

Transforming Patient access and Integrating Technologies

Lineln: Patient Access Support Service



Data-Driven Success



The challenge we have

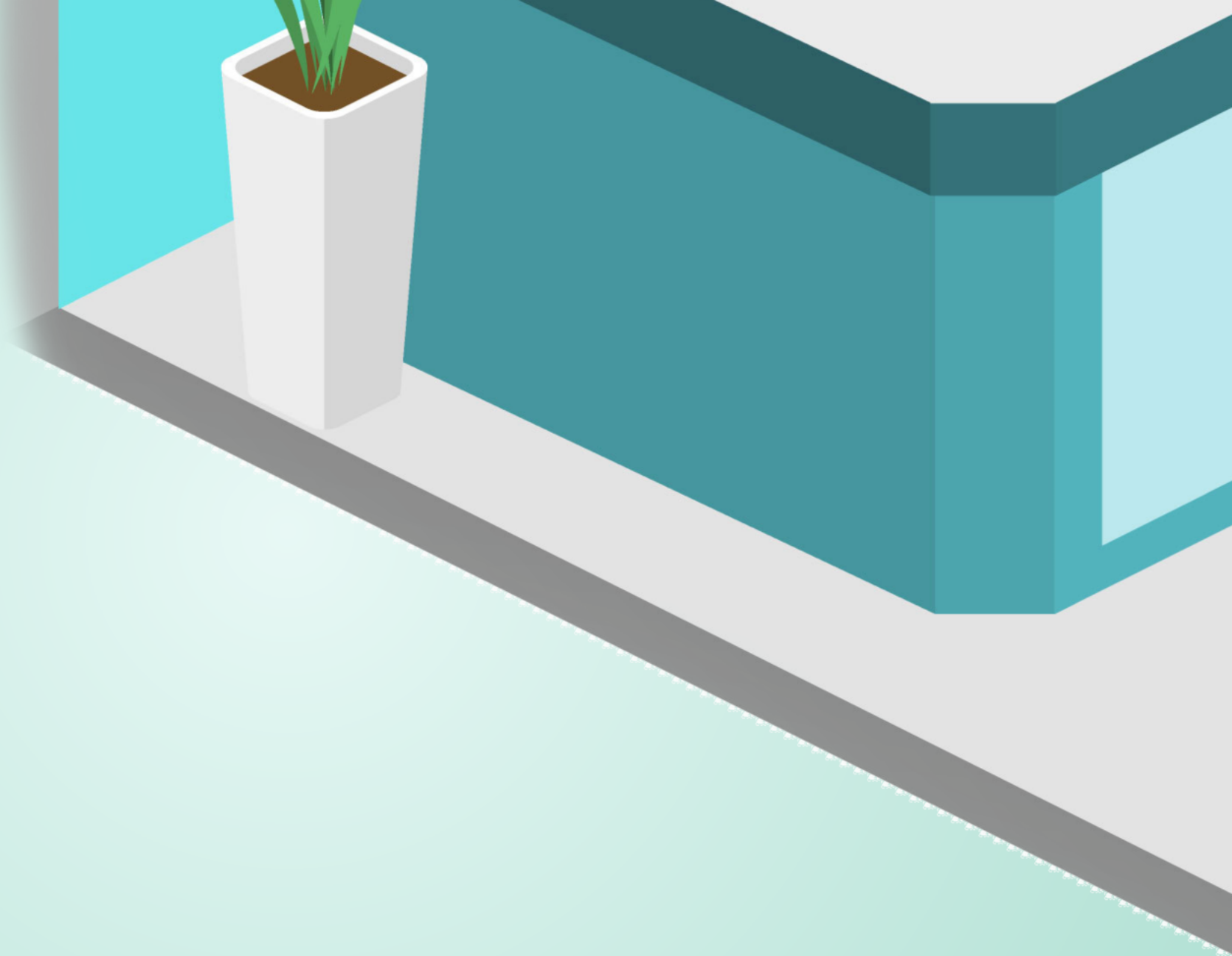
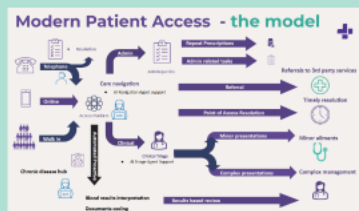
Current Practice Pressures:

- Staff overwhelmed with patient access demands
- Staff pool shortage
- Unmet Patient demands
- Team wellbeing concerns and absence issues*
- Digital fatigue from information overload



Workshop Goals and Format

Discuss how we sensibly can utilise technology at the point of access, to enhance the patient journey and maintain the health and wellbeing of our practice teams.



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*BMC Primary Care, Team Climate Report 2025

