

Help your patients
feel better connected.
Better supported.
Better engaged.

Improving the patient experience with
healthcare software solutions that connects
NHS primary care users with GPs.



engage**consult**

Take your practice online

Given the changing face of primary care Engage Health Systems are promoting connectivity, consultation and collaboration through its Engage Consult application as a solution to managing patient journeys effectively through connected health and social care settings. Increasing the use of digital applications to support digital inclusion and using innovation to help primary care enhance access will help commissioners achieve sustainable, safe, effective and person-centered healthcare.

What a GP says...

Engage Consult is a big thumbs up. I'm finding it much easier to deal with queries, and getting a very comprehensive medical history provides more information than I would have otherwise had.

What a patient says...

Quick and easy to use and much less frustrating than being in a queue for the practice telephone line.



24/7 patient access
to self-care advice and messaging

A single platform to manage all practice demand both digital and telephony

Engage Consult is saving clinics time and improving patient-practice communication with electronic triage, 2-way messaging, SMS notifications and video consultation - all in one platform.

Total Triage Model of Delivery

- » Fully integrated with all GP Clinical Systems
- » Safe and secure 24/7 messaging service - Practices using Engage Consult can communicate with patients via a secure 2-way messaging service, SMS and video launched from the same workflow platform
- » Video NOW and pre-bookable video consultations offer a simple and intuitive workflow solution ensuring requests are moved to the right person first time.
- » Links GP Practices with other provider organisations allowing work to flow between organisations
- » Patients and practices can share attachments - photographs and documents that can be attached to the patient's medical record at the click of a button
- » Engage Consult uses Instant Medical History (IMH) to gather a comprehensive medical history. The application has 1000's of questions linked by branching logic, covering the full breadth of medicine developed by clinicians and used in healthcare for over 23 years
- » Practices working collaboratively can use Engage Consult to manage all online consultations from a hub using a virtual team

Key statistics

There are 7.2m GP appointments lost per year (2019 data) through patients not attending booked appointments with their GP. There is a DNA rate of 1 in 20 or 5% in general practice. This equates to 1.2m hours of lost GP time, or 600 GP's working full time for a year! Each lost appointment costs the NHS £30, therefore in 2019 the NHS lost £36m through DNA GP appointments only, not including other practice staff!

Case studies have shown that practices using online or remote consultation methods can reduce their DNA rates by over 50%. This would therefore free up 3.6m GP appointments or 300 GP working hours, and save the NHS £18m!



Why move to engageconsult

- ✓ Improved patient experience with 24/7 patient access to self-care advice and messaging
- ✓ Information rich medical questionnaires that support clinical decision making
- ✓ No more long queues on the phone or at the reception desk
- ✓ Spreads the workload effectively throughout the day - no more 8am rush!
- ✓ Improved staff morale
- ✓ Vaccination programme messaging
- ✓ Facilitates effective communication between the practice and the patient
- ✓ Supports flexible working - can be used remotely by patients and staff
- ✓ Easy setup - Fully integrated with your existing GP clinical systems
- ✓ Enables care to be 'shared' with other NHS providers and voluntary services with patient consent ensuring 'wrap around care' for patients



NHS Framework Supplier

Speak to us to book a demo or find out more

Call: 01263 834 648
Email: consult@engagehealth.uk
or visit engagehealth.uk

What do patients say about using Engage Consult?

"I really like this system, it suits me well as I can do it on my phone and it avoids a lot of frustration instead of having to call at 8:30 when I am trying to get my children ready for school."

"Quick and easy to use and much less frustrating than being in a queue for the practice telephone line."

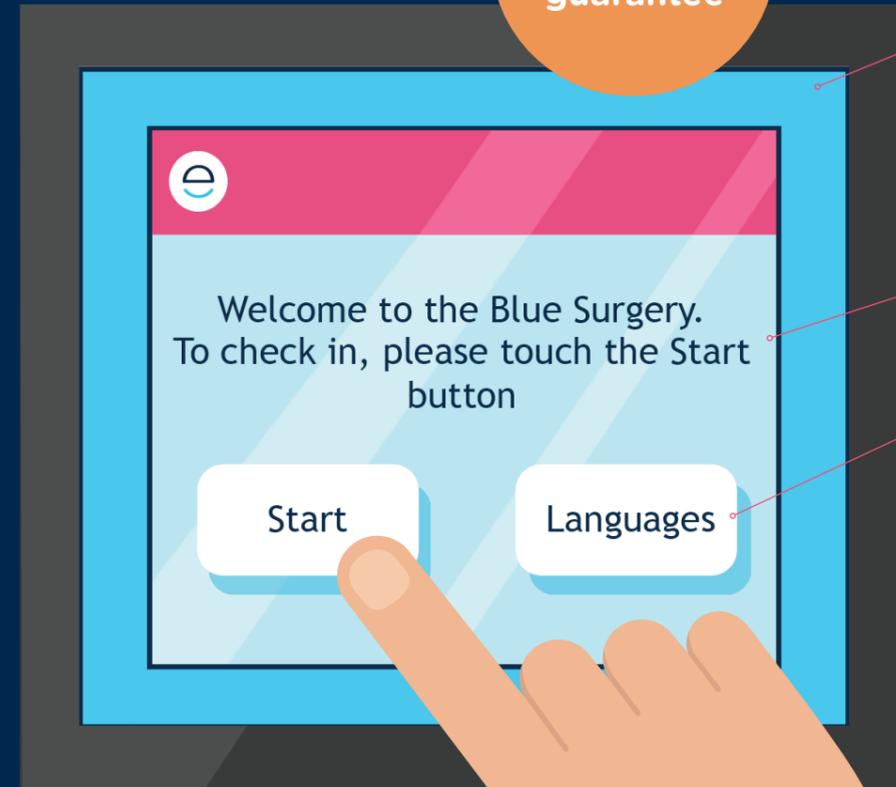
"Very easy and simple to use. In cases where I couldn't get through in the past, I have just left the situation and worried more."

