



# Greenwich Health Digital Forum



## Today we'll cover...

1. Product Updates
1. Total Triage with Accurx
1. Fragment Best-Practice

# Product Updates

## More integrations with the NHS App



Accurx is a proud partner of the NHS App. We share their vision of creating a digital front door to healthcare, and through our partnership, aim to help enhance patient access and save resources across the health and care system.

**Batch Self-Book and Appointment Reminders was integrated with the NHS App for all GP practices in England from the end of June 2024 - over 50% of messages can now be sent via the App.**

These integrations will further enhance the App's functionality and help to reduce SMS costs, whilst we will also be piloting individual messaging via the NHS App in South East London starting later this year.



# Coming Soon....

Coming soon

## Better management of appointment cancellations

Objective: Capture reasons from patients about why they're cancelling/rescheduling appointments, and better display this information in a notification inside the Unified Inbox.

**Appointment cancellation**

Why are you cancelling this appointment?

- No longer needed
- Cannot attend this day/time
- Cannot take time off of work
- Cannot attend due to medical or mobility issue
- Other

Please provide additional detail if relevant (Optional)

Family emergency. Can we reschedule for next week?

150 characters remaining

**If you need to rebook urgently, please contact your healthcare service directly**

Next

**Are you sure you want to cancel this appointment?**

Date and time  
Wednesday 18 January 2023  
8:30am

Appointment type  
In-person

Clinician  
Clinician Example

Location  
Accurx Primary Care Centre

Cancellation reason  
Other

Additional details  
Family emergency. Can we reschedule for next week?

Cancel appointment

**Appointment cancellation sent**

We will also send you a confirmation SMS.

**Cancellation sent**

Date and time  
Wednesday 18 January 2023  
8:30am

Appointment type  
In-person

Clinician  
Clinician Example

Location  
Accurx Primary Care Centre

Cancellation reason  
Other

Additional details  
Family emergency. Can we reschedule for next week?

**Need to rebook?**  
If you need to rebook urgently, please contact your healthcare service.

**Inbox**

My Inbox

Unassigned

All conversations

Teams

Appt Cancellation 1

NOTIFICATIONS OFF

- On call
- Admin
- Vaccinations
- Reception
- On call

Questionnaires

Colleagues

EMIS patient

EXAMPLE, Patient (50y, M)

+ New triage

**Appt Cancellation**

Open Done

SHORTNAME, Patient (72y, M) 2:30pm  
Patient: Cancelled a GP Routine (face-to-fa...  
Cancelled

SHORT, Patient (13y, F) 10:00am  
Patient: Cancelled a GP Routine (face-to-fa...  
Cancelled

LONGNAME, Patient (82y, M) 9:00am  
Patient: Cancelled a GP Routine (face-to-fa...  
Cancelled

EXAMPLE, Patient (17y, M) Mon 26 Feb  
Patient: Cancelled a GP Routine (face-to-fa...  
Cancelled

EXAMPLE, Name (45y, F) Mon 26 Feb  
Patient: Cancelled a GP Routine (face-to-fa...  
Cancelled

SHORTNAME, Patient (5y, M) Mon 26 Feb  
Patient: Cancelled a GP Routine (face-to-fa...  
Cancelled

**SHORTNAME, Patient (72y, M)**

NHS: 990 915 3955 DOB: 11-Mar-1952

Unmatch Emis

Assigned: Appt Cancellation

Mark done

Today

SHORTNAME, Patient (Mr) Patient

Cancellation form Cancelled

Patient cancelled a GP Routine (face-to-face) appointment for:  
13:00pm  
Wednesday 20th March 2024

Cancellation reason: Cannot attend day/time  
Additional details: Family emergency. Can we reschedule for next week?


Read by: 3 people 10:00am

Reply Note

# Specifying a clinician in Self-Book

### Add Self-Book invite ×

Face-to-face  Telephone

 Patients can select an exact appointment time.


