

## General Description

### Key Features of Engage Consult (EC)

- Patient-facing Web App accessible on all current internet browsers.
- Directly integrates, via assured interfaces, with EMIS Web, Vision and SystemOne through the EnCompass LT (LT) workflow and integration component. This is an API level integration and does not require: copy/paste, re-keying, macros etc.
- Automatic insertion of coded data into a patient's record where appropriate.<sup>1</sup>
- LT supports verified Engage-Consult account holders and Claimed Identity users (self-population of patient details)
- Sophisticated routing and annotation of messages supported.
- Supports efficient automatic addition of the report to GP Clinical System at the click of a button - dependent on matching of a compatible GP Clinical System record and verification of the patient's identity to RCGP standards. These functions are delivered via assured GP Clinical System APIs in a smooth, seamless, logical fashion.
- A GP Clinical System Journal entry is automatically created (just as a clinician would for any encounter) with summary text describing the encounter (Problem, History, Plan). An attachment with the full details of the encounter is also attached along with any photographs or documents that form part of the encounter. Coded information is also included <sup>1</sup>
- Supports true multi-organisational working. This includes messaging and request transfer between organisations and allows the operation of an online consultation system at Federation, networks, or CCG/STP wide level.<sup>1,2</sup>
- Supports remote working, through LT (Workflow module).
- Existing General Practice access models fully supported. Triage, non-triage, Chronic Disease management, Nurse lead, Doctor lead etc.
- Supports whole of GP communication with patients, not just triage.
- Managed secure two-way communications with Patients (clinician controlled) provides the ability to send information and web-links to patients. Includes sharing of attachments, such as photographs, between patients and clinicians in a secure way. This is terminatable by the practice.
- Patient Representatives and under 18's are catered for, complying with relevant guidelines.

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- Signposting to self-care resources both *before* direct interaction and at various parts of the of the patient journey.
- "Important Information Alerts" provided, fully customisable by practice and / or local organisations. This allows specific symptoms to trigger information, for example about seeking immediate medical advice, or for suggestions to be made about using other local services; a patient with toothache, for example, can be directed to seek help from a Dentist and a list of local dentists made available.<sup>4</sup>
- Sophisticated Computer Patient Interviewing (CPI) is employed, augmented with structured free text. Unlimited number of practice configurable free-text questions can be added locally. Specific custom questionnaires can be included on request.
- Administration requests handled efficiently, eg. fit note requests.
- Simple to read, concise, structured report with documentation of Alerts and outputs from (>180) Standard Instruments and Peer Reviewed Scales (eg GAD7, PHQ9, Oxford Knee score etc)
- Easy to use - overwhelmingly positive reports from patients and very few abandon the process of CPI. (CPI engine IMH in use for over 20 years worldwide and facilitating 100s of thousands of consultations daily) In the rare cases that the CPI is abandoned, free text is still sent as part of a structured report.
- Locally configurable Patient front-end, supports direct links to self-help and other local and practice services, such as medication requests and social prescribing. Easily configured to include any local services required.
- Clinical Input to CPI is provided by a team of clinicians; the system has been developed with input from UK GP's and other Health Professionals. The CPI covers the breadth of medicine.
- Robust Clinical Safety Processes comply with SCCI 0129 (audited by NHSD Jan, 2016). Content management by clinicians with 20+ years of experience using CPI.
- Supported by supplier, 24 hours per day seven days a week. This includes an on call service out of normal working hours.
- Friends and Family test included.
- Sophisticated reporting, including information on self-help, administrative and medical requests; delivered by the system as required at practice, federation, CCG/STP level (automatic email etc) additional report views added as required.
- System under active development. Functionality and vulnerability fixes are provided FOC in a timely fashion. Development is strongly influenced by feedback and applied learning.

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- Currently engaged in Digital Catapult project to investigate further appropriate use of Machine Learning in Healthcare in collaboration with Newcastle University.
- Our philosophy: to make it as easy for patient, clinician and admin staff as possible whilst giving the greatest functionality.
- Appropriate training and support provided throughout the entire life of the contract.
- Integration with Engage Touch surgery arrival screens.
- We understand that usage falls within "Business as usual" for the MDU, MPS and the MDDUS, The CPI Engine, IMH, has actually been used to successfully defend against malpractice allegations elsewhere. **(MDO's are clear that they will not endorse specific products.)**

Engage-Consult is a fully DPS-approved online consultation system, its whole-system approach provides excellent MDT working opportunities.

Engage-Consult comprises four components each contributing to the unique overall functionality of the system.

- Patient Portal: *Engage Consult*
- Workflow and integration module: *Encompass LT*
- A purpose-built specialised Browser allowing extra integration functionality with the GP Clinical Systems, *Engage Client (Formerly "Vixie")*
- The "MyEHS" control module, allowing unrivalled local configuration and access to statistics and reporting.

Engage-Consult is accessed through a browser by users (patients, parents and carers) from a dedicated, highly configurable portal, accessed from the patient's practice website. All current browsers are supported. Engage-Consult allows the comprehensive support of requests for medical or administrative help and the signposting to appropriate services as well as Chronic Disease management.

