



Welcome from Jon Witte, CEO of Engage Health

It's been another busy few weeks for everyone here at Engage Health.

We are currently working with the NHS product teams on the integration of Engage Consult into the NHS App. The NHS App login will act as an authentication method for the current Engage Consult service, making Consult even more accessible to patients. In addition to this our surgeries will benefit from the high level of verification the NHS App login automatically provides, thus reducing practice workload even further.

Joint work with the respective NHS product teams has been great, we've learned a lot from each other as we dig into what our respective services can offer. We're completing the compliance testing in parallel and are working towards a full roll out before the end of August. Exciting times for us all!

Supporting Total Triage



Since Lockdown, most practices have found that they have been able to get 'total triage' up and running – or at

least have a system in place that works well for them.

Online, telephone and video consultations have proved safe and effective for most patients. One key question that practices are still working to resolve is: "How can we ensure equal access for all patients, how do we ensure that those using telephone or online systems to ask for help are all treated in the same way?".

Engage Consult can now be set-up to take in phone requests as well as online requests, managing both in the same workflow. System set-up guidance will shortly be available on our website.

To help you fine tune your Total Triage system please see [Engage Consult Online Consultation Implementation Checklist](#) and our extensive guide [Making Engage Consult Total Triage Work For You](#).

Details of our 'total triage' webinars will be available shortly.

Engage Consult Webinar Series, June 2020

A huge thank you to everyone who attended our 3 recent webinars on Administration Training, Clinical Training and System Management Training. We had great feedback and some practice staff, including clinicians, have decided to form collaborative groups.

We are now planning our next series, so watch this space!

New Engage Consult Practice User Group



Engage Consult are excited to launch a Practice User Group. Our virtual

group will meet every 2 months starting in September 2020. Our aim is to work collaboratively to enable you to get the most out of the Engage Consult application, share best practice, enhance your product knowledge, use and features. Practices will shortly be receiving an invitation to join the group via a web form which will be available on our website soon.

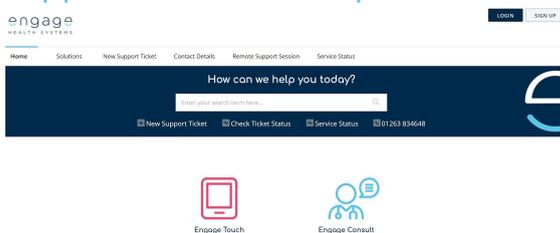


Using Engage Consult with other Organisations

The July release contains a new feature which will enable you to send consultations to other organisations so you can work with other practices and services more efficiently. With this first release of inter-organisation working, practices will be able to share a group with other organisations and move consultations into that group for staff at other organisations to view and work on. For example, if you have a team within your PCN to deal with care home requests, you could share the group containing all care home requests received by each of the practices in your PCN.

The next release (due in August) will have more features that will allow you to work with more services. Detailed information will shortly be available on the Engage Health website.

Support Desk - a new system



If you require technical support, please visit our Support portal at <https://support.engagehealth.uk> From here you can view support articles, submit a ticket for technical support and view the status of our services.

We do patient check-in screens too!

Engage Health Systems also produce patient check-in screens which are compatible with EMIS, Vision and SystemOne. They can be wiped clean with antiviral solutions and come with a lifetime hardware guarantee included within our annual subscription. We offer a range of functionality and are currently working to enable patients to check-in for appointments via their mobile phone thus reducing their time at the practice. To find out more please contact sales@engagehealth.uk

Additional resource - we have an **Educational Hub** on our website, it's a really useful knowledge hub full of videos and tutorials - <https://engagehealth.uk/educational-hub/>

If you have any comments or queries about the information contained in this newsletter, please email - jane.watson@engagehealth.uk

Contact details

Support Desk

Support@engagehealth.uk (Monday to Friday 08:00 – 17:00).

General enquiries

Please call 01263 834648 or email consult@engagehealth.uk.

Stay connected

Don't forget to check us out on social media too.