**Slot type**  
Patients can book any available appointment within the next 6 weeks.

GP Routine ▼

**Clinicians available for booking**

Any clinician  
 Specific clinicians

Search for a name ▼

[Having problems?](#) 

**Add Self-Book invite**

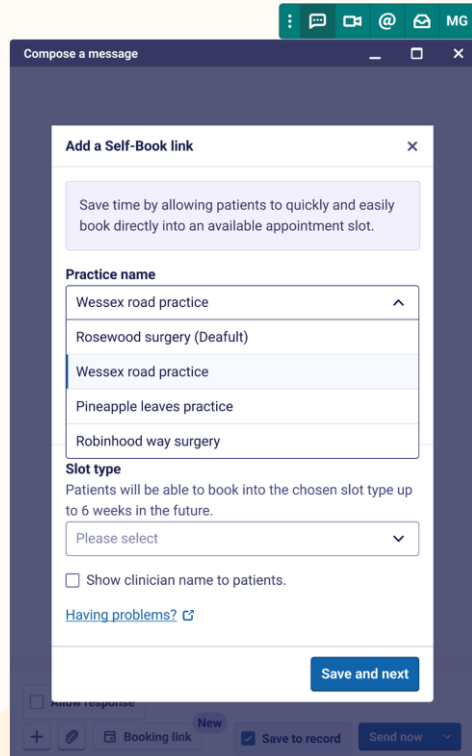
Users now have the option to select a specific clinician from their chosen slot type when sending a Self-Book link, which will surface only these appointments to the patient.

This feature supports internal team management, whilst enhancing patient choice and continuity of care.

We'll be looking at further improving Self-Book throughout the rest of 2024 so watch out for further updates!



# Cross-org booking



The screenshot shows a mobile application interface for adding a self-book link. At the top, there is a navigation bar with icons for messages, video, mentions, and a profile icon labeled 'MG'. Below this is a 'Compose a message' window. The main content area is titled 'Add a Self-Book link' and contains the following elements:

- A light purple box with the text: 'Save time by allowing patients to quickly and easily book directly into an available appointment slot.'
- A section titled 'Practice name' with a dropdown menu. The current selection is 'Wessex road practice'. Other visible options in the list are 'Rosewood surgery (Default)', 'Wessex road practice' (highlighted), 'Pineapple leaves practice', and 'Robinhood way surgery'.
- A section titled 'Slot type' with the text: 'Patients will be able to book into the chosen slot type up to 6 weeks in the future.' Below this is a dropdown menu with the text 'Please select'.
- A checkbox labeled 'Show clinician name to patients.' which is currently unchecked.
- A link: '[Having problems?](#)' with an external link icon.
- A blue button labeled 'Save and next'.

At the bottom of the screen, there is a status bar with a 'New' indicator, a 'Booking link' icon, a 'Save to record' checkbox, and a 'Send now' dropdown menu.

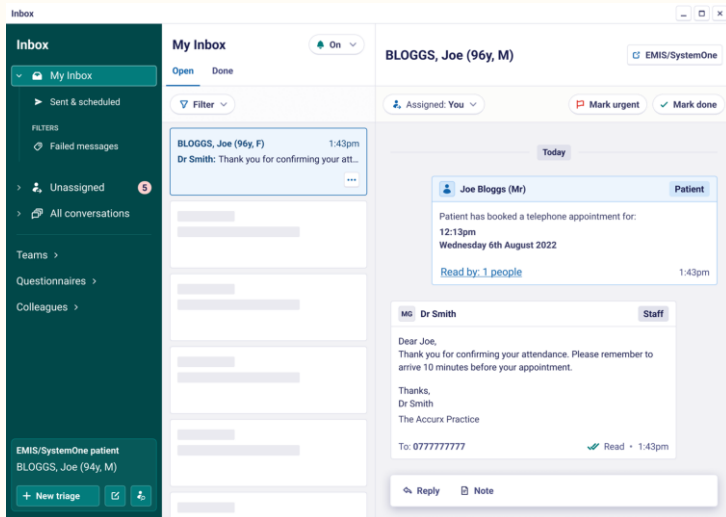
← A new step in the Self-Book flow will ask a user to select the location at which the patient can book their appointment.

This will help to support hub and PCN-wide bookings for vaccinations and similar slot types.



Live

# A more powerful Inbox



← Changes are coming to the Accurx Inbox to improve the user experience and make it quicker and easier to launch new features and product improvements.

The new look and feel is now live, with SEL being the first ICB it was rolled out to!

[Interactive demo](#)







# Total triage with Accurx



## What does total triage mean?

Total triage is a General Practice workflow where...  
every patient contacting a practice **first provides some information** on the reasons for contact and...  
**is triaged** before making an appointment.

# Why move to a total triage model?



Alleviate key pain points by creating a **quicker and simpler workflow** for capturing and processing information from patients.



**Beat the 8am rush!** Patients know **on the day** how their request will be handled, by the appropriate member of staff.