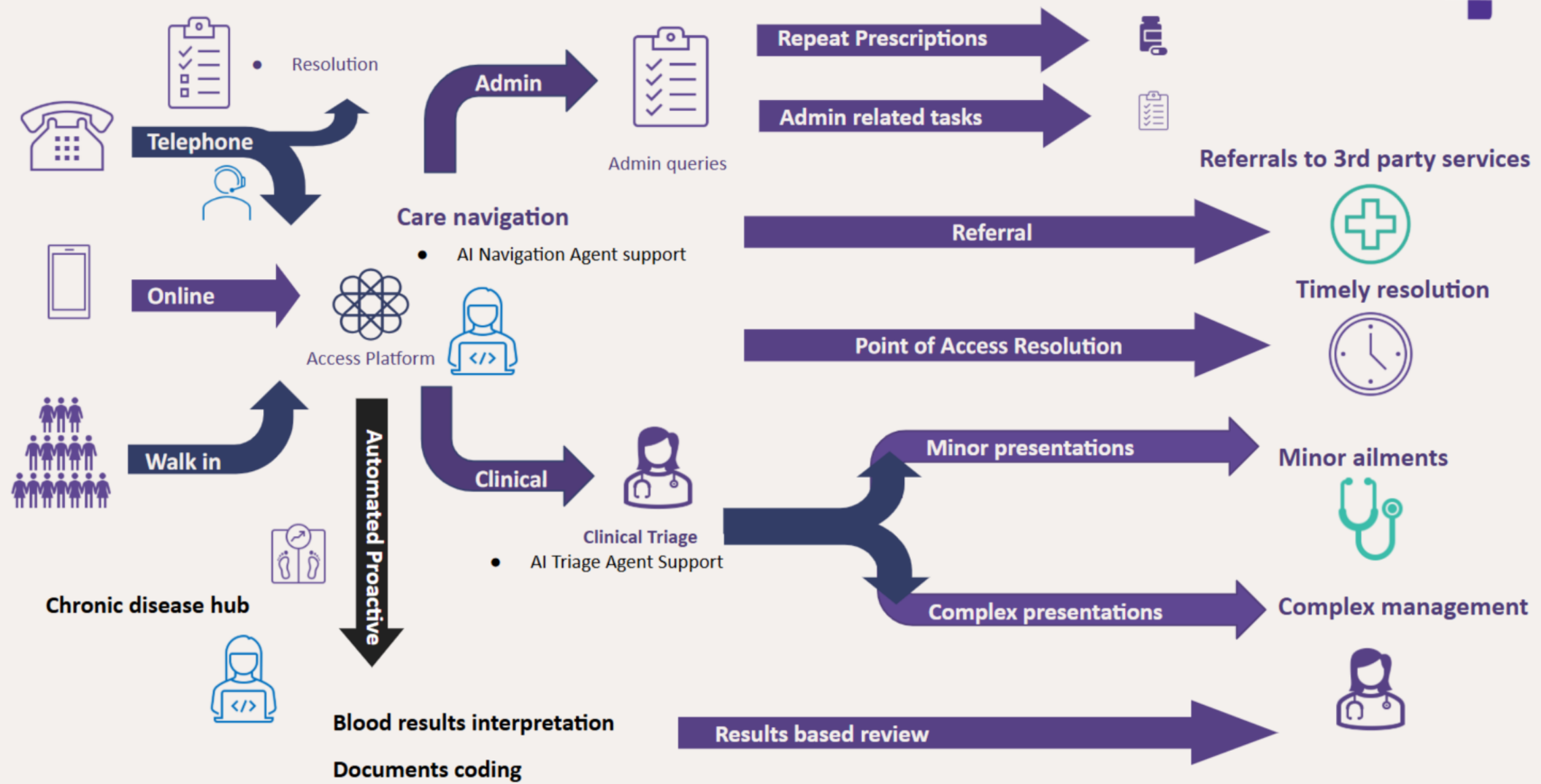


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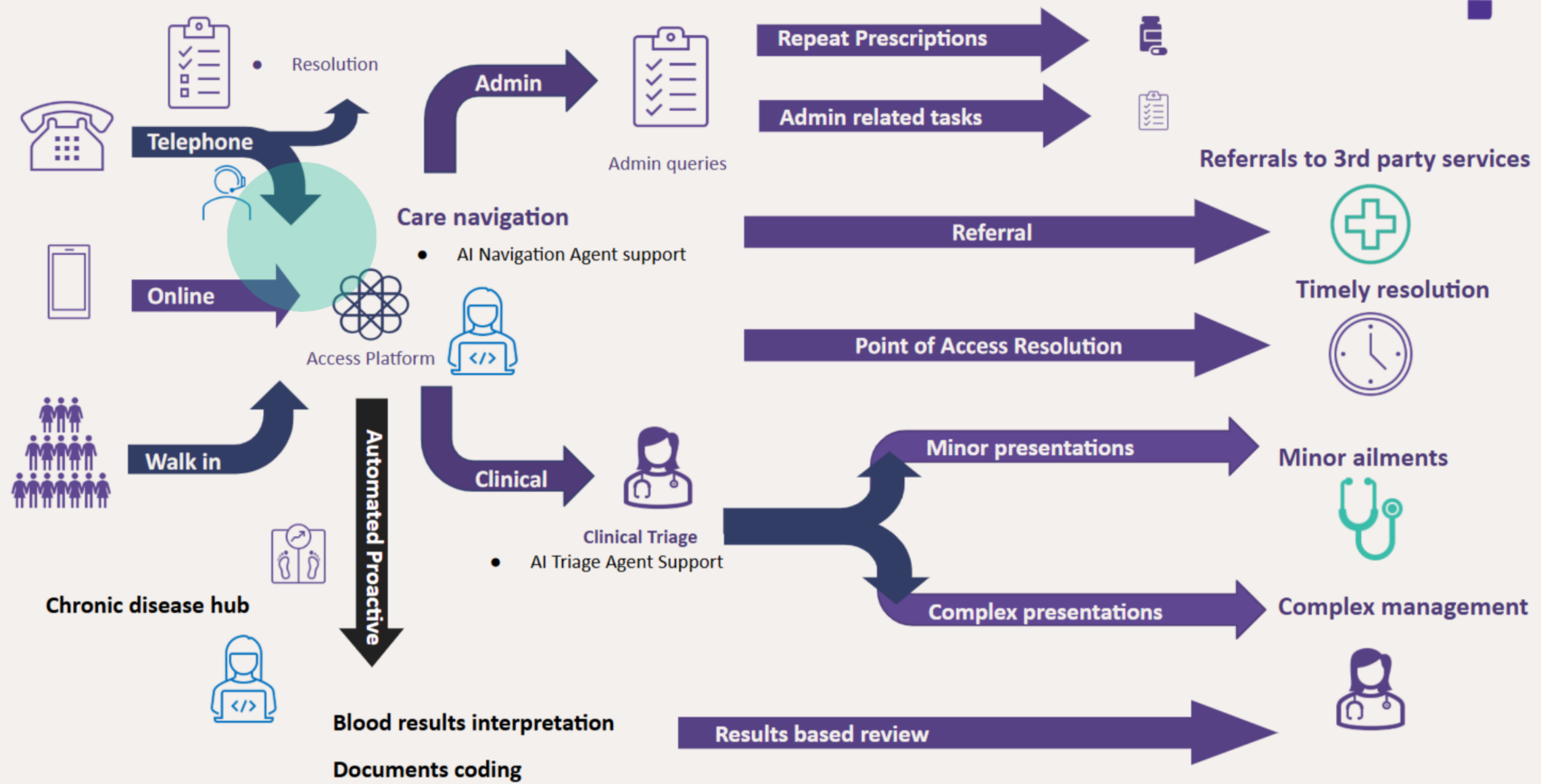
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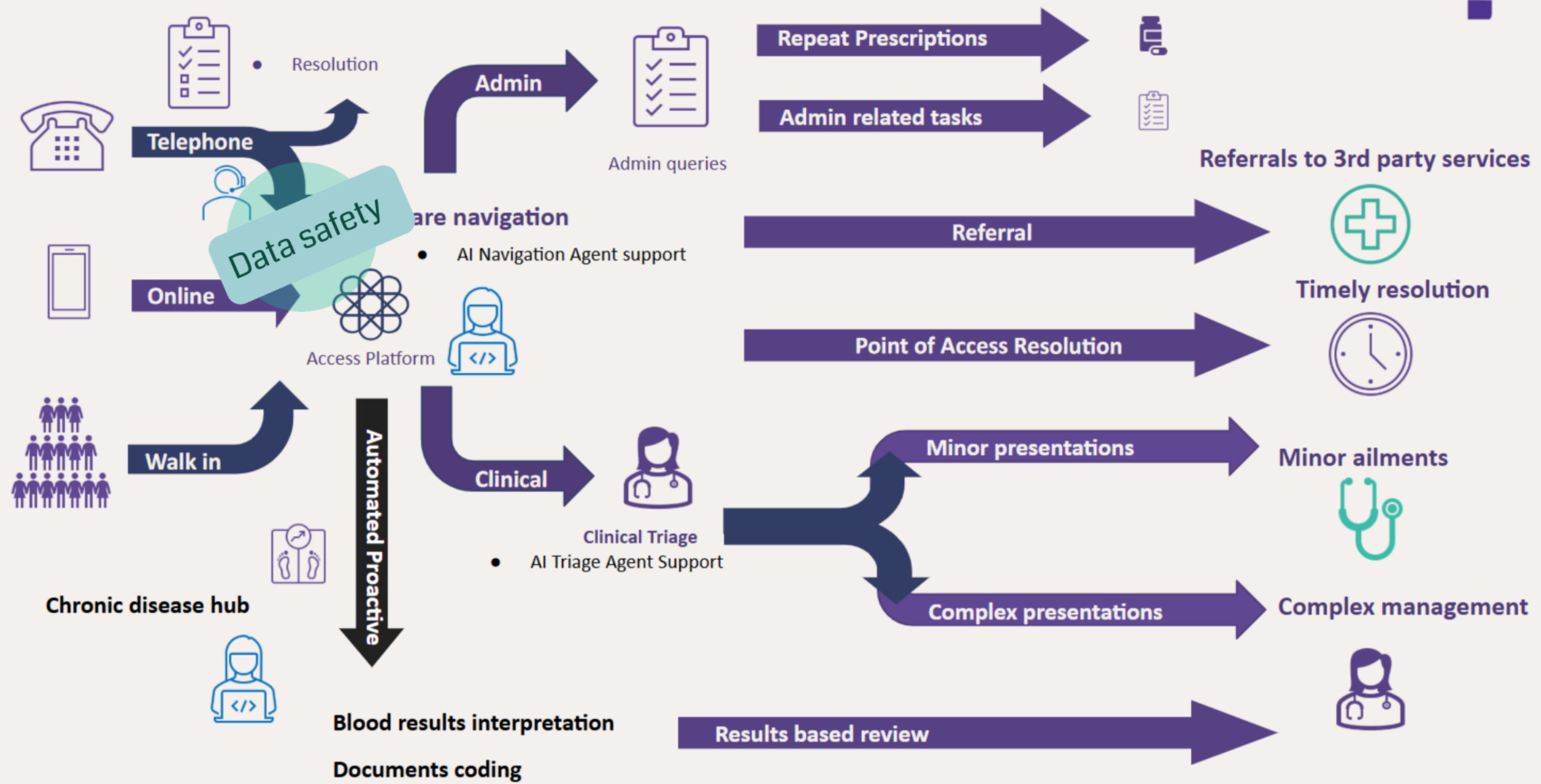
Modern Patient Access - the model