Engage-Consult is configured with individual practices to provide these capabilities for registered patients:

- Request for help with medical problems.
- Request for help with administrative problems. eg:
  - Request for fit notes
  - Medication queries
  - Referral queries

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- Signposts to PoL services, we are working with the NHS App and logon teams to provide these under a single sign-on
- Engagement with Chronic Disease Management
- Ability to upload coded health data (blood pressure, weight etc.)<sup>1</sup>
- Ability to access and engage with a range of self-help resources and alternative services – locally defined and nationally mandated – including NHS Choices and links to NHS 111.
- Ability to Access Information and resources specifically relevant for the Local Community. Providing a system to support patients in developing skills, knowledge and confidence in the management of their own health and well-being.

Engage Health Systems specialises in digital patient-facing services and remain very flexible in its approach and outlook, working with customers to develop both close working (learning) relationships and effective solutions for patients that have lasting impact. Wiggly has over 1500 NHS practices as customers and our systems are all designed for optimal integration.

Engage Health Systems has been developing online consultation systems since 2012 (previously as Wiggly-Amps); Working closely with our pioneer practices and clinical specialists to garner feedback at every stage, jointly developing the service with the needs of NHS General Practice at its core. Our early experience confirmed the inappropriateness of email as a delivery method and this led to a focus on integration with GP clinical systems, workflow and 2-way communications with patients/users. Features such as configurable free text questions and capacity for practices to switch-on Engage-Consult outside of "same day response hours," with additional safeguards, via the MyEHS control panel, have all been developed with input from our pioneer practices.

We describe Engage-Consult as a best of breed solution built on decades of experience in computer/patient interviewing and an open approach to working with other suppliers of approved digital health solutions, wherever appropriate, to deliver additional services and solutions to patients where we do not retain the capability.

The broader 'system' approach that Engage-Consult offers brings a significant advantage. We combine front-end functionality for patients (and carers) with the essential back-end digital workflow allowing more flexible patient management and routing to most appropriate clinical resources and easy integration with clinical systems.

Patients using Engage-Consult easily request help from the practice or extended access services, this is dealt with asynchronously and within the wider multidisciplinary team, where appropriate. The whole encounter is then easily saved within the clinical system at the touch of a button via assured, API-level integration with the GP Principal Clinical System (EMIS Web, SystemOne, Vision currently supported, Microtest, shortly).

We are members of INTEROPen and signatories of the TechUK interoperability charter and commit to any wider integrations that the locality may require (111, for example)

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Engage-Consult, supports the movement of requests from location to location to support efficient patient management in a federated environment. Teams and Colleagues can be set up and are then able to share access to patient requests supporting improved prioritisation and appropriate disposition. (assumes appropriate Data Sharing Agreements in place).<sup>1,2</sup>

Context sensitive information / advice, responding to Patient Entered Data, is given to patients via pop-up dialog boxes. For example, a patient with toothache might be directed to a list of local dental clinics. This is configurable by the practice / CCG and will reflect locally agreed plans and priorities. This system also provides the ability to give specific advice or warnings both to patients and clinicians based on the problem entered or a specific question/answer pair. A clinician may, for example, be reminded of a practice UTI policy, or a patient may be advised to seek help elsewhere. (eg. 111).<sup>1</sup>

A significant feature of Engage Consult is that it complies fully with both the RCGP and NHS Patient Online guidance supporting Identity Verification within Primary Care.

Only information from Registered Online Service Users (ROSUs) can be committed directly into the PCS Patient Record, as identity has already been verified. We are fully committed to helping primary care increase ROSU uptake, we believe however that online consultation systems must remain available to all *at the point of need* and therefore must also cater for what is described as "Claimed Identity". Guidelines specifically disallow information from such "Claimed Identity" users from being committed directly into the record *without their identity having been verified by their surgery*.

Our workflow module acquires enhanced integration functionality, with EMIS, Vision and SystemOne, when accessed through our "Engage Client," a custom browser. This allows a high degree of clinical integration using approved APIs.

Upgrades to the hosted elements of the service are immediately available to all sites on release. Engage Client upgrades require a click on "install upgrade now" when opening the browser, no further intervention or software download is required.

Practices can access comprehensive on-demand usage metrics reporting via the secure, browser-based "MyEHS" control panel, used to configure all aspects of the service. Reports are available individually and also aggregated by CCG, Federation or STP level.

In time, as the network of Engage-Consult practices continues to grow, usage data will become an even more significant driver for service development. We deploy cutting-edge analytics to support this.

Engage Health Systems operates a DCB 0129 compliant system that has been reviewed by NHS Digital and rated satisfactory as part of their assurance work for GPSoC (Work done previously as Wiggly\_Amps - report available).

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When onboarding new sites, our deployment checklist ensures that an organisation is aware of their risks and responsibilities, and that their service is configured in a way that reflects this.

Engage-Consult does not currently deploy automated diagnosis or triage on the basis that evidence supporting that approach is poor. Instead, clinically useful information is gathered and presented to the Clinician to inform and facilitate the decision-making process. Each "session" is unique.

Engage-Consult contains over 180 fully referenced Standard Instruments and Peer Reviewed Scales. These are administered and scored as appropriate or as configured locally; based on answers to questions.

There is no presumption that all possible questions will be asked, combination of system output reports and Clinician's interpretation of the information alongside the clinical record and additional questioning is key to achieving optimal accuracy.