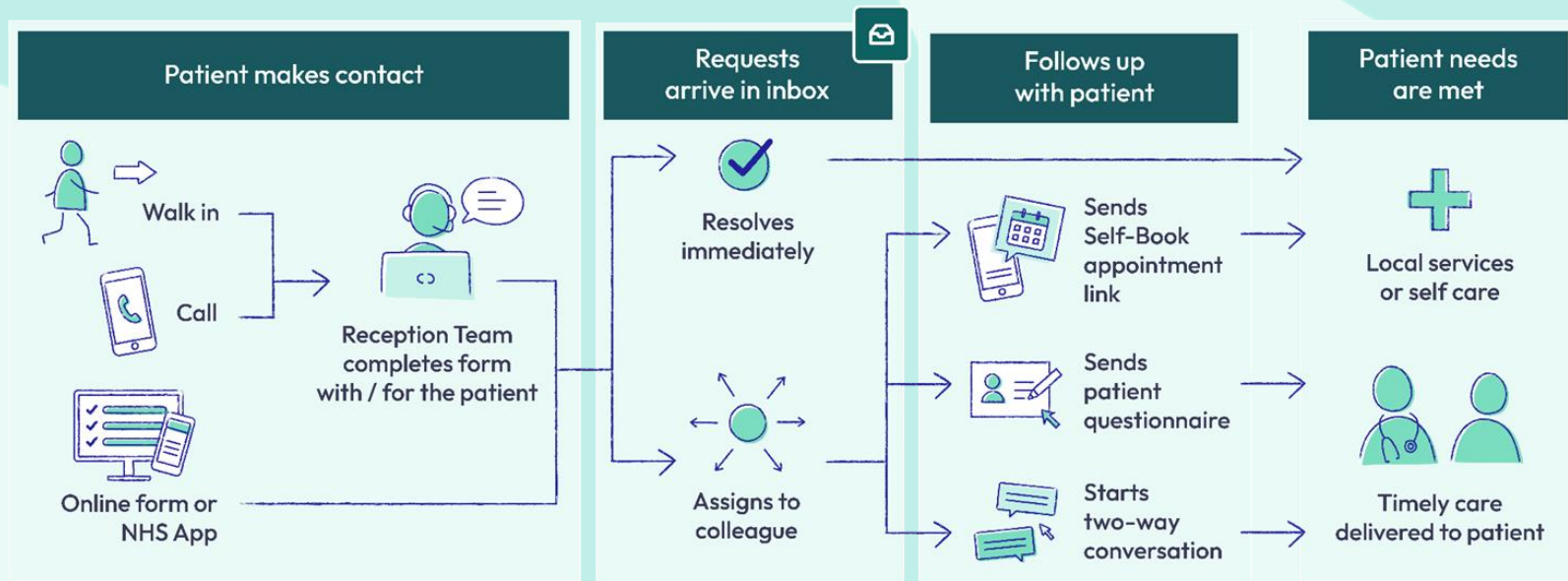


**Better match capacity** with patient demand.



# Total triage using Accurx

Accurx total triage: triaging by clinical need



# Accurx Ambassador Scheme



[Scan here to learn more](#)



- Leverage experiences and gain insights from those who have already made the change in their own organisation.
- Up to 5 users in a call, so a great chance to discuss with peers.
- Choose an Ambassador who represents your practice demographic.



## Want to find out more about Total Triage?

Eden Park have already started using Reception Flow, with nearly 300 requests in June alone, you can find some tips and tricks [here](#).

You can find lots of webinars about Total Triage on our [YouTube channel](#) - ranging from 3 mins to an hour

Our Total Triage [resource page](#) is a great place to get started on the journey to finding out more and getting additional support.

Trainings coming up in partnership with SEL ICB!



# SMS Fragment Reduction and Best Practice

# What is a fragment?

SMS costs are calculated using fragments, which is **160 characters** of text.

Each time you go over a fragment boundary, you are charged for the fragment **above**.

I.e. 305 characters = 2 fragments, 307 characters = 3 fragments 🖱️

## Fragment- character conversion

1 Fragment= 160 characters

2 Fragments= 306 characters

3 Fragments= 459 Characters

4 Fragments= 612 Characters





# ✓ **What we've done so far in-product**

- Fragment Counter to track how many fragments you are using when sending a message
- Reduced length of automated messages for reminder texts and confirmation texts
- Capped certain types of message at two fragments
- Fragment Usage Dashboard to track usage
- Reduced characters in the most common Accurx templates
- Send Batch Messages via NHS App and email
- Send 1:1 Messages via email
- SMS likely to fail being flagged in 1:1 and Batch messages

# Reducing fragments for Appointment reminder messages

## Send time

This automated appointment reminder **will be sent to patients**. Patients will be able to cancel the appointment up to 1 hour before the appointment is due.

