



PRIMARY CARE TRANSFORMATION CONFERENCE

Tuesday 31st October | 15Hatfields, London

Agenda for today:





Welcome to the Primary Care
Transformation Conference!



PRIMARY CARE TRANSFORMATION
CONFERENCE

31st October 2023
8am – 4pm
15Hatfields, London



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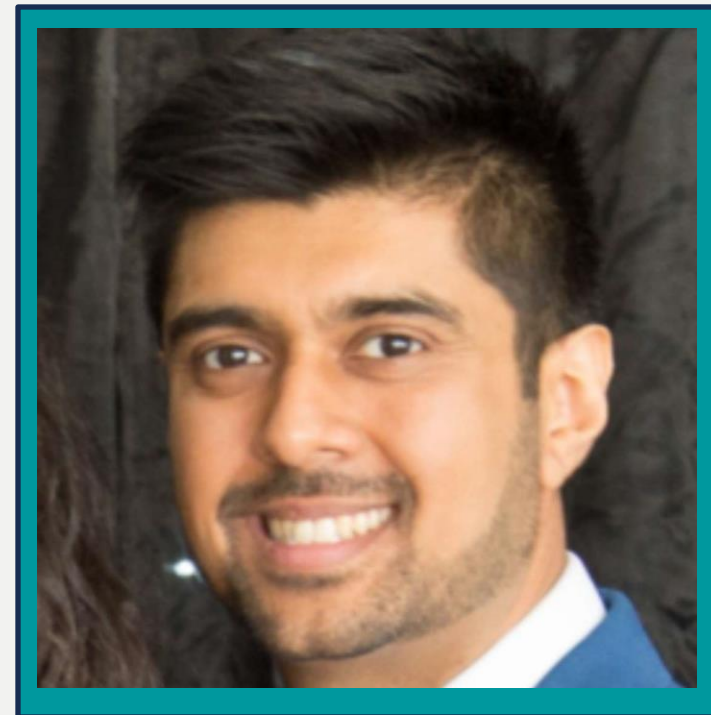
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Chairs Opening Address



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Dr Gurnak Singh Dosanjh

GP and ICB Clinical Lead for Home First -
Leicester, Leicestershire and Rutland ICB



Speaking Now...



Dr Minal Bakhai

Director for Primary Care
Transformation - NHS England



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England

Primary Care Transformation:

Enabling Modern General Practice

Presented by:
Dr Minal Bakhai

**GP And National Director of Primary Care
Transformation, NHS England**

The current 'model' of general practice

For patients, the current 'model' is:

Confusing; things have changed and I'm not sure how it works now

Frustrating; the 8am rush, told to call back tomorrow

Worrying; will I get an appointment when I need one

Unfair: first come first served allocation of appointments

Reflected in declining patient satisfaction with access

For practices and staff, the current 'model':

Carries a sustainability risk in the face of increasing demand-capacity gap and risk of staff burnout.

Carries an increased clinical risk from higher volumes and more complex patient needs.

Means we're not able to see all demand and plan workload as effectively as we'd like.

Means we're often not able to understand patient needs fully at the point of request.

Means we're often not able to prioritise easily in a 'first come first served' approach