"The service is very good because the doctors are so responsive and I do not have to convince anyone who answers the phone that I really need help. I feel my privacy is under better control and the role of the secretaries is kept separate from medical triage. I am very pleased."

Reduce reception queues with check-in screens

Over 69 million patients successfully checked in

- ✓ Reduce queues at reception
- ✓ Work with all patient call-in screens
- ✓ Assists in data capture for the practice
- ✓ Patient signposting and information providing
- ✓ Weekly online training sessions with our UK based Support Team
- ✓ Windows Upgrade - for existing customers, we offer a cost-effective Windows 10 upgrade service for their check-in screens
- ✓ Upgrade to use as a health pod to capture BP and weight readings



Technical features:

- » Robust design with 19-inch toughened safety glass screen
- » Clinical system integration
- » Multiple waiting room messages
- » Multiple Languages
- » Personalised Patient/Clinician/Practice Messaging
- » Hand- built in the UK
- » QoF capture and coding in patient's records
- » Contact Detail Confirmation
- » Flu jab reminders
- » FFT with online report viewing



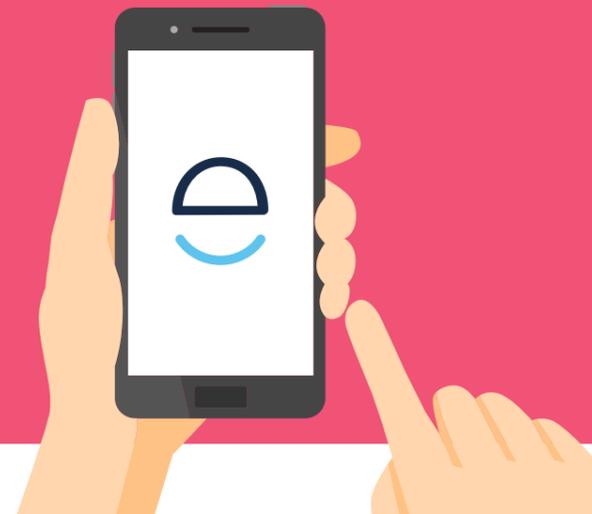
Speak to us to find out more

Call: 01263 834 648 Email: sales@engagehealth.uk

Engage Touch screens are acquired by various NHS organisations such as Clinical Commissioning Groups, Clinical Support Units, Health boards, and GP Practices across the UK. Our patient check-in screens work with all patient call-in screens. The robust design means these screens have also been procured by HM Prison Service.

Coming soon...

Currently in development is the ability for patients to check-in via their mobile phones. This will be added as a new feature for all customers at no extra cost and released very soon.



What do practices say about using Engage Consult?

“It’s excellent, Engage Consult doesn’t just ask questions about the condition, it provides patients an opportunity to explore other areas of concern, for instance mental health problems, sleep problems and so on. Ultimately, we want to increase health literacy so that patients have a better understanding of their healthcare needs.”

Dr Hannan Haughton Thornley Medical Centre

“Engage Consult is a big thumbs up. I’m finding it much easier to deal with queries, and getting a very comprehensive medical history provides more information than I would have otherwise had. This means I spend more time managing the patient ensuring shared decision-making,”

Dr Hannan Haughton Thornley Medical Centre

“Engage Consult is a fantastic vehicle to take you places. Where that place is, is up to you the driver. You may just want an electronic front door to the surgery, or perhaps you want a fully integrated question engine, that can save you time through automated history taking, electronic triage, and messaging. Engage Consult can be customised to take you where you want to go. Like all journeys don’t think that you’ll get there overnight. It takes a while to plan, embed and benefit, but take courage from those further on, it is worth it.”

Dr Hannan Haughton Thornley Medical Centre

What do practices say about using Engage Touch

“The touchscreen is working a treat and we wish we had got it years ago!”