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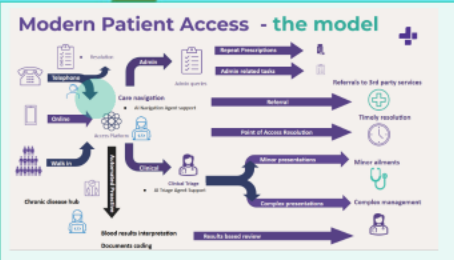
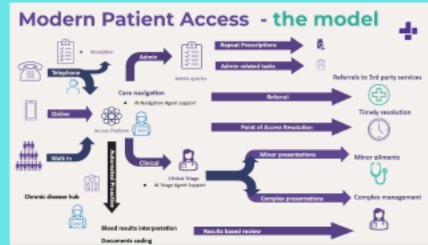
Secure System access

How do we maintain secure remote access

Accessing Data and IT systems puts our data at risk
SplitTheClouds
GPiTC provides Linux safe access to systems

Access AI & Technology Integration

80 - 85% of patients continue to access healthcare via the telephone
Evolving demand management tools



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GpInTheClouds

GPITC provides LineIn safe access to systems

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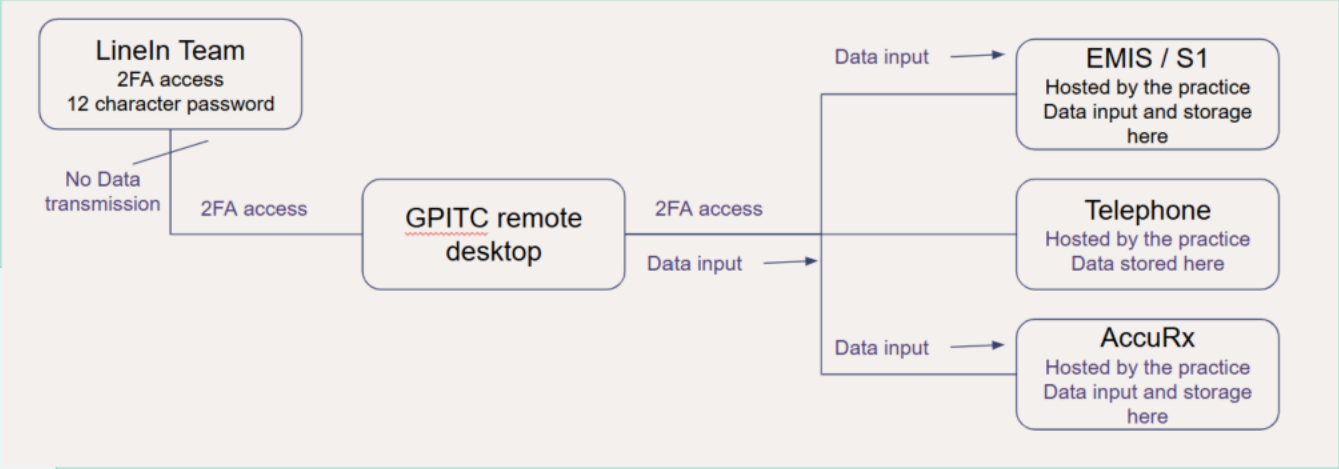
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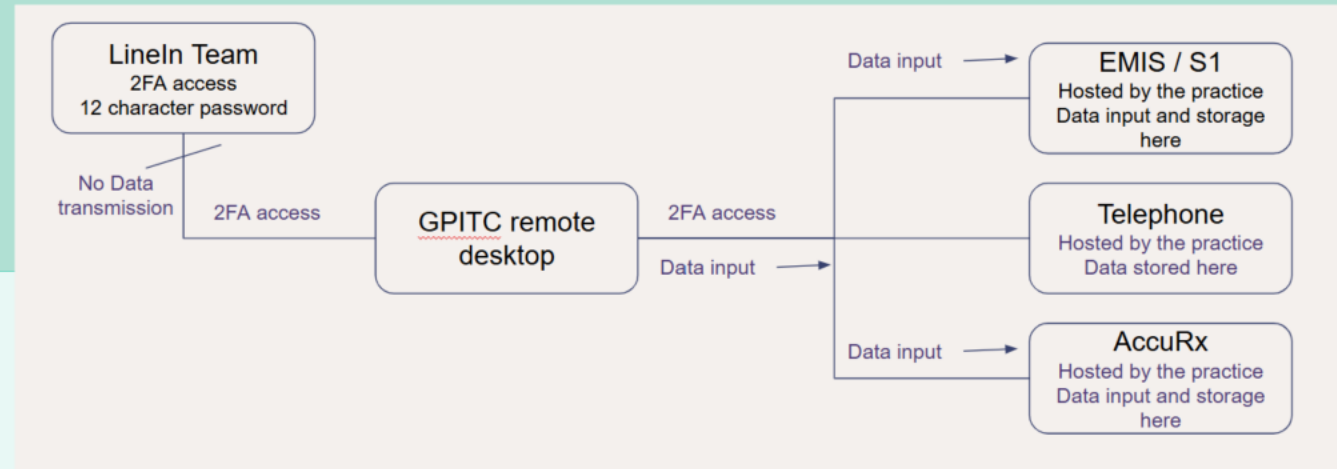