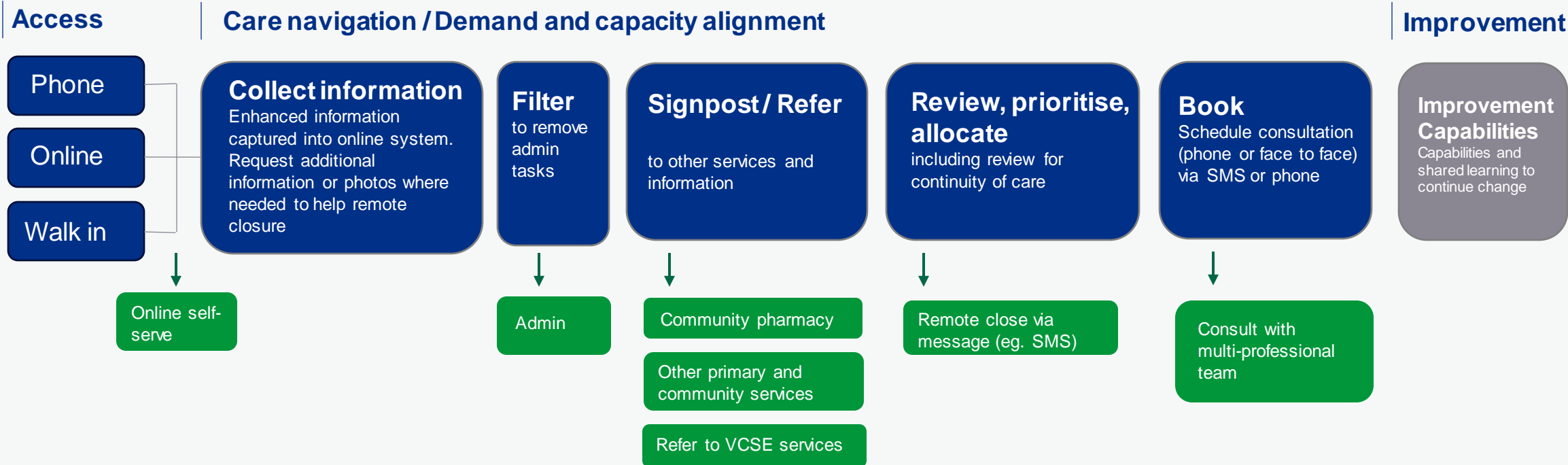
These challenges are unequally distributed (e.g., practices in deprived areas feeling them more intensely).