Theresa, Practice Manager

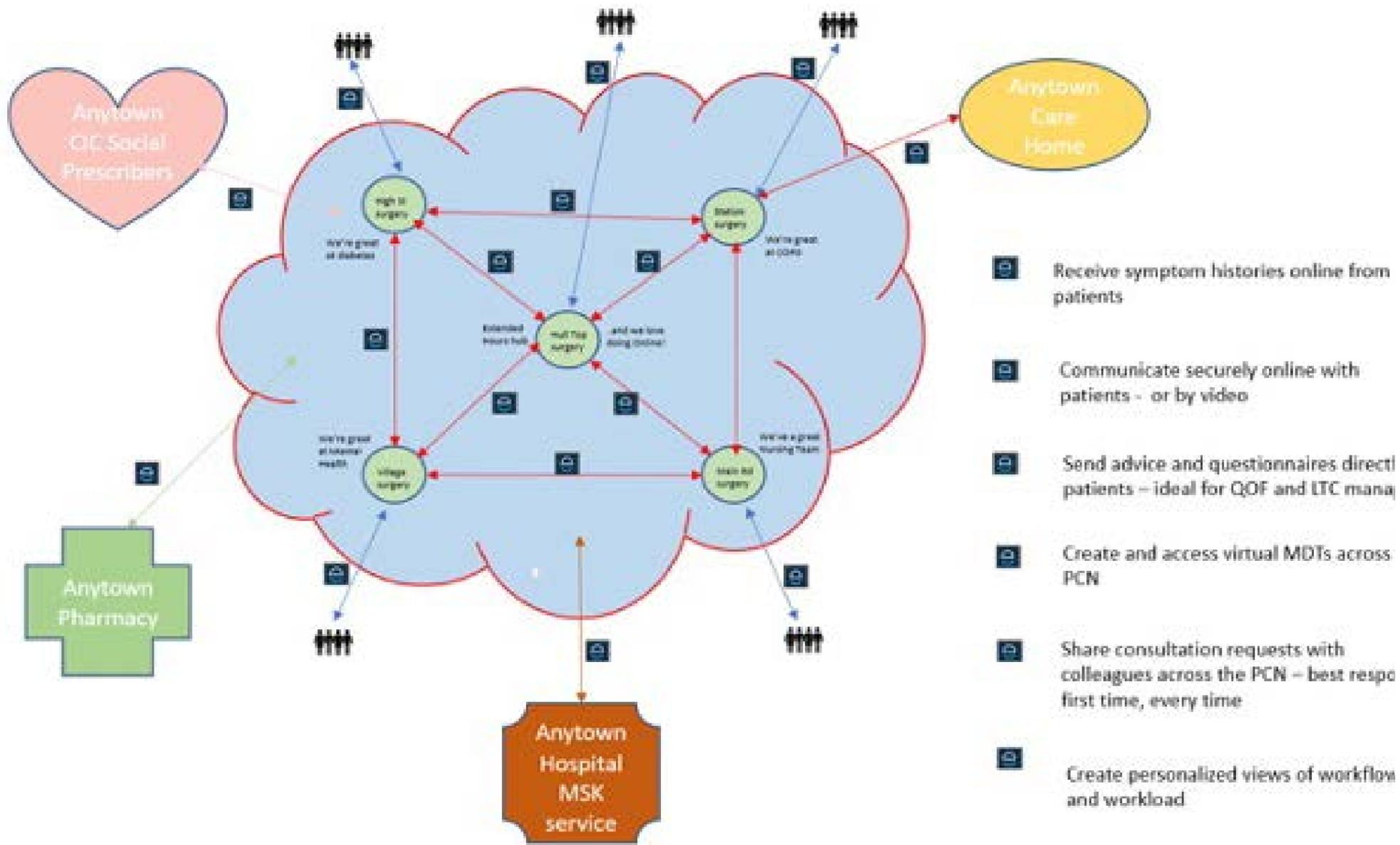
“The screens are great, and patients are happier as they don’t have to stand in a queue to check in”

Tracey, Patient Services Manager

The screens are great and patients are happier as they don’t have to stand in a queue to check in.

Louise, Performance & Data Co-Ordinator





-  Receive symptom histories online from patients
-  Communicate securely online with patients - or by video
-  Send advice and questionnaires directl patients – ideal for QOF and LTC mana
-  Create and access virtual MDTs across PCN
-  Share consultation requests with colleagues across the PCN – best respo first time, every time
-  Create personalized views of workflow and workload

engage

HEALTH SYSTEMS

We're passionate about creating healthcare software solutions that connects NHS primary care users with GPs. From designing and manufacturing touchscreens for safe and secure patient check-ins with Engage Touch, to our digital front door to general practice, Engage Consult, which provides online services, such as video consultation, secure 2-way messages, collaboration, and total triage.

We're also incredibly proud to be an NHS-approved supplier. All our products are user-friendly and accessible to ensure that everybody can use them, adding value to patients, clinicians, and staff within the NHS.

With Engage Health Systems, you're better connected, better supported and better engaged.



**For more information about our
healthcare solutions, please contact:**

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