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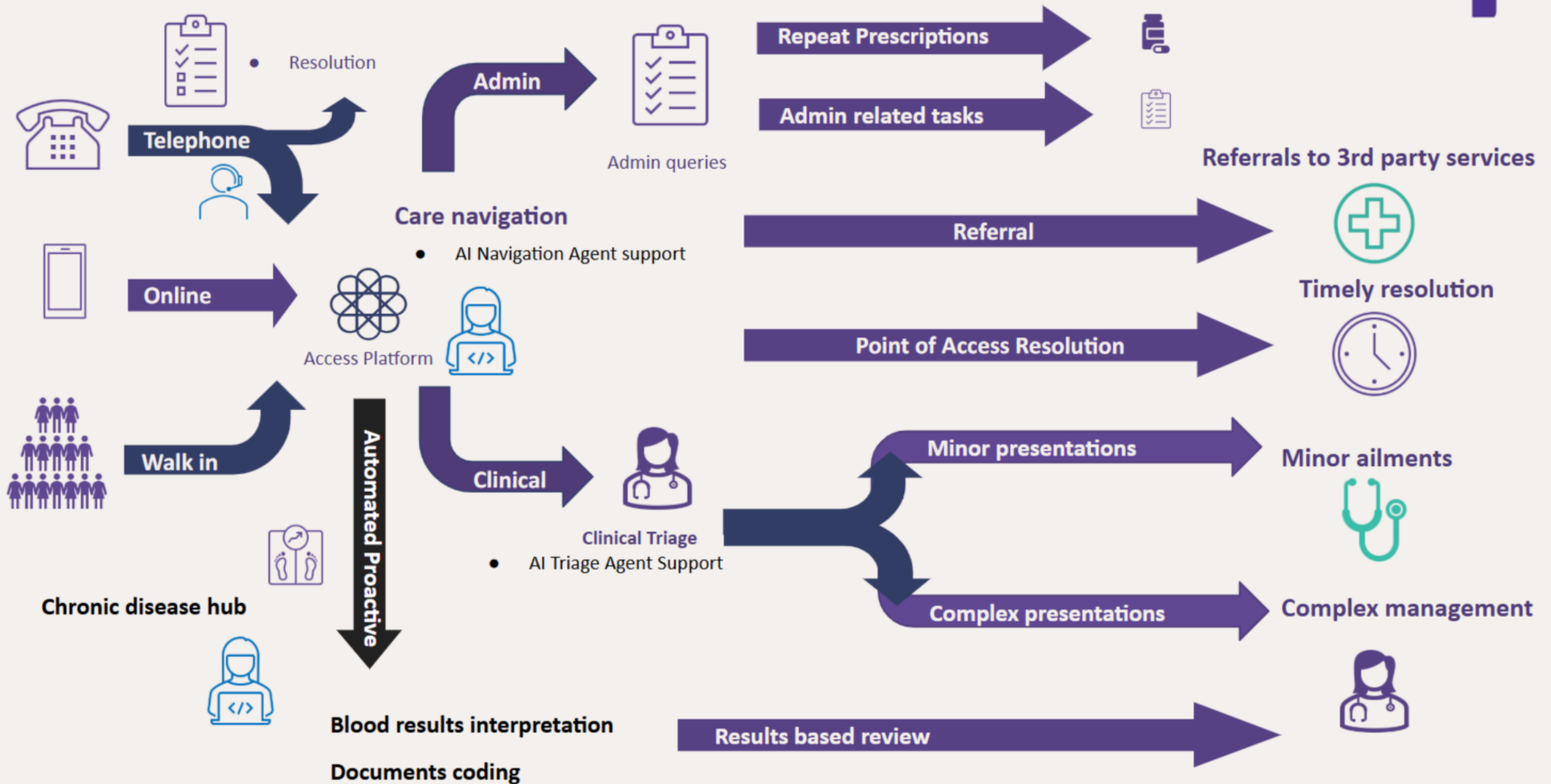
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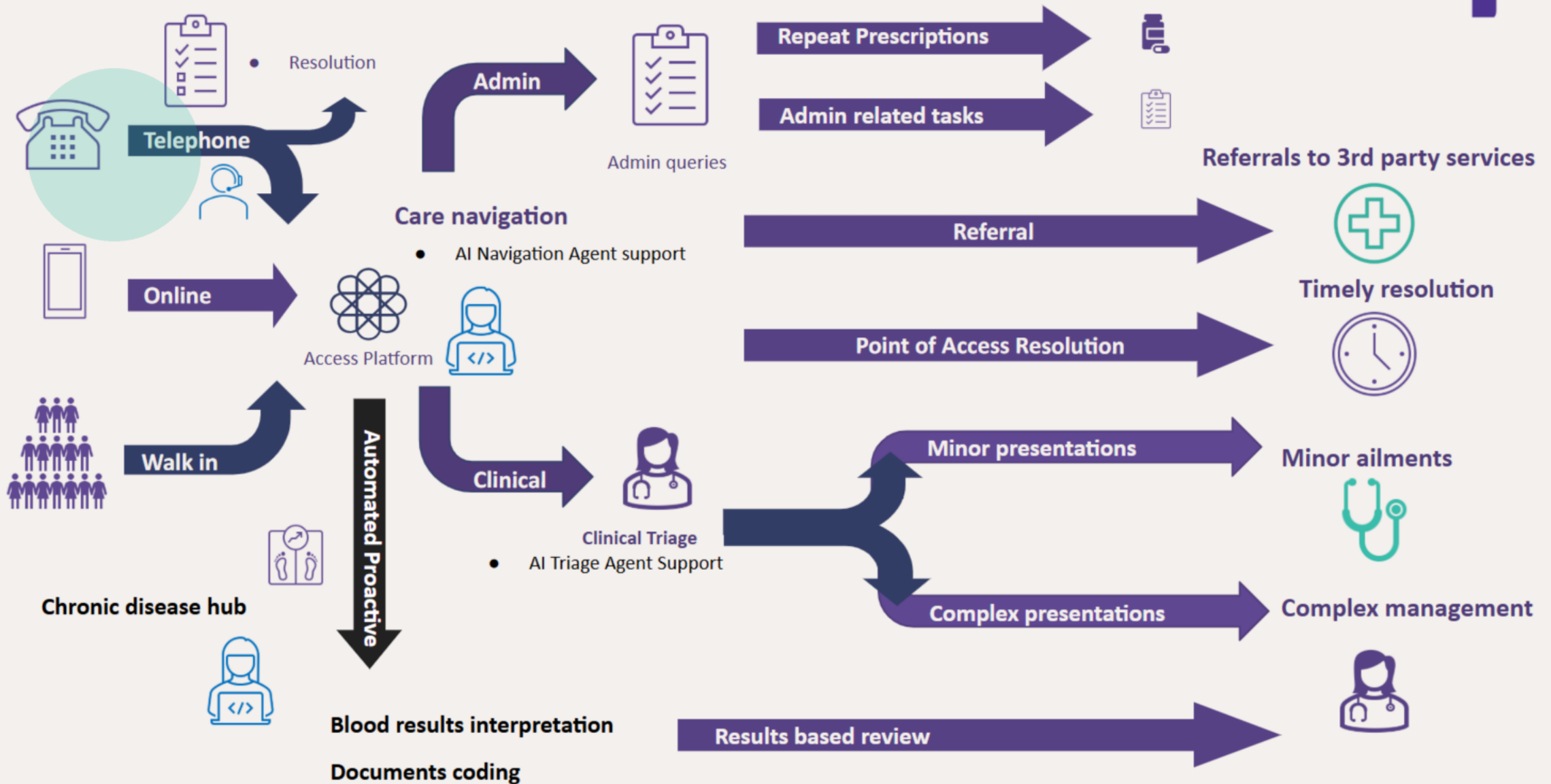


- NHS-approved remote desktop solution
- Azure cloud hosting with MFA security
- HSCN network connectivity
- Complete audit trails
- No additional software needed
- No copy/paste
- No screen sharing

