

Built by GPs for GPs
Established formula

70% eConsults don't require a F2F appointment
Clinical safety built in

eConsult – the digital front door to NHS healthcare

eConsult is an online consultation platform, developed to meet 21st century demand. Specifically designed for triage and remote closure of minor conditions, it encourages self-care, and frees up clinician time for the most needy and complex patients. 70% of eConsults can be closed without a face to face appointment.

This is a system built by NHS clinicians for NHS clinicians with first-hand experience of what works best for patients, and what works best for clinicians within the NHS, is easy to bolt onto existing systems and available to all patient groups.

The announcement of the £45 million fund for online consultation within NHS England's GPFV presents a significant opportunity for general practice to reduce existing pressures and to embrace the digital revolution within healthcare. To support adoption at scale using this fund, we are offering CCGs the opportunity to benefit from a price reduction of up to 60% from our baseline price of £0.63 + vat per registered patient, per year.

We have an established formula, and since launch over 5 years ago, we are now in over 800 practices across and 72 CCGs – providing over 7.5 million patients with access (data correct as of May 2019). After submitting an online consultation, the patient gets a response by the end of the next working day, and in most cases, they will not have to visit the practice at all, saving face to face appointments for others. The rapid response rates and clinically validated red flag clinical safety systems, enable patients to access the most appropriate healthcare which may improve clinical outcomes.

These videos explain how it works in practice: [eConsult intro video](#) / [Hedge End case study](#)

Patients love it; 4 out of 5 users would recommend eConsult to friends and family, and the same proportion were satisfied with their outcome after using the product. The majority of patients would rather consult online than wait an average of 13 days for a face to face appointment. Patients will always consult with their own practice, who have access to their full medical records, and can request a named GP if they wish, for continuity of care.

We will be the first Online GP Consultations provider to be included within the NHS App (est June – September 2019). As part of this work we have also now activated NHS Login to ensure patient verification is undertaken in safe, fully accredited manner. We have integrated a video consultation feature, important we have placed this feature in the control of the practice and thus allow them to make the decision as to whether it is suitable.

Please visit our website for further information: www.econsult.net

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Commercial Overview

Pricing

The standard pricing for eConsult is £0.63 (+VAT) per patient per annum.

In support of NHS England’s GP Forward View programme we are pleased to provide the reduced fees detailed below for any customers interested in applying for GP Forward View funding to support the adoption of online consultation services. Such discounted rates represent a potential saving of up to 60% for our customers against our standard rates.

Discounts for Multi-Year Purchases

Should you wish to procure the eConsult platform for a multi-year deal then the following discounted rates will apply:

1 Year Purchase	0% discount
2 Year Purchase	10% discount
3 Year Purchase	30% discount

Discounts for CCG Group Purchases

Additional discounts will be applied where you purchase the eConsult service at a CCG level dependent upon the population of practices within your CCG who wish to adopt the technology, such additional discounts including:

100% of practices within your CCG	30% discount
60% of practices within your CCG	10% discount
<60% of practices within your CCG	0% discount

Therefore, by way of example, if a CCG wishes to purchase the service for all practices for 3 years you would benefit from the full discount of 60% on the eConsult standard fees. Conversely, if only one practice were to adopt eConsult for 1 year through the GP Forward View programme then no discount would be applicable.

Should a CCG wish to benefit from the maximum discount, they will be able to provide a largely centrally funded online consultation option to their entire patient population for the term of the funding.