AT Tech facilitates digital transformation in primary care

More time — it's what every GP surgery needs. Technology can help, as GP-led application developer AT Tech is demonstrating. By transforming and automating processes in GP surgeries, AT Tech's applications are releasing doctors to spend more time with patients, and giving patients more autonomy.

Extending proven technology to more GP surgeries

AT Tech is the technology arm of AT Medics, one of the largest primary care providers in the UK, with 37 GP surgeries serving over 240,000 patients across London. AT Medics has a strong reputation for continuous innovation to help its surgeries operate with increased efficiency and at-scale capabilities. With six practising GPs at its helm, AT Medics understands what does and doesn't work.

To enable GPs to spend more of their time doing what only they can do, AT Medics developed a number of applications and training programmes that allow clerical staff — such as receptionists and administrators — to safely take over routine tasks from doctors, and give time back to clerical staff by enabling patients to self-serve via the web.

As these applications quickly proved themselves within AT Medics' own GP surgeries, it set up AT Tech to further develop and commercialise them, and enable more surgeries to integrate them into their transformation plans. AT Learning supports application implementation and rollout by delivering training programmes to all grades of primary care staff.

AT Tech chose UKCloud Health for secure cloud-based hosting of the applications and the sensitive patient data they hold.

Less time on letters, more time on patient care

It's not unusual for a GP to spend an hour or more every day dealing with incoming clinical correspondence. Of course, every letter must be read and actioned, but many don't need attention from a doctor.

At surgeries using AT Tech's EZ Doc application, the time a GP typically spends on correspondence-related admin can be cut to as little as 10 minutes a day. "That saves £10,000 worth of time per GP per year," says Hasib Aftab, CEO of AT Tech. "It's an effective way of creating more capacity in primary care without necessarily adding more doctors."

EZ Doc helps surgeries achieve these efficiencies by enabling clerical staff to become the first point of contact for incoming correspondence. That way, GPs only need to see the letters that require urgent action. And because processing is more streamlined overall, correspondence is handled much faster than before, raising patient satisfaction levels, too. Governance and workflow built in to the application ensure that the document-handling process meets patient safety standards.

"EZ Doc is already in use at 700 GP surgeries within 30 clinical commissioning groups, which between them have a patient population of three million," says Aftab. "It's helping reduce GP admin by an average of 60%, and so giving doctors more time to spend caring for patients."

Flexibility, scalability, security

Before choosing a partner to host its applications, AT Tech carried out thorough research, exploring options ranging from big public cloud service providers to smaller niche players. "We needed a hosting provider who was flexible, with a reliable platform that could scale readily to meet the needs of a fast-growing company," says Aftab. "UKCloud Health was a perfect fit, and had much more to offer us overall."

Given the sensitive nature of the patient data held in AT Tech applications, Aftab cites the importance of the security features of the UKCloud Health platform and the supporting evidence pack; the UK location of the platform; and UKCloud's GDPR compliance readiness.

"During onboarding and setup, we were very well supported by UKCloud Health's technical architects, who helped ensure the platform was optimised to meet our needs," says Aftab. "UKCloud Health also applied their specialist knowledge to help us through the N3 accreditation process as smoothly as possible."

Benefits for GPs, patients and CCGs

Choosing an easy-to-scale cloud platform has paid off, as EZ Doc adoption continues to expand and AT Tech launches new applications.

Among them are EZ Analytics, a population health management tool that's been rolled out to a number of clinical commissioning groups (CCGs) and primary care federations. It's used to monitor primary care at-scale, enable a population approach to health promotion and disease prevention, and allows GP surgeries to take a data-driven approach to decision-making.

Now AT Tech is launching Dr. iQ, an online consultation platform that helps GP surgeries pursue their digital transformation strategies by providing patients with safe and effective online consultations. The initial rollout is to AT Medics' own surgeries, where patients will benefit from a reduced need to book and wait for face-to-face consultations. They can also order repeat prescriptions, set medication and appointment reminders, and self-manage long-term conditions — all of which saves admin and clinical time for surgeries and drives increased efficiency.

"UKCloud Health was by our side at the beginning, guiding us past pitfalls and providing invaluable technical support," says Aftab. "With its secure, scalable cloud platform, we're confident that UKCloud Health is the right partner to continue supporting us as we grow and expand."

About AT Tech

AT Tech, the technology arm of AT Medics, develops proprietary analytics, business intelligence and healthcare applications to enable deep insight to population health, health economics, medicines optimization, as well as local and national key performance indicators within the NHS. Its solutions have been adopted by over 700 NHS GP practices across the UK.

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