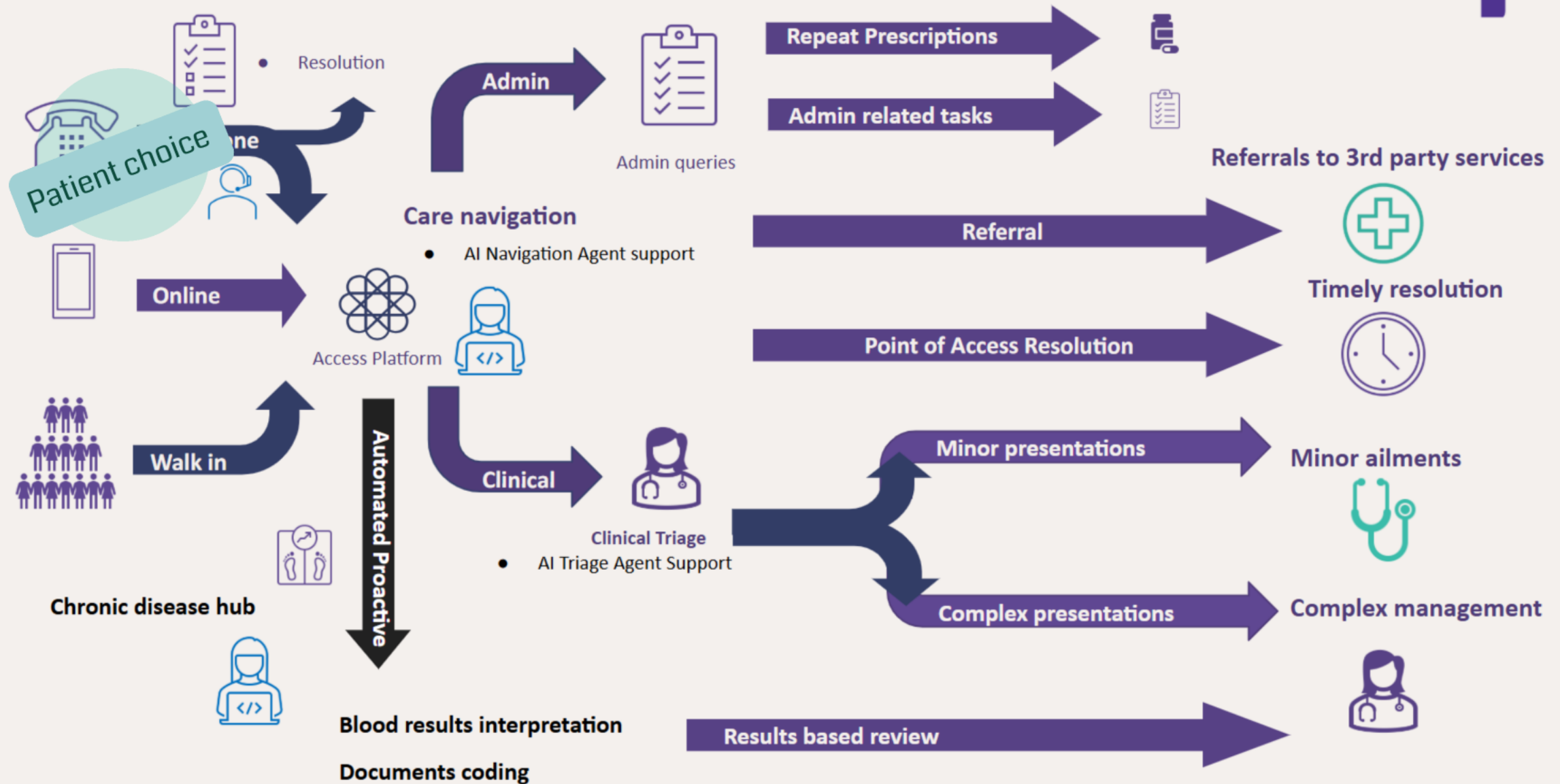
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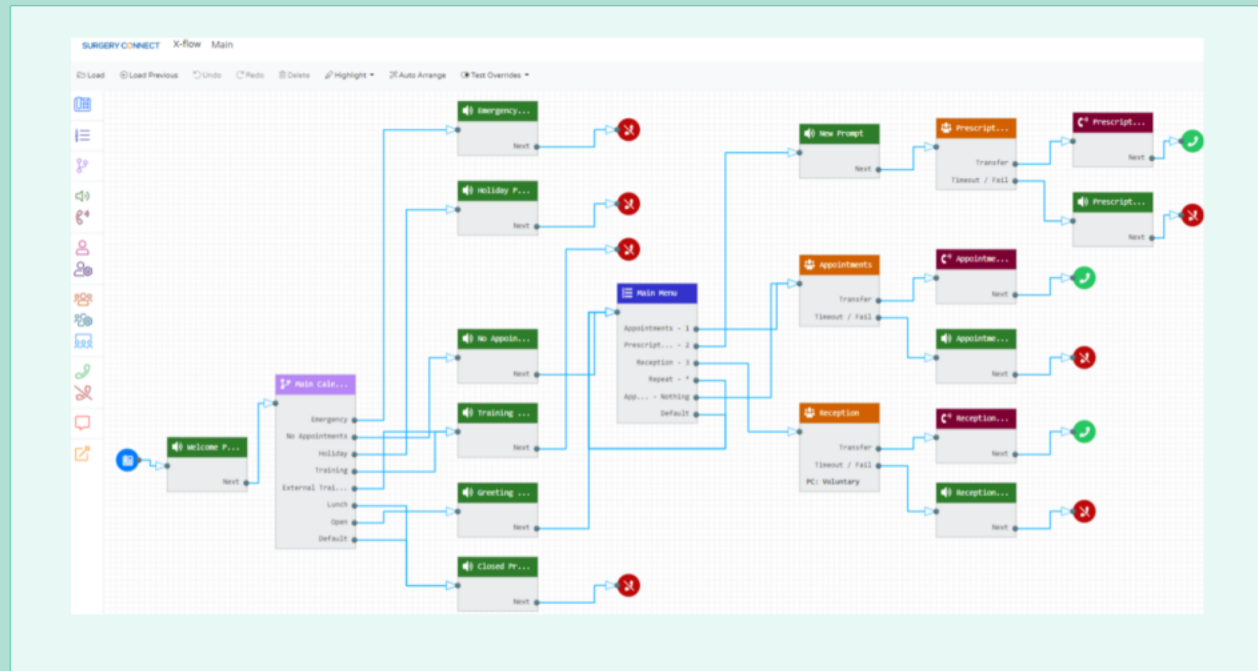
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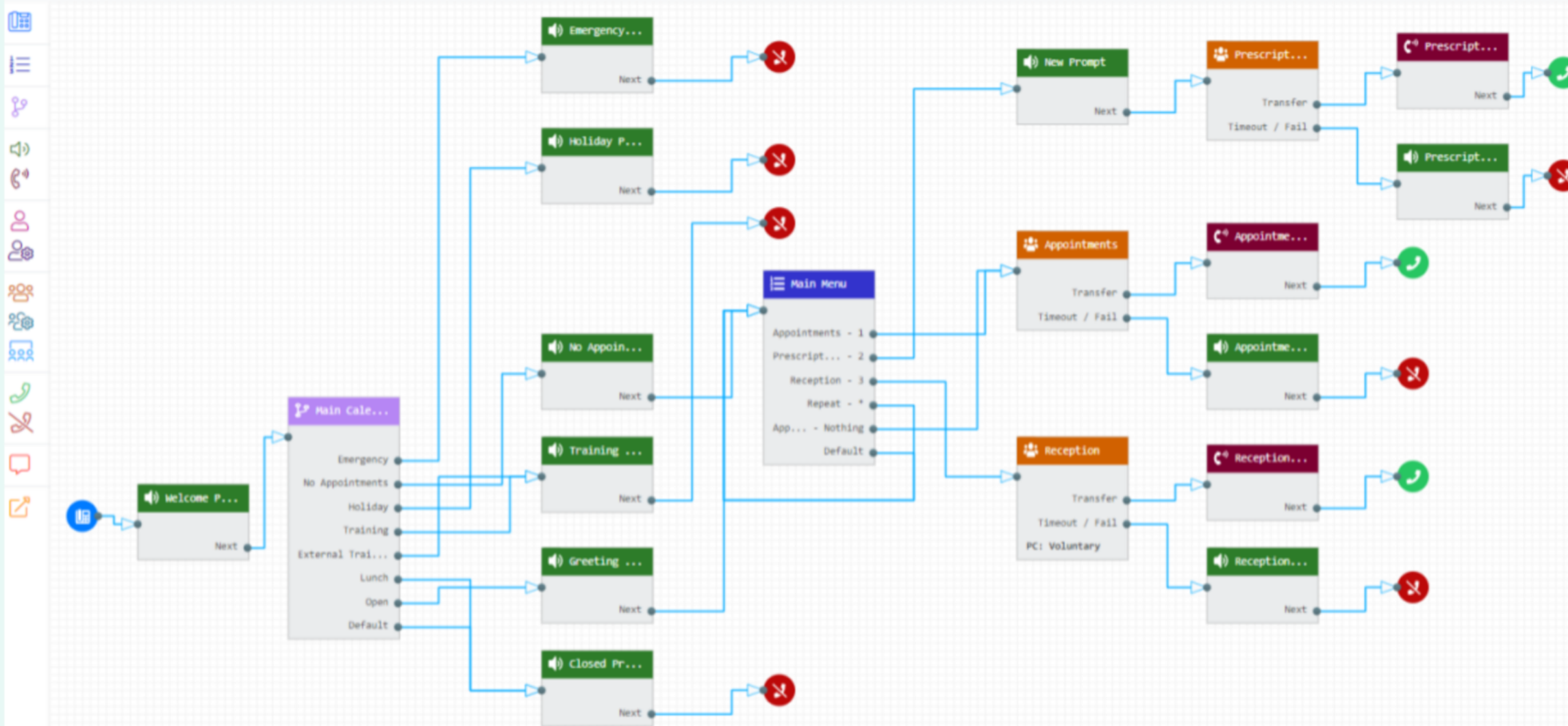


