HowbeckHealthcare
Primary Care Innovation

2023

PCN DIGITAL TRANSFORMATION LEADS SHOWCASE CONFERENCE

28TH NOVEMBER 2023

BET 365 STADIUM, STAFFORDSHIRE

www.howbeckhealthcare.co.uk

FOREWORD

Welcome to the inaugural Digital Transformation Leads Showcase Conference 2023!

I was extremely pleased when NHS England announced the Digital Transformation Lead (DTL) role funded from Additional Roles Reimbursement Scheme (ARRS) monies. I've long been a fan of IT in General Practice, not just because I'm a geek at heart, but because I genuinely believe it has the ability to support better patient care.

Information Technology can improve productivity, efficiency, safety, profitability and even satisfaction of a job well done. The downside of IT, and perhaps why not everyone shares my enthusiasm, is often it's poorly thought out, imposed rather than introduced and has dreadful user interface and user experience. There are often solutions to problems out there but knowing about them, commissioning them, and implementing them can be hard. To have a group of people with the skills and expertise, working on behalf of practices and fully funded, is a dream come true.

I very quickly started promoting the DTL role to local PCNs and others who at first were not convinced that spending money on non-clinicians was the right thing to do. Through my social media connections, I met a lot of DTLs new in role and decided to create an informal group where they could get together and discuss things as peers - essentially, a forum led by DTLs for DTLs. We quickly had over 100 joining our inaugural virtual event with a wide range of backgrounds and development needs. However, as we expected most are trying to deliver the same things and there is no point in everyone reinventing the wheel.

We identified 8 priorities, namely to:

1. Help practices implement Cloud Telephony.
2. Help improve access to General Practice – inc OC VC triage etc.
3. Help with GPAD reporting and Data Quality in general.
4. Help with population health initiatives and understanding PCN data.
5. Help implement the new NHS website guidance and work with practices on social media to help patients understand how primary care is changing.
6. Help improve the training and up-skilling of staff to make the most of 'digital'.
7. Help find and implement digital solutions to improve back-office efficiency, effectiveness and profitability.
8. Help deliver hub (cross practice) working for Enhanced Access and other activities and services.

Our virtual events have so far taken on some of these big topics – introducing potential solutions from early adopters and sharing lessons learnt. An advisory panel of DTLs help to direct this.

Early on I was keen to meet face-to-face; mainly as I like meeting people but also because having a whole day allows many more learning opportunities and being in an interactive environment has a different quality to an on-line meeting.

So, today sees the launch of the first face-to-face showcase conference with 30 exhibitors and numerous key speakers (we could have had more!). Although aimed at DTLs, everyone agreed GPs / Practice Managers / Clinical Directors and other PCN staff who were interested could attend. Whilst this first conference has been located in the Midlands, there is no reason why we can't replicate it elsewhere in the country in the future.

Today is your day to network with colleagues and exhibitors from up and down the country. Take the time to visit our Sponsor Market Hall and learn about providers that are out there to support digital innovation in your PCN and attend our main hall and break-out room sessions to hear more about projects of interest!

I would like to take this opportunity to thank our Keynote Speaker, John Llewellyn for giving his time to attend this conference and provide an update on the vision of digital transformation in primary care, along with our main room speakers, break out room hosts and expert panellists. Your contribution to today's conference is much appreciated.

I hope you have an enjoyable and informative day – feedback at the end of the day will help to inform future sessions and conferences. There is a QR code in your delegate pack to access the feedback survey.

Dr Neil Paul
SMASH PCN Clinical Director / Co-Founder, Howbeck Healthcare

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AGENDA
TUESDAY 28TH NOVEMBER 2023 8:45AM - 4:30PM