Modern general practice

Objective

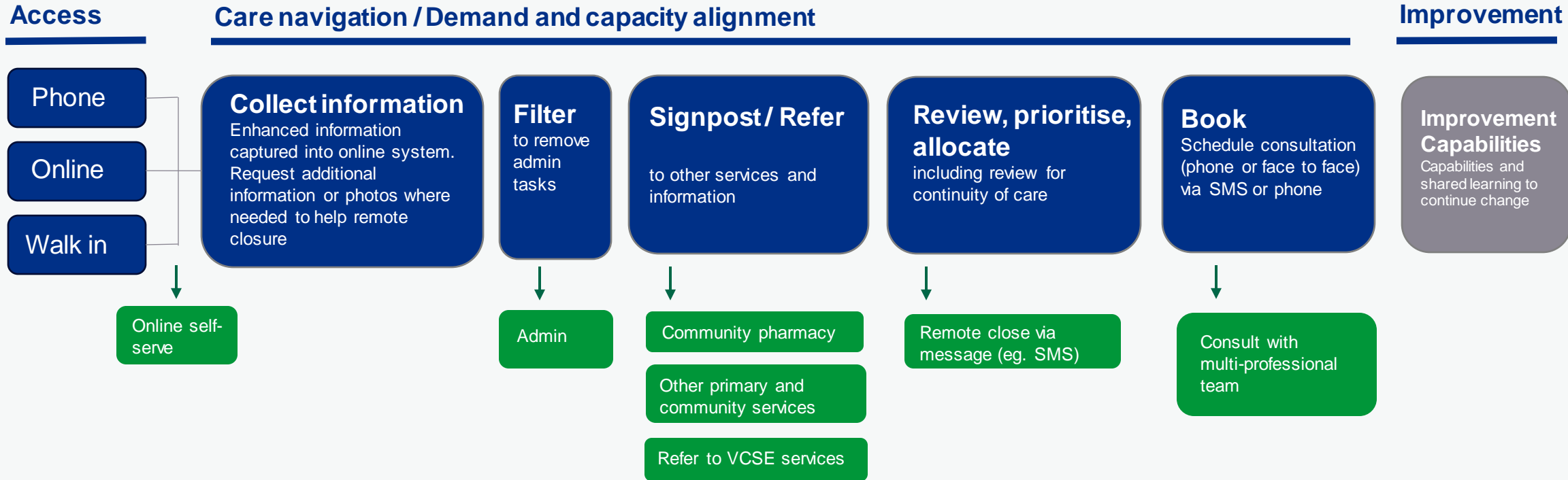


Modern general practice model



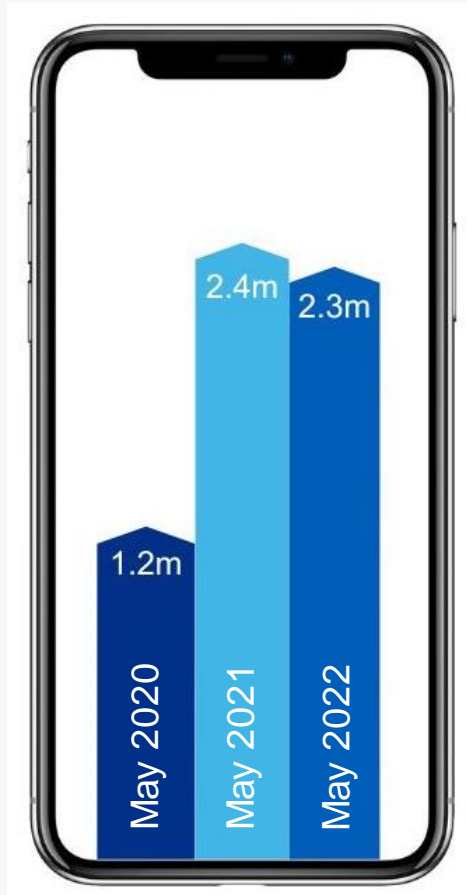
Digital tools can further enhance the benefits of a modern general practice

Modern general practice model

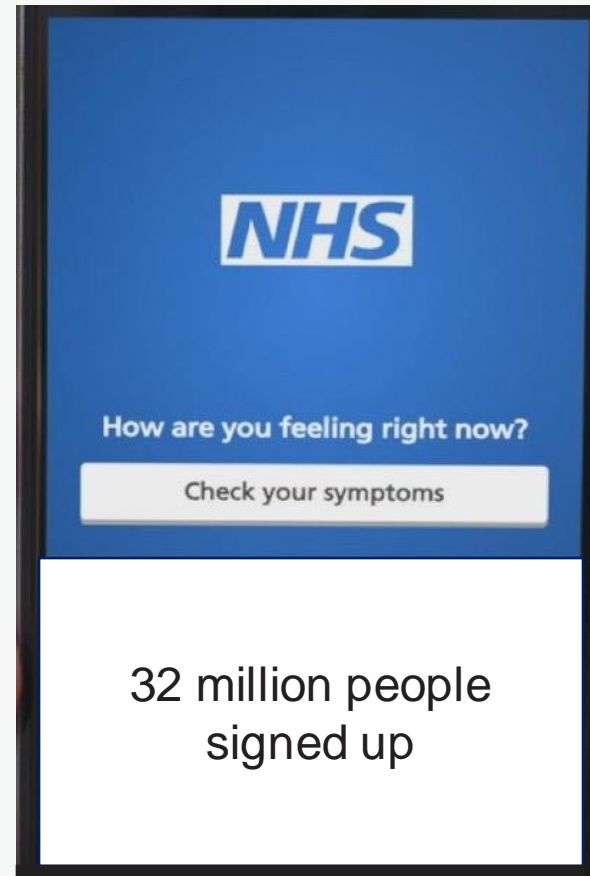


Advanced telephony	Online consultation tool		
GP website	Online consultation tool		+ Booking tool
NHS App	Online consultation tool	+ Core practice system / messaging tool	+ Booking tool