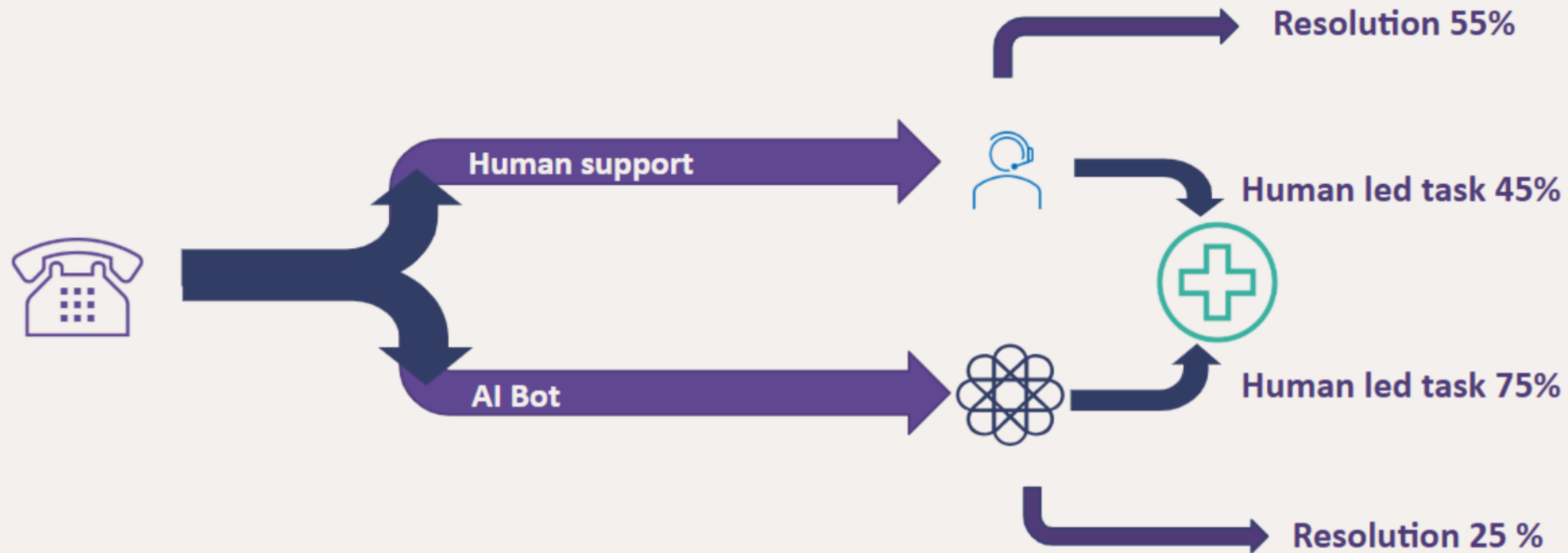
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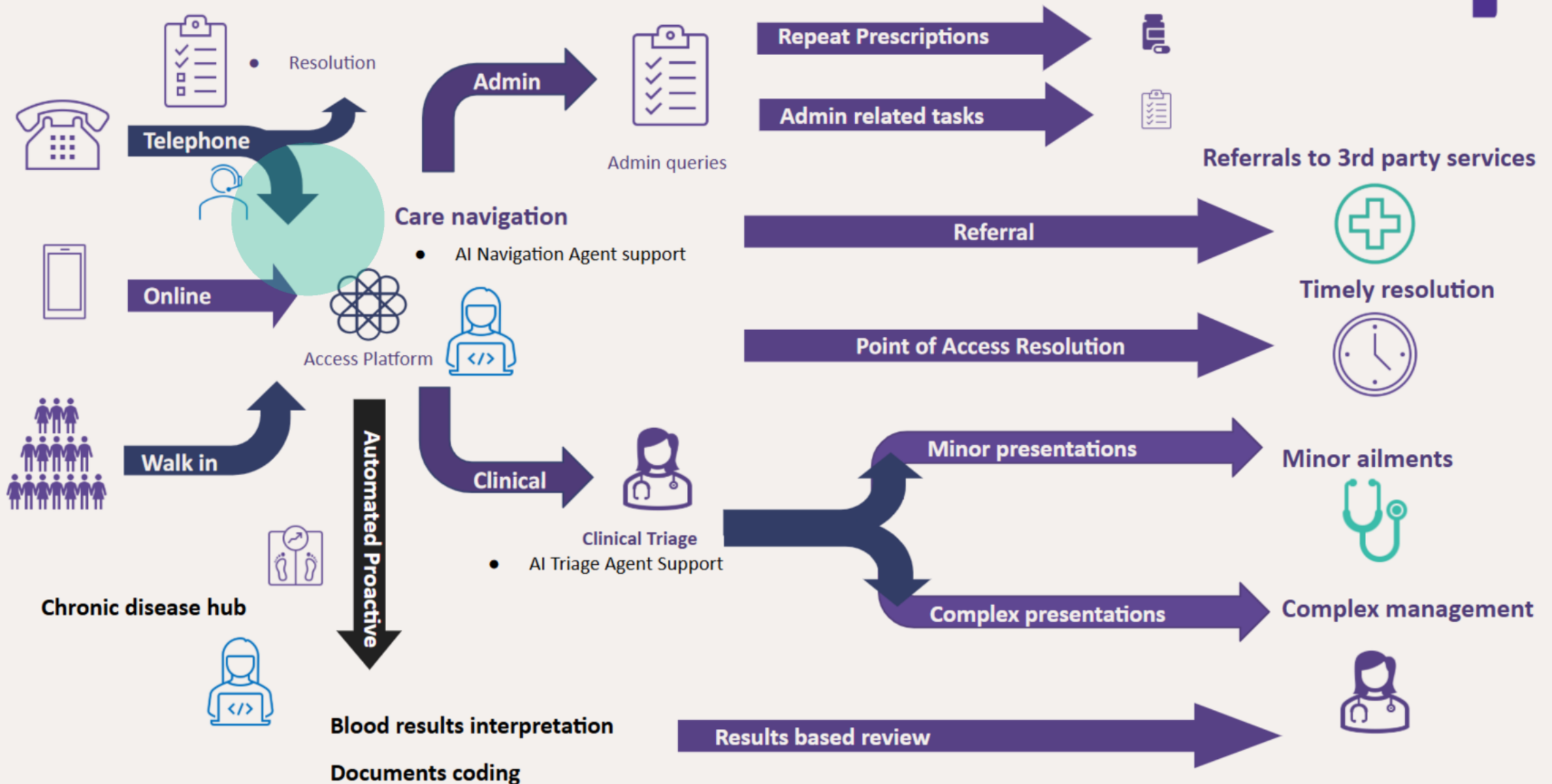
Evolving demand management tools.