Item	Host	Time	Room
Registration, Refreshments and Sponsor Market Hall		8.45am-9.30am	Waddington Suite
Welcome	Dr Neil Paul, Clinical Director SMASH PCN and Co-Founder Howbeck Healthcare	9.30am-9.45am	Waddington Suite
Plenary Session 1: **The Vision of Digital Transformation in Primary Care**	John Llewellyn, Chief Digital Information Officer NHS Cheshire and Merseyside	9.45am-10.20am	Waddington Suite
Break-Out Rooms/Sponsor Market Hall		10.30am-11.15am	Executive Boxes 10-14
COFFEE BREAK 11.15am-11.35am, Waddington Suite			
Break-Out Rooms/Sponsor Market Hall		11.45am-12.30pm	Executive Boxes 10-14
Plenary Session 2: **Q&A on The Future Of Digital**	Dr Neil Paul, Clinical Director SMASH PCN and Co-Founder Howbeck Healthcare John Llewellyn, Chief Digital Information Officer NHS Cheshire and Merseyside Dr Amar Ahmed, GP Partner, Wilmslow Health Centre Mike Pyrah, Co-Founder Howbeck Healthcare	12.00pm-12.30pm	Waddington Suite
LUNCH 12.30pm-1.30pm, Waddington Suite			
Plenary Session 3: **Leadership, Personal Resilience and Change Management**	Mike Pyrah, Co-Founder Howbeck Healthcare	1.30pm-2.15pm	Waddington Suite
Break-Out Rooms/Sponsor Market Hall		1.30pm-2.15pm	Executive Boxes 10-14
Break-Out Rooms/Sponsor Market Hall		2.30pm-3.15pm	Executive Boxes 10-14
COFFEE BREAK 3.15pm-3.40pm, Waddington Suite			
Plenary Session 4: **How Using Evidence Based Positive Psychology Can Be A Key Enabler Of Transformational Change**	Mike Giffin, Director of Business Psychology, Impact Consulting Psychologists Ltd	3.40pm-4.30pm	Waddington Suite
CLOSE	Dr Neil Paul, Clinical Director SMASH PCN and Co-Founder Howbeck Healthcare	4.30pm	Waddington Suite

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BREAK- OUT ROOM TIMETABLE
TUESDAY 28TH NOVEMBER 2023 8:45AM - 4:30PM

Title	Host	Time	Room
Real life digital upskilling of clinicians, ARRS staff, patients and the public in a deprived area of Stoke-on-Trent	Raparu Consult CIC with Meir PCN	10.30am-11.15am and 1.30pm-2.15pm	Executive Box 10
Interpreting Primary Care Data to Uncover Insights and Resolve Issues with the Use of Ardens Manager	Ardens Healthcare Informatics	10.30am-11.15am and 1.30pm-2.15pm	Executive Box 11
Unlocking the impossible with Smart Triage	Rapid Health with Nuneaton & Bedworth PCN	10.30am-11.15am and 1.30pm-2.15pm	Executive Box 12
How we supported local practices moving towards cloud-based telephony	South Cheshire and Vale Royal GP Alliance supported by X-On and Check	10.30am-11.15am and 1.30pm-2.15pm	Executive Box 14
Consolidating your digital access platforms to gain PCN/Practice efficiencies and drive pro-active care for your patients	Blinx Healthcare with Central Liverpool PCN	11.45am-12.30pm and 2.30pm-3.15pm	Executive Box 10
From Data to Action: Addressing Health Inequalities in Lambeth with EZ Analytics	Operose Health	11.45am-12.30pm and 2.30pm-3.15pm	Executive Box 11
Rewriting the Future Story of Primary Care: A Data-Informed Perspective	Edenbridge Apex with NHS North-East London	11.45am-12.30pm and 2.30pm-3.15pm	Executive Box 12
Delivering an effective Social Prescribing Service to ease pressure on GPs	Joy with East Staffordshire PCN	11.45am-12.30pm and 2.30pm-3.15pm	Executive Box 14

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Conference Host
Dr Neil Paul

Neil has been a full time GP Partner at Sandbach GPs in Cheshire, since August 2000. He is currently executive partner, PCN SMASH PCN Clinical Director and an active member of the local GP Alliance as well as involved in NHS Cheshire East Place . He runs a nationally recognised primary care clinical trials unit and his clinical interests are Cardiovascular medicine, Diabetes, Gastroenterology and Rheumatology. He still does 4 sessions a week in practice so understands the reality of general practice.

He was nationally known for his monthly column on E-Health Insider which then moved to DigitalHealth.net which ran for 10 years and discussed the highs and lows of IT in primary care. He is a regular speaker and presenter at conferences and has authored articles in magazines such as Pulse, GP, Med-economics and EMIS User on topics including IT, Data Quality, QOF, business efficiency and primary care finances. He won the BCS PHCSG John Perry Prize for helping come up with the idea for Edenbridge's Apex BI tool.

Neil is the co-Founder of Howbeck Healthcare Ltd which supports over 100 GP practices and several PCNs and Federations where he provides clinical leadership. His clinical work provides a lot of the inspiration for the projects; including setting up a GPA training programme and the How2 online training platform. He is a clinical safety officer and is perhaps most proud of having written numerous iPhone apps some of which are still on sale on the App store.

