vulnerable patients to use the Engage Consult service by proxy is hugely beneficial to the management, care and safety of these patients. It is suggested that you upload the Carer's Guide to your website to sit alongside the other two Engage Consult Patient Guides. Practices may wish to send out an SMS message to their "shielding" patients and to known carers, to let them know that Engage Consult can be used by a carer on behalf of the person they care for, and to direct them to the Carer's Guide on your website. This Guide is available to download from the Educational hub and can be found here - [Engage Consult a Guide for Carers](#)

Stay connected

Don't forget to check us out on social media too.



Contact details

Support Desk - 01263 834648 option 3 / Support@engagehealth.uk (Monday to Friday 08:00 – 17:00).

Engage Consult general enquiry - please 01263 834648 or email consult@engagehealth.uk.

If you have any comments or queries about the information contained in this newsletter, please email - jane.watson@engagehealth.uk