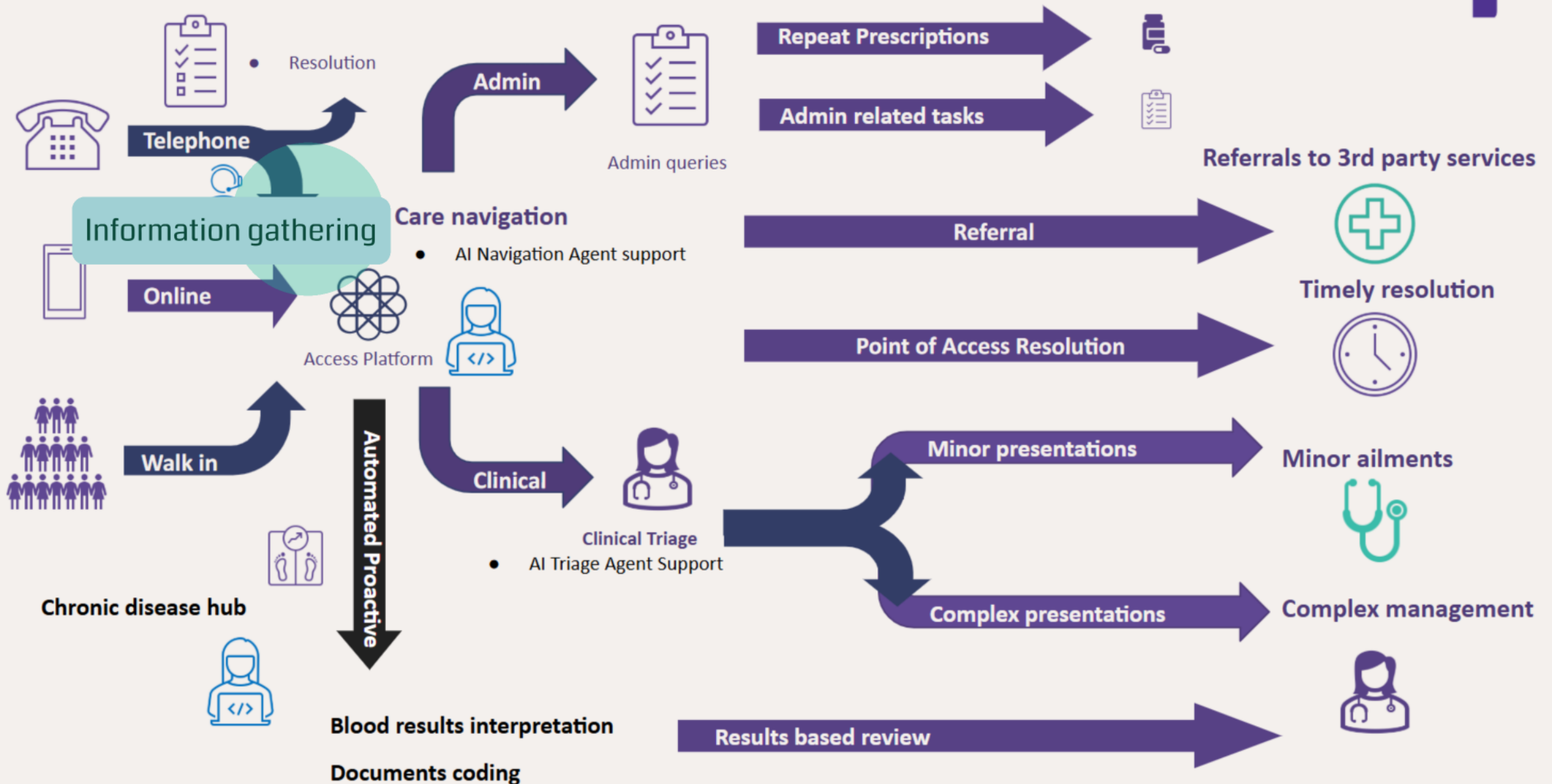




Modern Patient Access - the model



Modern Patient Access - the model



AI Information processing can help outcomes

Medical Summarisation to enhance Care navigation

Report: Medical Summarisation
Case: 0015, 0001

Report for Clinical: Summarise up to 10 patient records and extract key information


Medical Summarisation
From the following patient records, generate a summary of the most relevant information for the clinical team. The summary should be concise and easy to read, and should highlight key findings and recommendations. The summary should be generated in a format that is easy to read and understand, and should be able to be used by the clinical team to make decisions about patient care.

Resolution at point of access up to 20%

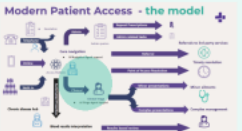
Case: 0015, 0001
Medical Summarisation

AI Care Navigator and Triage Support Agent

- Supports conversations with patient-guided doctors
- AI-assisted appointment
- Continuous learning and improvement




Modern Patient Access - the model



Integrational AI and Technology Care Navigation

AI can help to improve the patient experience by providing a more personalised and efficient way of navigating the healthcare system. AI can also help to improve the quality of care by providing more accurate and timely information to the clinical team.





Offering Patient Choice in Access Methods

Patients can choose between different access methods to get the care they need. This can be done through a variety of channels, including the phone, email, and the patient portal. The patient portal is a secure online space where patients can access their medical records, schedule appointments, and communicate with their healthcare providers.

Medical Summarisation to enhance Care navigation



Resolution at point of
access up 20%



Patient Name: Jane Smith

Date: 06/01/2025

Reason for Contact: Follow-up on hypertension and recent symptoms

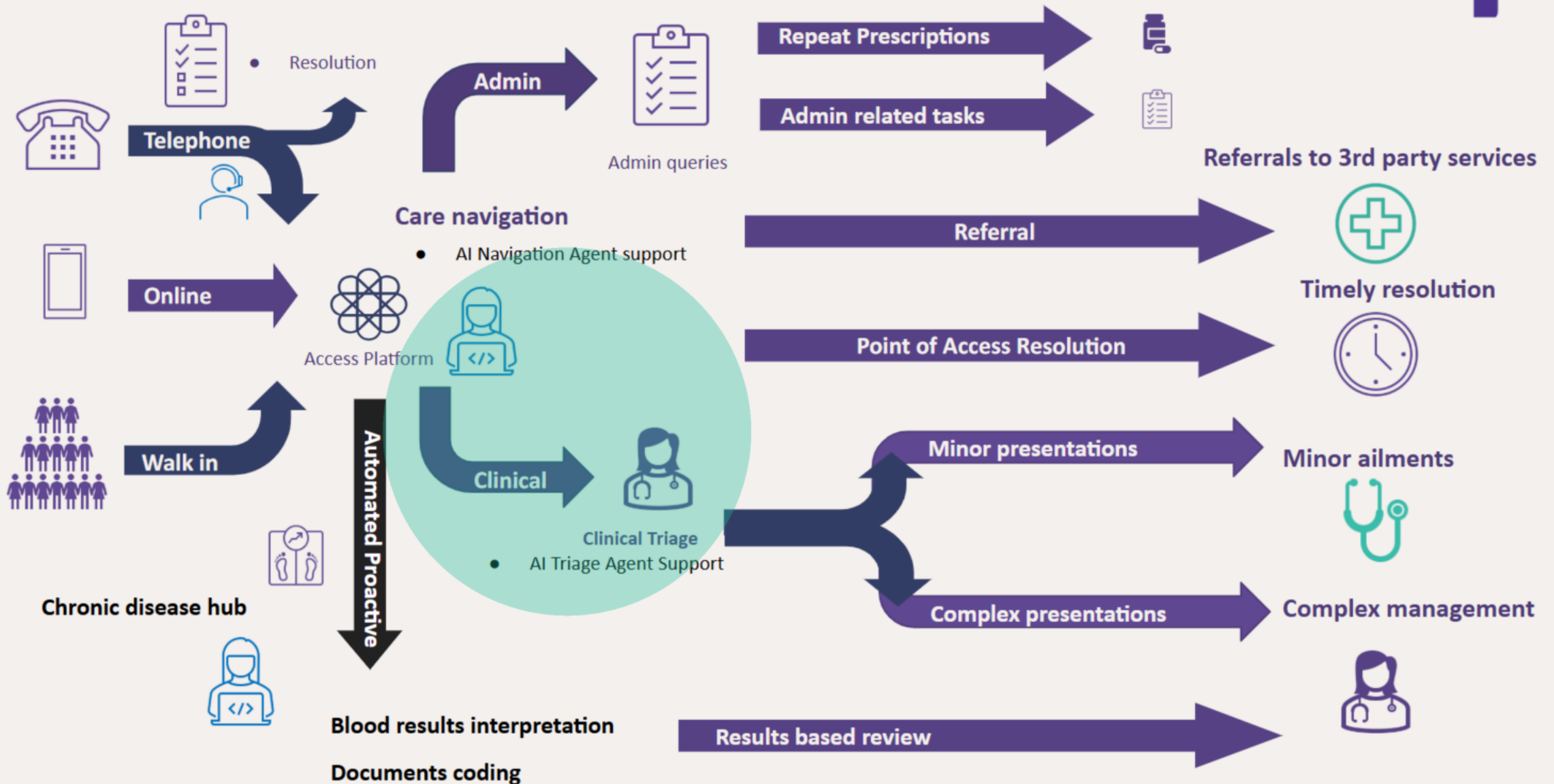
Summary of Conversation:

Since starting blood pressure medication 3 weeks ago, she reports increased fatigue over the past week, along with frequent lightheadedness. She also mentioned mild headaches and feeling more dizzy when standing. She is taking her medication as prescribed but is concerned about her blood pressure readings. No chest pain, shortness of breath, or visual disturbances were reported.

