

preGP®

Service Description

May 2019

iPLATO Healthcare Ltd

CONFIDENTIAL – DISTRIBUTION LIST

Internal: Management

External: Digital Marketplace - GCloud 11

INTRODUCTION

preGP® is a cloud-based automated signposting service designed specifically for use in UK Healthcare.

For appointments booked on myGP® the service offers GP practices the ability to help patients navigate their way through the healthcare system by offering them suitable, relevant and localised alternatives to the appointment that they have booked.

preGP® integrates to all major GP Systems. It complies with NHS frameworks for information governance and data security. Trialled with GP practices in England the service has proven to increase productivity and improve quality.

This product has been specifically designed for wide area deployment across CCG's, GP Federations or Practice Network areas. In addition to the centralised administration capabilities it provides significant commercial benefits for the commissioning organisation.

WHAT IS PREGP®

preGP® - or Intelligent Care Navigation - is an intelligent sign-posting tool powered by machine learning that directs patients to alternative pathways based on appointment reason. Patients see these automated, tailored signposts when booking appointments in the myGP® app. preGP® can be customised and configured for each practice within in the iPLATO Connect platform.

Avoidance of unnecessary appointments

Through a world-class user experience, we empower patients to gain faster and better access to care. Our chatbot covers a range of situations and, if safe and relevant, signposts care alternatives including pharmacy, local services, alternative appointments within practice, selfcare as well as care provided by non-GPs and remote care services. Trial data shows this service to be very efficient resulting in 26% of avoided appointments on average.

Patient education

Our Online Consultation survey, conducted in our client practices, has shown that patient education is one of the main issues affecting efficiency of the healthcare services. Our preGP® solution is an efficient tool to improve patient education as every patient booking an appointment via preGP® gets informed about relevant and local services that were tailored by their practice.

Enhanced consultations through pre-appointment assessment

preGP® is in a unique position to switch unnecessary GP appointments to more appropriate alternatives. However relevant the preGP® engagement, most patients who book an appointment go on to see a GP for legitimate reasons. This has resulted in a secondary opportunity to optimise the use of clinical time. This is why we offer Remote Consultation solution alongside preGP® in our Online Consultation package. Remote Consultation enables practices to review the appointment reasons and conduct a manual triage by means of two-way messaging as well as audio and video calls. As a result, clinicians can be equipped with the necessary information prior to consultation as well as resolve requests remotely when relevant. The two solutions enhance each other leading to the increased efficiency. There is also a commercial benefit to CCGs acquiring a bundled solution.

HOW DOES IT WORK?

Workflow as the following

- 1) Patient downloads, installs and registers onto myGP®
- 2) Patient books appointment on myGP®
- 3) preGP® captures reason for appointment, this is sent into the GP Clinical System.
- 4) Patient is provided with automated intelligent care navigation via signposting, patient education and/or pathway switching via the myGP®

SYSTEM FEATURES

preGP® is designed for the advanced practice that looks to use mHealth as a strategic tool to improve patient engagement in public health and long-term condition management.

Feature	Included
N3 Cloud Hosting – No Hardware Requirements	✓
NHSD – DS&P Toolkit Approved	✓
Consent Management	✓
Integrates with GP Principal Systems	✓
Integrates into Practice Workflow	✓
Automated Read Code Filing to GP Clinical System	✓
Upgrades to Existing Features Included	✓
Captures Patient Reason for Appointment	✓
Automated Signposting to Alternative Pathways	✓
Customisable Settings	✓
Self Service Platform for Practices	✓
Access Level Management	✓
Reporting and Dashboard	✓
Dedicated Account Management	✓
Dedicated Help Line & Phone Support	✓
Online User Guides	✓
Email Support	✓
iPLATO myGP® App Included	✓

INTEGRATION PARTNERS

Direct integration with the following GPSoc accredited GP Clinical Principle System providers.



ONBOARDING AND OFFBOARDING

Setup

All setup for participating surgeries completed remotely. Depending on Principal Clinical System setup can be completed within 2-14 days. Where applicable and if requested a bespoke Launch Project including User training will be undertaken.

User Support

Telephone and email support during office hours (next working day issue resolution on best effort basis). NB: User Support includes technical support, issue notification/resolution and basic system operations.

Cancellation & Data Retention

Cancellation, 1-month notification before contract renewal required.

In addition to the general confidentiality clauses in the Standard Terms of Service, iPLATO undertakes, at the end of the contractual relationship to delete all identifiable patient data held on any and all systems and databases.

INFORMATION GOVERNANCE & CYBER ESSENTIALS PLUS

iPLATO is an 'Approved Service Recipient' and has passed NHS Digital Data Security and Protection Toolkit accreditation as a Commercial Third Party (CTP) supplier to the NHS.

Registration details as follows:

Organisation National Code:	NNG01
Organisation Name:	IPLATO HEALTHCARE LTD
Organisation Type:	CTP

All technology aspects associated with the preGP® service are hosted in a secure and accredited cloud based N3 environment.

iPLATO has a Cyber Essentials plus accreditation, certificate no.: 6267194047994117.

COMMERCIAL & OTHER

Bespoke Business Case

Please contact us to discuss your requirements and we will prepare a bespoke business case analysis for deployment in your area.

Enquiries: info@iplato.com OR call us on: **020 3743-0060**.

Pricing

Please see separate pricing schedule.

Further Information and Short Video

We have a lot of additional information on our website including a detailed FAQ section and a short video presentation which presents the key feature of our service.

Please visit: www.iplato.com