1 working day before appointment

3 working days before appointment

1 week before appointment

- Appointment reminders have a clear call to action. Ensure the **remaining text is limited** to the minimum number of characters - capped at 2 fragments per reminder.
- Assess whether **24 hour, 3 and 7 day** appointment reminders are necessary for all appointment slots, and whether FFT are required for all as well.
- Try keep post-appointment reminders to 1 fragment
- If appointment reminders include out of date information about covid guidance required when attending an appointment then this can be deleted, reducing the length of the message, and saving on SMS fragments



# 1:1 Messaging

- Make sure to keep an eye on the number of fragments each message is using.
- Review your templates!
- When sending a link in a message, consider using a link shortener to reduce characters in the message.
- Be aware of Unicode characters when copying and pasting a message from Word into Accurx, and watch out for emojis 😊
- If you use Patient Triage, consider using Reception Flow if patients ring in rather than sending them an SMS
- Consider email as a method of communication, especially if the patient is on the phone - there are no fragments associated for messages sent via email.

The screenshot shows the 'Compose a message' window in the Accurx system. At the top, it identifies the patient as 'POWER, Michelle (Mrs)' with NHS number 289 646 0683, DOB 15-Sep-1926 (96y), and Gender: Female. There is an 'Open' button and a 'New' badge. The recipient is 'To: 07894561230' with 'Consent' checked and a 'Mobile' dropdown menu. A search bar is present with the placeholder 'Search for a template or questionnaire'. The message body starts with 'Dear Mrs Power,' followed by a timestamp '248/612 (2x)'. The main text reads: 'To navigate your symptoms on the NHS website please visit: <https://www.nhs.uk/conditions/>. Please contact the practice through the Patient Triage link on our website if you need further support. Thanks'. The sender is identified as 'The AccuRx Practice (29392)'. At the bottom, there is an 'Allow response' checkbox, a '+', a 'Booking link' button with a 'New' badge, a 'Save to record' button, and a 'Send now' button with a dropdown arrow. The footer shows 'Marco Diniz' and 'Location: (unknown)'.

# Batch email

Practices / Accurx Practice / Batch Messaging

STEP 2 OF 3

### Review patient list

Total upload  
3500 patients Remove patient list

Will be sent 🔍  
2788 patients

📄 See the patient list ^

🔔 If you have provided a valid email address for your patient, the message will be sent via email instead of the NHS App or SMS. See [how Batch Email works](#) 📄

NHS number	Name of patient	Phone number	Email address
900009278	Bell, Tinker	*****112	*****@mail.com
900009278	Duck, Daffy	*****222	*****@mail.com
900009278	Duck, Daisy		*****@mail.com
900086523	Duck, Donald	*****333	
900086523	Lightyear, Buzz	*****444	
900086523	Mouse, Mickey	*****555	
900001145	Mouse, Minnie		*****@mail.com

Our most requested feature from ICBs in 2023 was the ability for practices to send batch messages via email.

This feature is now live for:

- Batch Messaging;
- Batch Questionnaires.

↑  
Upload a CSV

📘 **Email option is now available!**  
Send a batch message via email by adding patient's email address to your CSV. See more details about [how Batch Email works](#)



# Fragment dashboard

Can be found in user dashboards section of Manage Organisation

You can now see fragment trends for your organisation across the last few years

Splits out by product and the type of message sent

Shows the % of patients who have the NHS App

## Reporting

We are taking a new approach to reporting, please let us know what you think by providing feedback [here](#)

### Patient Triage

Use this report to better understand and plan for your organisation's inbound demand.

[View report](#)

### Response rates: Questionnaires & Self-Book

Use this report to better understand the performance of the questionnaires you send, and the appointments that you offer.

[View report](#)

### Fragments

Use this report to better understand the number of fragments and SMS messages sent by your organisation, as well as insights about other messaging channels (e.g. the NHS App).

[View report](#)

Request Submitted Date

01/01/2024 06/06/2024

Request Type

All

Submission Method

All

How many requests are patients submitting?

9,753,246 requests submitted in total

62,123 requests submitted per day on average

47 requests submitted per 1000 patients

National average: 66

Regional average: 55

How are patients submitting requests?

NHS App Reception Website

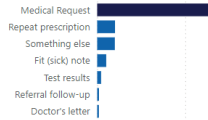
7%

14%

79%

What types of requests are patients submitting?

Admin Medical Self Referral



How is the volume of requests evolving week-on-week?

Admin Medical Self Referral