Latest BP 85/54

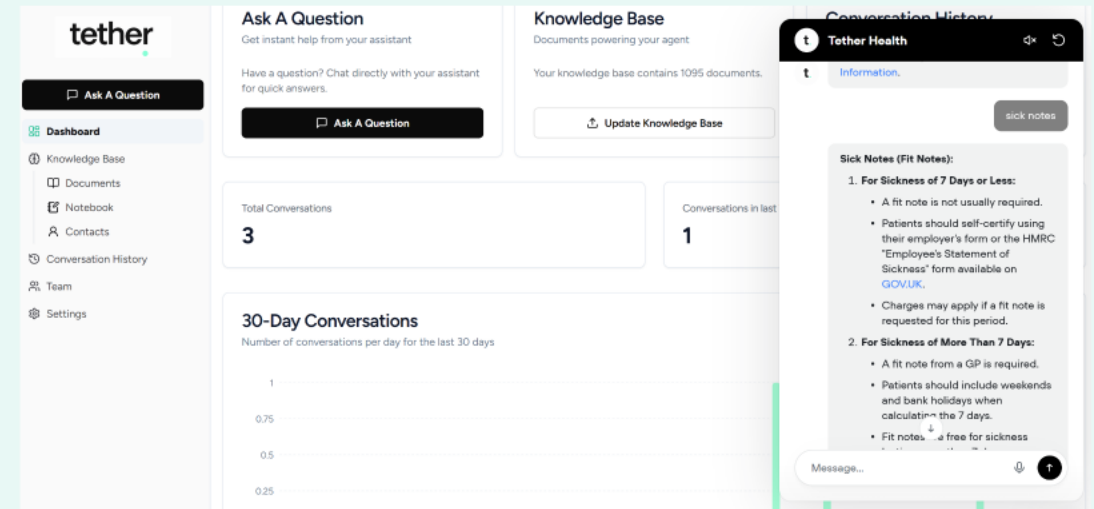
Would like to review her medicine

Modern Patient Access - the model



AI Care Navigator and Triage Support Agent

- Supports care navigators with protocol-guided decisions
- Human-approved protocols
- Continuous learning and improvement





Ask A Question

Dashboard

Knowledge Base

Documents

Notebook

Contacts

Conversation History

Team

Settings

Ask A Question

Get instant help from your assistant

Have a question? Chat directly with your assistant for quick answers.

Ask A Question

Knowledge Base

Documents powering your agent

Your knowledge base contains 1095 documents.

Update Knowledge Base

Total Conversations

3

Conversations in last

1

30-Day Conversations

Number of conversations per day for the last 30 days

1
0.75
0.5
0.25

Conversation History



Tether Health



Information.

sick notes

Sick Notes (Fit Notes):

1. For Sickness of 7 Days or Less:

- A fit note is not usually required.
- Patients should self-certify using their employer's form or the HMRC "Employee's Statement of Sickness" form available on [GOV.UK](#).
- Charges may apply if a fit note is requested for this period.

2. For Sickness of More Than 7 Days:

- A fit note from a GP is required.
- Patients should include weekends and bank holidays when calculating the 7 days.
- Fit notes are free for sickness

Message...



Data-Driven Success



Getting Started is Simple

Our Approach:
Practice-specific needs assessment
Pilot development and sign-off
Data compliance documentation
Comprehensive training and support
Ongoing performance monitoring and optimization

Flexible Partnership

We believe in our service, which is why we:
Offer a flexible partnership model
12-month rolling contract
3-month termination clause
No long-term fees



Performance Monitoring Data

Effective patient access improvement relies on robust data collection. Gathering data enables practices to track performance metrics, monitor outcomes, and refine processes for enhanced efficiency and care quality over time.



Addressing Digital Fatigue

Practices often face challenges with digital fatigue due to numerous applications. Lumin provides expert consultation on choosing the right tools and systems, facilitating a more straightforward digital experience that aligns with practice needs.





Data will shape the model

Practices utilising LineIn report a 25-40% reduction telephone demand, leading to improved team wellbeing and decreased absenteeism.

Enhanced patient satisfaction scores are also noted as a direct result of streamlined access processes and effective care navigation.

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Mar 1, 2025 - Mar 31, ▾

closed_by ▾

Resource Allocation / Profession

GP App
2,389

ANP App
172

Paramedic App
230

Nurse App
607

HCA App
181

Pharm App
176

Phys App
152

Other
211

Administrator
276

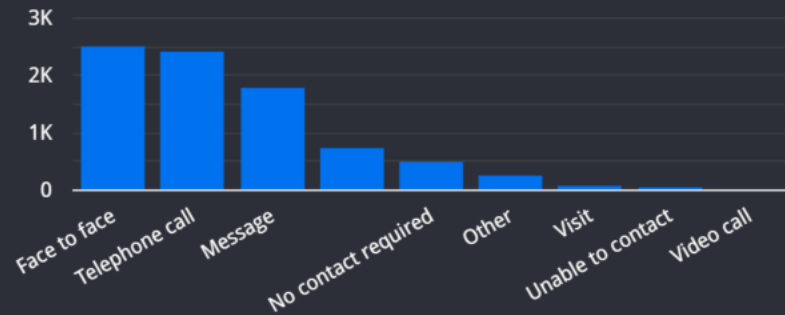
Receptionist
366

Triage Resolved
3,041

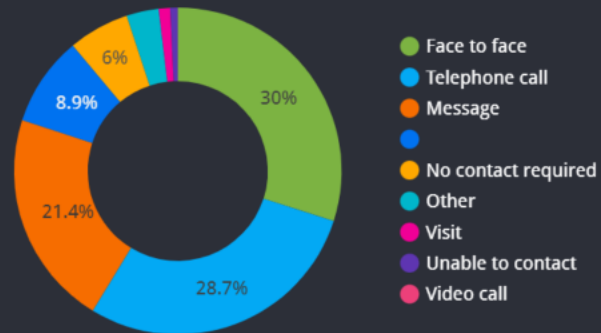
Total Clinical demand
6,543

Total GP type appointments
3,079

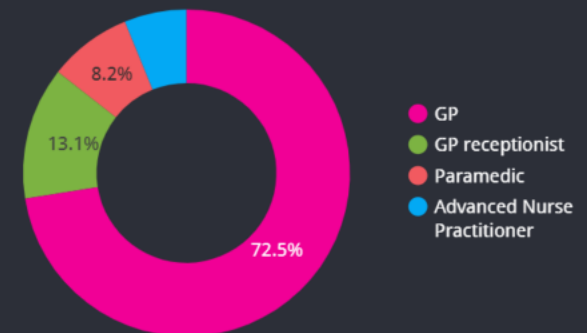
Enquiry Outcome



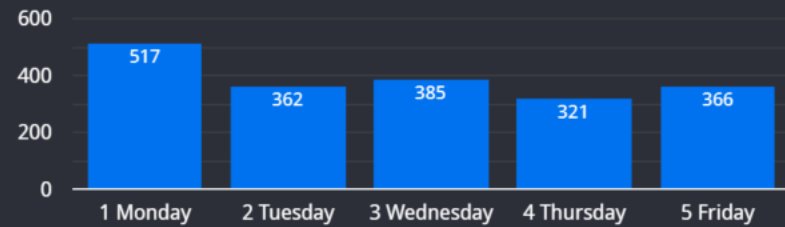
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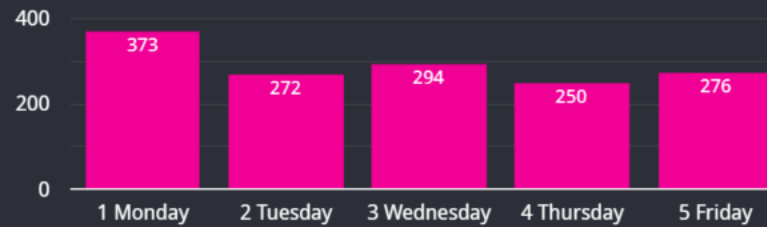
GP Vs AHP



Average Total / day



Average triage / day



Avg Daily Incoming Triage

293

Avg Grand total Incoming

390



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