Neil writes his own blog promoting innovation in primary care and has over 5000 followers on Linkedin and is keen that you link up with him!

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Key-Note Speaker
John Llewellyn

John joined the NHS in a senior commissioning role in 2005 but soon after moved into the digital arena.

He has since held digital leadership roles in a range of health care settings across the region - most recently, spending five years with Salford Royal NHS Foundation Trust as Chief Information Officer and subsequently with Northern Care Alliance NHS Foundation Trust as Executive Chief Digital Information Officer where he led several major digital programmes including Global Digital Exemplars and the delivery of Greater Manchester's local health and care record exemplar initiative.

John was part of the first cohort of the NHS Digital Academy, graduating from Imperial College with an MSc in Digital Health Leadership in 2020 and is committed to the development and professionalisation of the digital workforce.

John has a longstanding involvement in the North-West Informatics Skills Development Network.

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Conference Speaker
Mike Pyrah

Mike left the NHS in 2012 after a 34 year career. For the last 17 years of those Mike was a NHS Chief Executive, undertaking this role in both a NHS Trust in the West Midlands and for a large Primary Care Trust in Cheshire.

Throughout his career Mike has always undertaken regional and national work particularly in his areas of interest which include, Social Value, Primary Care Development and Organisational Effectiveness.

Mike was a Policy Board Member for NHS Employers for 6 years, a Board Member of the NHS Equality and Diversity Council for 3 years, and the President of the Healthcare People Management Association.

On leaving the NHS Mike undertook a wide range of consultancy assignments within and outside the NHS, before he and Dr Neil Paul formed Howbeck Healthcare in 2014.

Mike is primarily involved in providing management and leadership support to GP Federations, Practices and the new Primary Care Networks.

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Expert Panellist
Dr Amar Ahmed

Dr Ahmed graduated from Guys & St. Thomas' Medical School, London in 1996.

He holds further postgraduate qualifications from the Royal College of Paediatricians (DCH), the Royal College of Obstetricians.

Dr Ahmed is an early adopter and keen user of technology in general practice. He and his team have developed an innovative primary care triage system which has been adopted by the BMA in their toolkit.

He has been a partner at Wilmslow Health Centre since 2000.

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Expert Panellist Host
Steve Roest

Steve is CEO & Co-Founder of PocDoc, a leader in digital diagnostics working with NHS and community pharmacy and host of the HealthTech Hour, a live radio show and podcast that is one of the most listened to in the UK, featuring the clinicians, founders, investors and politicians changing the face of healthcare in the UK and beyond.

Steve is a multiple time Innovate UK grant award winner, as well as a member of the UK Research and Innovation Future Leaders review board.

Steve is a huge advocate for innovation and pushing boundaries of what is possible with technology.

He is passionate about the people and companies who are changing the world, especially in HealthTech and Healthcare.

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agilio SOFTWARE

Healthcare Operations are critical to delivering safe and efficient patient care. By digitising your back-office systems healthcare organisations can enhance patient outcomes, improve patient experiences, and contribute to the overall well-being of individuals and communities.

At Agilio Software, we offer a unified approach to Healthcare Operations. We remove the need to manage the complexities of managing multiple suppliers including the use of a single login to experience a seamless and integrated access to best-of-breed solutions from a single provider. Our software solutions can optimise your workforce management, compliance, and e-learning solutions to enhance resilience, drive productivity, and foster professional growth, freeing up more time and resource for patient care.

Visit us to learn more about TeamNet, My Locum Manager, iLearn, and Clarity toolkits designed for GPs and Additional Roles.
Contact: primarycare@agiliosoftware.com

ardens manager

Ardens is a clinically-led organisation that provides clinical decision support, referral management, and dashboards to enhance patient care.

Our two products, Ardens Clinical and Ardens Manager, support 87% of GP Practices, delivering benefits to PCNs, Federations, and ICBs.

This includes standardisation, localised care, improved patient safety, data analytics, and increased contractual income.

Contact: support@ardens.org.uk

anima

Anima is the next generation care enablement platform for healthcare teams, combining online consultation with messaging and productivity tools in a real-time multiplayer dashboard.

Practices, PCNs and Federations with 100,000s of patients use Anima across dozens of physical sites to manage care under a single source of patient truth.

With unprecedented levels of automation, customisation and integration, as well as inbuilt analytics and AI support, Anima brings everything you need to manage patient care at any scale from practice to PCN under one roof.

