

## CASE STUDY

# Engage Health

Engage Health use UKCloud Health's Sovereign Cloud to transform patient-clinician interactions for more efficient primary care increasing patient satisfaction to 72%

Digital technology has changed the way we do many everyday things. Now it's changing another fundamental area of our lives: the way we interact with our GPs. This slow transformation has recently been hugely accelerated in response to the Coronavirus pandemic. Simply booking face-to-face appointments for most routine issues is a thing of the past; from now on, digital patient services will be doing the heavy lifting.

The Coronavirus pandemic has elevated online and video consultations to the very heart of the Primary Care response in the UK. NHS England instructed that all Practices operate a Total Triage service; this means that all requests for help are assessed first, and only in circumstances where a face-to-face consultation is vital, is an in-person appointment offered. Online, video or telephone consultations are the "new normal". Recent statistics suggest that face-to-face consultations have declined by between 70% and 90% around the country. Whilst this has presented many challenges to General Practice, it has also offered a very significant opportunity to work more efficiently and to begin to close what had been an ever-widening gap between capacity and demand saving GP responses for those who really need them.

"Being able to receive patient problems online — and use online or video to respond — is helping keep patients and staff safe as well as making much more efficient use of precious GP resources whilst benefiting patients" says Michael Wong, Chief Operating Officer at Engage Health Systems.

## Better for GPs...

Engage Health Systems has been working with CCGs and GP practices to develop and provide online services that connect patients and clinicians for over 20 years. Since May 2017, Engage Consult has been available as an online consultation service.

Engage Consult allows GP practices to receive medical and admin requests for help online, and to respond to patients securely through online messaging, or by video. Engage Consult is "Total Triage-ready", which means that practices can also use the service for telephone requests for help — bringing these episodes into the same workflow as the digital channel.

"Practices that are promoting online bookings and consultations via Engage Consult as their Total Triage front door are seeing a massive shift away from the phone as the main request mechanism to the more efficient digital channel," says Wong. "Not only does that mean phone lines are no longer clogged, patients now provide critical information in their time, without a staff member having to be on the other end of a call, and without patients having to wait for their call to be answered. At some practices, nearly half of all requests for medical help are now managed via Engage Consult since the lockdown began at the end of March 2020."

"Patients are using it more and more, the feedback has been absolutely wonderful, and great. I cannot imagine it not being a part of everyday working life" commented one delighted GP.

## UKCloud Products and Solutions: UKCloud for VMware with HSCN

UKCloud Health specialises in helping software developers to become service providers so that health and care organisations can buy innovative Software-as-a-Service solutions rather than the complexity of traditional software applications.

The solution is based on a government-grade multi-cloud environment that enables organisations to use the right mix of cloud technologies for their diverse requirements. The solution provides compliance with the NHS data security and protection toolkit (DSPT) and HSCN network to meet the specific needs of the NHS, and UKCloud Health provides award-winning customer services to help customers at every stage of their growth or transformation.

## Results Achieved:

480

Engage Consult is a live service in some 480 GP practices

72%

72% of users would recommend the service

## CASE STUDY



**Jon Witte**  
CEO, Engage Health Systems

**"We prefer to build long-term relationships with a small number of reliable partners. UKCloud Health is one of them, and we look forward to working closely with them on future opportunities in the UK health and care market."**

**"UKCloud Health is UK sovereign multi-cloud provider that understands the security implications of sensitive data and has all the right accreditations to protect it," says Jon Witte, CEO of Engage Health Systems. "Working with UKCloud Health helps us show the NHS and patients that we're serious about taking care of sensitive data."**

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**Michael Wong**  
Chief Operating Officer,  
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### Better for patients, too

The Ipsos MORI 2019 patient survey showed that awareness and use of online services is increasing but still only 15% of patients were booking appointments online and 32% of patients would say that it's not easy to get through to someone at their GP practice on the phone.

As of June 2020, Engage Consult is a live service in some 480 GP practices and this number is growing all the time. Nearly 30% of patients regularly complete the feedback form at the end of each request episode and consistently, over 72% of patients would recommend the service. Less than 6% indicate they would prefer to use the phone.

"A lot of patients with particularly complex needs feel they have the time to write down their ideas, their concerns and their worries and what they expect from us as clinicians. I think, again, this has been fantastic" said a GP who has used the service for nearly three years.

This is certainly echoed by powerful testimonials from patients:

"Able to say everything I wanted to say. Which is often a problem in two-way conversation where distractions can occur leading you to forget to bring something up."

"With the right information to hand, GP practices can make informed decisions. Getting the right response, first time is great for both patient and the practice" says Mr Wong. "Being able to refer to the nurse straight away or another healthcare professional, so saving GP responses for those who really need them has massive impact on both practice productivity and patient satisfaction."

### Understanding the health and care community

As an organisation that strives to focus on developing class leading services, Engage Health Systems risked becoming increasingly distracted by the complexities of building and operating a platform that meets the compliance and resilience requirements of the NHS. It needed a partner that could deliver secure, scalable and affordable services that are specifically optimised for the Health community.

UKCloud Health proved to offer a compelling solution given its focus and experience of delivering a trusted platform for HealthTech providers and Health and Care organisations. It chose UKCloud Health, confident that the sensitive data handled by its services would be in safe hands.

"UKCloud Health is UK sovereign multi-cloud provider that understands the security implications of sensitive data and has all the right accreditations to protect it," says Jon Witte, CEO of Engage Health Systems. "Working with UKCloud Health helps us show the NHS and patients that we're serious about of the sovereignty and privacy of sensitive patient data."

### The right resources at the right time

UKCloud Health offers a scalable, pay-as-you-go service with no lock-in. Demand-led resource provisioning means that Engage Health Systems never pays for unused resources; yet knows that enough capacity will always be available to support the unpredictable demand of patients and GPs. So, whether it's a busy Monday or a quiet Thursday, patients and clinicians have a consistently good experience of the products and services on offer from Engage Health Systems, as evidence in the patient satisfaction ratings.

"Right from the start, UKCloud Health's experience in healthcare meant it intuitively understood our requirements and provided the advice and solutions that we needed," says Mr Witte. "Their unique insight into the NHS and their commitment to the health and care community gives us confidence that we can trust UKCloud Health to do their part in enabling us to deliver exceptional patient experiences." He continues:

"We prefer to build long-term relationships with a small number of reliable partners. UKCloud Health is one of them, and we look forward to working closely with them as we grow our business by helping health and care organisations to maximise the opportunity to improve patient care."

### About Engage Health Systems

Engage Health Systems designs, develops and supports software and hardware solutions for the Primary Care sector of the NHS.