



Solution description – Designed by ex-practice staff to improve access for patients and efficiencies for practices

With a decade of experience in the NHS telephony sector, the Think Healthcare team are made up of a mixture of ex-practice staff, clinicians, and telephony experts based in 13 offices around the UK... wherever you are your local 'Think' team is just down the road to support the journey of your practice & PCN!

Comprising one of the most powerful contact centre solutions in the industry, the Think Healthcare platform provides a highly configurable patient-based experience that goes beyond simply ticking framework boxes!

Patient Benefits

- ▶ **Reduced Queues** – Auto Callback direct & automatic connection between patient & practice. Configurable to suit all practice sizes.
- ▶ **Virtual Care Navigator** – Save time by optionally self-serving... appointments, scripts, referrals... all linked into your clinical system!
- ▶ **Intelligent & automatic patient routing** – Customised to fit practice priorities EG: Palliative care patients to front of queue, those who struggle with menu's direct to a receptionist etc.

Practice Benefits

- ▶ **Flexible setup** – On-site & remote working options. Access & training given for practice to configure & tweak the system locally.
- ▶ **Process automation** – Save up to 200 admin hours through reception focused automation, shortcuts, & simplified processes.
- ▶ **Patient satisfaction** – 1000 surgeries with access complaints reduced as low as zero! In-built survey tool.
- ▶ **Care models** – Build your local triage model & access requirements into your phone system

PCN Benefits

- ▶ **Basic & Advanced configurations** – Whether your PCN wants to make it easier to collaborate with individual practices or provide full shared service hubs.
- ▶ **ARRS team support** – Remote working & hot desking. Central number directories & online presence.
- ▶ **Advanced Analytics** – Customise data captured & then link practice/PCN data directly into Analytics platforms EG: PowerBi, providing greater depth to local service needs analysis.

Key Features – All of this & much more!

- ◆ **Call recording** – 3 years as standard, MiFID II compliant
- ◆ **Call flows** – Locally customisable, templates, messages, inc. calendar based
- ◆ **Analytics** – Extensive live & historic call data. Auto deliver via email
- ◆ **Auto Callback** – Fully customisable unlike many on/off solutions
- ◆ **Custom Access Triage** – Make your phone system part of your triage process
- ◆ **Palliative care** – Automatically route priority patients to the front
- ◆ **Simplified Access Option** – Key patient groups straight to a person (No menu)
- ◆ **Unlimited lines** – Including local setup to intelligently manage demand
- ◆ **Federated working** – Advanced contact centre evolves with PCN requirements
- ◆ **Remote working** – Field based clinicians & ARRS roles full integration
- ◆ **Business continuity** – Full 'Disaster Recovery' functionality for all scenarios
- ◆ **Virtual care navigator** – Check/Book/Cancel appointments, scripts & referrals
- ◆ **Triage scripts** – Customised reception scripts to support different services
- ◆ **Flexible connectivity** – No impact on clinical system speed / bandwidth
- ◆ **SMS in queue** – Send Online Consult links & further service / triage info
- ◆ **Overflow Setup** – Configurations to automatically respond to busy periods
- ◆ **Click-to-dial** – Help staff call direct from the clinical system
- ◆ **ENERGY STAR®** – Eco handsets for reduced energy bills & carbon footprint
- ◆ **Hygienic handsets** – Microban® antimicrobial coating reduces bacteria growth
- ◆ **Custom call tagging** – Support QOF requirements by capturing custom data
- ◆ **Simple billing** – One standard monthly cost including all calls bundled in.
- ◆ **Central contact directory** – All numbers in one place
- ◆ **Omni Channel** – Can handle Voice / Email / SMS / Video
- ◆ **Wallboards** – Customisable live data
- ◆ **Skills based routing** – Get the calls to the most qualified staff available



Interoperability – Unlike most providers we don't buy our integration module from a 3rd party, it's all developed & supported in-house!

- ◆ **Clinical System Integration** – EmisWeb & SystmOne
- ◆ **Vision** – Standard integration complete, advanced in-progress
- ◆ **Patient demographics** – Popup with patient details when they call
- ◆ **Multi-patient match** – Support multiple patients with the same number
- ◆ **Household tracking** – Calling for a child/partner? 1 click record access
- ◆ **Unknown number capture** – Help staff keep contact details up-to-date
- ◆ **Reporting** – Keep performance high on updating contact details
- ◆ **Patient notes** – Customizable on call popup EG: Palliative
- ◆ **Campaign alerts** – Vaccinations? Chronic Diseases? QOF? Increase uptake
- ◆ **Data API** – Supporting regional analytics needs EG: PowerBi

Implementation – Every deployment is tailored to the unique needs of your practice/PCN

As part of the order process your Think Healthcare expert will work with you to establish the key requirements for the deployment: Do you need handsets / softphones? Cabling? Numbers to be ported? Training requirements? Local setup needs? Single practice or PCN?

Once an order is placed you will be given your own dedicated project manager as a single point of contact who will support you through the whole deployment and answer any questions you have. Deployments can take from 4-8 weeks depending on size & complexity.

On go-live day we'll be with you on-site to perform last minute configuration & provide a helping hand with staff questions as they get used to the new system. The training package is flexible to suit each practice's requirement and can be a mixture of on-site &/or remote training.

Site survey

Connectivity
deployment

Number ports
ordered

Deployment of
handsets

Training

Go-Live!

Service Level Agreements – Occasionally everyone needs support... and we're always there to help when you need us!

Think Healthcare is proud to have one of the highest platform uptime ratings on the NHS framework, with 99.99 % availability.

- ◆ **System Uptime – 99.99%**
- ◆ **24/7/365** – Contact our support team online whenever you have an issue
- ◆ **Online Portal** – We use the industry leading 'ServiceNow' platform
- ◆ **Data Centres** – Four core UK based data centres for maximum reliability
- ◆ **Disaster recovery module** – Profiles for multi-point failure, whether it's a problem with the building, line, local hardware, or software.
- ◆ **Local DR plans** – Build local DR templates EG: Using PCN sites as backup
- ◆ **Welcome pack** – Containing all support contact info
- ◆ **Major Incidents** – Call for instant response, or within 4 hrs via portal
- ◆ **Minor problems** – 6–16 hours depending on severity
- ◆ **Integration support** – Unlike most providers we own our own clinical system integration software so can provide support in-house

Further info & videos – www.think-healthcare.co.uk <https://www.youtube.com/@thinkhealthcare>