Contact: partnerships@animahealth.com

ascensionQ

AscensionQ is a ground-breaking CRM platform meticulously engineered to seamlessly incorporate crucial workflows, processes, and documentation essential for the efficient execution of clinical research (trials) within research organisations. AscensionQ's software represents a state-of-the-art SaaS-based operational solution designed to optimise clinical operations. From project management and study setup to patient engagement and resource management, encompassing staff and clinic space, the AQ platform has made a profound impact on our NHS and commercial partners.

By harnessing the integrated solution provided by AscensionQ, researchers can streamline their operations, reduce manual workloads, and elevate the overall study experience. The software's user-friendly interface ensures intuitive navigation and offers a range of features specifically tailored to cater to the unique requirements of research teams. The solution is easily adaptable and customisable to your needs by our dedicated team.
Contact: enquiries@aq-trials.com

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The Patient and Care optimiser (PACO) from Blinx is your complete agile platform that can support PCN working at scale through its PACO GP & PACO Connect products. Our platform encompasses a wide range of functionalities to enhance your practice's online accessibility, patient communication, appointment scheduling, patient health data collection, and patient pathway routing. With PACO, you gain the flexibility to tailor your services to your specific preferences, fostering greater efficiency in practice and PCN management.

PACO boasts a suite of modules to cater to every aspect of your practice's operation, including Analytics, Communications Hub (supporting both batch and individual messaging), Health Forms, Web Chat & Video capabilities, and Digital Access configuration (encompassing the Digital Front door and internal Care Navigation).

Contact: Paul.foster@blinxsolutions.com

The Edenbridge solution bringing data to life for Primary Care

We have witnessed throughout 2023 a significant shift in Primary Care, with access becoming a critical agenda item for Primary Care Networks with the adoption of the Capacity and Access Improvement Plans. General Practice is surrounded by data, but often starved of insights.

Edenbridge APEX brings all of the rich data within your clinical system to life through visual dashboards, providing data at your fingertips, empowering you to focus on what really matter - making data-informed decisions. Whether you are seeking to understand your demand, capacity or patient demographics to design services aligned to your local population needs, APEX has a wealth of insights available to support your PCN in better understanding the reality of today to inform a brighter future. With rich contextualised information, including code analysis features and consultation background, APEX allows you to gain a deeper insight into your organisation.

Contact: enquiries@edenbridgehealthcare.com

Check Comms is a leading provider of cloud-based telephony to Primary care across the UK and is proud to be part of the Better Purchasing framework (BPF). Check's platform, Check Cloud, is a complete, ever evolving Cloud Phone System, designed for the fast-paced world of GP Surgeries, leaving you to concentrate on the important things; looking after your patients and staff.

With a rich feature set, including easy-to-use Softphone & Mobile Applications, a wide range of handsets, deep EMIS & TPP integration, Intelligent Call Handling (including advanced ring back), SMS from queue, WhatsApp & Web Chatbot integration, Translation Services & Call Transcription, Check Cloud can help to ease the 8am rush and redefine patient interactions. All of this is coupled with a seamless onboarding process, unlimited staff training and 24-hour support, giving you a complete service, you can rely on.

Contact: Info@checkcomm.com

The EK Interactive Innovations Health Kiosk solution allows patients to independently answer health questions and take vital signs tests, releasing clinicians from simple disease monitoring and time-consuming data input.

We have a library of over 20 purpose built clinical pathways which are customisable to meet individual practice needs. These include Blood Pressure, BMI, NHS Health Check, Oral Contraception and HRT reviews, Diabetes, Alcohol and Smoking status, PHQ9, Asthma with ACT scoring and many more. All results are SNOMED coded and uploaded to the patient record (EMIS and SystmOne) in real time, without clinical or admin overhead. Alerts are sent for irregular readings. Patients can complete essential assessments at a convenient time for them, independently generating QOF revenue.

Our unique level of integration and support of patient specific pathways helps to ensure that every attendance at the surgery counts.

Contact: hello@ekinteractive.co.uk

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Enhanced Primary Care

Just 15 minutes of your time to find an average of £16,000 of missed PPA claims.

We offer practices time, a precious commodity in Primary Care.

Time to find hidden income that otherwise would go unclaimed.

Contact: info@enhancedprimarycare.co.uk

fdb First Databank

FDB (First Databank) creates and delivers the world's most powerful drug knowledge that ignites, inspires, and illuminates critical medication decisions.

We collaborate with our partners to help improve patient safety, operational efficiency, and health outcomes. Our solutions drive healthcare information systems that serve the majority of hospitals, GP practices, pharmacies and many other areas of healthcare and are used by thousands of clinicians every day.

We have recently launched a new solution, FDB AnalyseRx, to help NHS primary care teams to proactively identify and easily action medicines optimisation opportunities across a patient population. We'd love to talk to you about how it can help streamline and enhance the work your teams are doing. Please visit https://www.fdbhealth.co.uk/, or follow us on LinkedIn, X, and YouTube.

Contact: Georgina.miller@fdbhealth.com

Focal Software: Screen Star
It is widely believed that 'Prevention is better than Cure'. That said, an often-neglected intervention opportunity is the waiting room, with many beginning to realise its potential for Heath Promotion and Education.

At Screen Star we have created a dedicated platform allowing Health Care Professionals to easily manage Public Health related images and videos for display on Television and Computer screens throughout Primary and Secondary Care.

Developed by doctors and dentists, Screen Star combines innovation and affordability to revitalise any waiting room setting. Mobile/Web Apps for remote control, extensive Media Library, Ultra-Slim 4K Displays as standard, Automated Patient Caller, Inclusive Support, we have it all and more.

Speak to our team today and start the journey towards enhancing your waiting room.
Contact: Sales@focal.software.co.uk

HANLEY CONSULTING

EDATT
ENABLING DIGITAL ACCESS THROUGH TELEPHONY

Hanley Consulting have been supporting primary care over the last 25 years. We are dedicated to redefining the utilisation and deliver the return of investment (ROI) of digital tools in healthcare for ICB's, Federations, PCN's and General Practice. With our expertise in cloud-based telephony, online consultations, usability , patient experience, capacity and access we developed and launched a patient facing chatbot, EDATT (Enabling Digital Access Through Telephony).

EDATT addresses the critical challenges around supporting patients to access primary care services digitally and fully supports the digital inclusion agenda. Prioritising usability and patient experience, we have created a user-friendly system that elevates healthcare services, empowering patients to self-serve via the NHS App, online consultation tools, self-referrals to PCN and community services and submit healthcare data direct into clinical systems (data submission requires EDATT Plus).

Contact: Max@hanleyconsulting.co.uk

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Healthtech-1 is a young start-up based in a GP practice that believes in giving NHS staff one less task. The first task they've automated is new patient registrations and they've delivered over 150,000 automated registrations to 240+ GP surgeries (over 8% of the nation's registrations).

Practices benefit from using Healthtech-1 by saving money and removing workload from their teams, liberating team time for direct patient care, QOF and other income-generating activities.

Healthtech-1 are now working on automating other tasks.

If you're struggling with lack of GPs and a mounting lab results inbox, speak to the team about their next product: automated blood test filing.

Contact: lydia@healthtech1.uk

Our work has been making a real difference to the organisations we work with, and we are proud to be a trusted digital partner for GP Practices, Primary Care Networks and Federations.

Our award winning GP Website Design and Hosting service, Practice365 supports more than 15m patient journeys a month, while OneContact is helping organisations manage and workflow digital demand.

Contact: hello@iatropartners.co.uk

How2 is a learning resource hosting a wide range of videos and associated resources which aim to help clinicians and Primary Care staff make the most of the many IT systems in use in Practice today.

All you need to register is an NHS email address, and once registered you will have access to over 230 videos tailored for a range of General Practice roles, from Reception, Practice Management, GPs and Registrars, ARRS teams, Medical Secretaries and other Health Care Professionals.

The videos have time-stamped content lists which help you find and get to the specific information that you're seeking, so they can be used to refresh existing knowledge, or learn a subject from scratch.
You also have the ability to create 'certificates' as evidence for your continuing professional development.

www.how2.training

For 20 years iPLATO has worked hand-in-glove with the healthcare industry; providing smart, scalable solutions to address the needs of clinicians and patients. iPLATO's digital solutions transform overburdened and fragmented healthcare routes into streamlined digital-first pathways.

Our PCN solution enables practices to transition from reactive to proactive care. Primary Care Networks can benefit from efficiencies in workplace processes and proactive disease management among patients resulting in a healthier population.

Find us to chat about digital innovations to reduce your workload and improve patient outcomes.

Contact: info@iplato.com

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LEXACOM

With over 20 years of innovation in speech recognition and digital dictation, Lexacom brings tasks, data, systems, and people together to help healthcare organisations make the most of their time.

Speech recognition: Lexacom Echo revolutionises medical speech recognition; the only product able to automatically code clinical information and explain medical terms to patients. Speed up notes entry directly into clinical systems, patient communication platforms, and Microsoft Windows applications. Easily install across an unlimited number of PCs, with group pricing available for PCNs.

Digital dictation: Built to stringent NHS standards, Lexacom is the number one choice trusted by UK clinicians. Easily dictate all types of documents, with customisable workflows for specific needs and procedures. Work efficiently across your PCN by sharing information and resources.

Contact: sales@lexacom.co.uk

Operose Health®

Operose Health is the country's largest primary care organisation, delivering exceptional NHS care to hundreds of thousands of patients nationwide, backed by our in-house advanced technology, continuous learning, and research.

We offer services led by experienced GPs and powered by sector-leading technology, Operose Health can support you with:

Dr. iQ App: Experience modern general practice access with our digital front door, offering a streamlined experience for both patients and practitioners.

EZ Analytics: Unlock the power of data with primary care data analytics ranging from QOF to health inequalities.

EZ Doc: Optimise your workflow with our efficient document management system designed to reduce GP admin time and free up more time for patient care.

Speak with us to learn more about how our services can benefit you and your practice.

Contact: hello@operosehealth.co.uk

medi2data

At Medi2data our mission is to transform the inefficient process of producing and obtaining medical evidence from GP Surgeries, for the benefit of the patient.

Driven by a team of Primary Care specialists, Financial Services experts and technology leaders, with a shared ambition to shape the future of transacting consented patient medical data.

We have built a suite of products and services to support GP Surgeries, Patients and Instructing Parties in transacting medical data quickly and securely.

Contact: emrsales@medi2data.com

PRIMARY CARE ANALYTICS

With many years of experience of working in general practice, as well as primary care data, PCA has developed a range of tools and dashboards for use at practice and PCN level.

Whether you're interested in capacity and access, QOF, analysis of your pathways and long term conditions, or population health management and health inequalities, PCA will work with you to offer new visibility of your information, offering new levels of insight.

PCA can also offer analytical capacity to support you; whether it's the interpretation of your local data, the opportunity skills and capacity to develop bespoke views and analysis of your data or even present your data in meetings, PCA has a range of skilled analytical staff ready.

With three different service levels, there will be an option to suit everyone.

Contact: conor.price@nhs.net

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RAPARU

Raparu Consult CIC aims to inspire and promote healthy living by empowering people to self-care and enhance their chances of living independently for longer.

Raparu aims to promote the use of digital technology to improve the health and wellbeing of the population-placing the patient at the centre of their health and care.

Our objectives are to influence:

- Patient Empowerment in relation to their health and wellbeing
- Care Digitisation
- Population Health Services
- Digital capability and innovation
- Invisible digital boundaries

Contact: info.raparu@gmail.com

tpp

TPP is a world-leading health tech company. We provide next generation, cloud-based EHR solutions to over 8,000 organisations, encompassing hospitals, mental health, and primary care.

We deliver secure, highly performant systems, with the most advanced functionality in the world. Our mission is to help the NHS deliver safe and efficient care, improve outcomes, and provide the best experience for clinicians and patients.

From smartphone apps to cutting-edge AI, we put the best technology in the hands of the people who care for us.

Contact: kira.cunningham@tpp-uk.com

RapidHealth

The 8am rush is a chronic problem faced by primary care practices.

Rapid Health and their enhanced triage system, Smart Triage, are helping GP practices and PCNs solve this ongoing issue by giving patients the power of self-service.

From assessing symptoms to facilitating self-booking appointments, Smart Triage safely navigates patients to the most appropriate care setting, without input from practice staff.

By implementing Smart Triage, GP practices and PCNs are able to improve patient access, reduce workload, unlock capacity, and manage patient demand more effectively.

Contact: hello@rapidhealth.ai

X-on GOOD CALL

We fundamentally understand cloud telephony and the opportunities it offers for a simple reason - we have been there from the beginning.

As a pioneer in the industry we have been central to connecting businesses with their customers and meeting the needs of organisations large and small.

We recognise that business pressures change on a daily basis.

Our adaptable cloud services can be integrated with your existing systems, so that you can respond to this demand effectively and consistently.

Contact: sales@x-on.co.uk

Thank you to all delegates, hosts and sponsors for attending the Digital Transformation Leads Showcase Conference 2023.

We wish you a safe journey home.