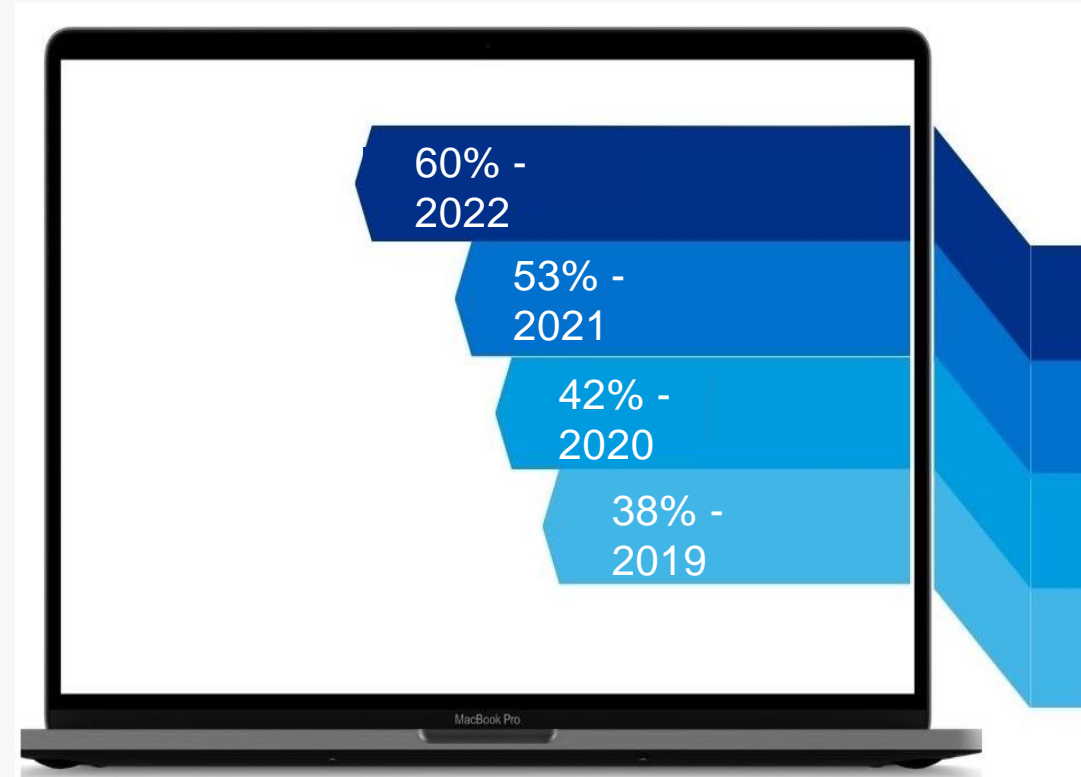
Patients increasingly use digital access routes



Online consultation submission rates



Usage of the NHS App



The national GP Patient Survey shows increasing numbers of patients using their GP surgery website

Patient and practice needs from digital tools

Patient and practice needs align

Patient needs:

One tool to do all core tasks: appointments, prescriptions, test results, opening times and contact details

Simple clear proposition

Universally available offer available using the channel and device that suits me

Ease of channel shift

One NHS user experience that works the same way and looks and feels the same regardless of which service I am using

Highly usable and accessible user journeys

Joined up patient journeys; that avoid duplication of information, keep patients informed of progress and explain what's next

Practice needs:

One tool to do the core tasks

Simple clear proposition that's easy to explain to patients

Universally available offer that can support national communications

Ease of channel shift: end-to-end thinking that delivers measurable and proportionate benefits to the time and cost of re-thinking processes, training and persuading and supporting patients and clinicians to change

Highly usable and accessible user journeys

Well integrated with practice systems

Data to track patient usage, satisfaction and outcomes



A new digital framework: uplifts digital standards and capability requirements to transform general practice

The new digital pathways framework will deliver tools that:

Improve patient experience by specifying higher usability standards for patients

Improve patient experience by mandating integration with NHS App

Improve practice experience by setting high minimum levels of functionality for practices

Improve practice experience by assuring quality, security and interoperability

The new digital framework is underpinned by:

User research with patients and staff to assess tools for patient usability and practice functionality.

Direct support for ICS/PCN/practices to buy the tools that best meet their needs.

Practical support for practices to fully realise the benefits of the new tools to implement the modern general practice model.

The modern general practice model builds on and draws together learning from across general practice

Releasing clinical time by identifying 'avoidable GP appointments'

- Opportunity identified with 16% of appointments being potentially avoidable.
- In the first phase they have managed to release on average 2.5% of GP appointments and 3.1% of nursing time were identified as avoidable and released

Elite Programme, analysis of 56,900 appointments

Improved workload management and reduced complaints upgrading to cloud-based telephony

- 90% would recommend the change
- 60% agreed the number of complaints (about getting through) have reduced
- 70% agreed it made it easier to manage their workload

NHS Cloud based telephony pilots with 122 practices serving 1.1 million patients.

Redistribution of demand

- April 2022 – Feb 2023, **450,192** referrals to community pharmacy were completed
- 4,534 practices have made at least one completed referral.
- Only 6% of referrals escalated back to general practice.

Improved patient experience

- Patient satisfaction is 6 percentage points higher than national average.
- Practices tailoring care according to patient need.
- Patient preference for a face-to-face consultation was 12%.
- 72% of patient contact in practices studied was started online.
- 83% of requests responded to the same day, median time to respond less than four working hours

Health Foundation IAU, 10.5 million patient contacts across 154 practices implementing modern general practice

Reducing consultation frequency through improved continuity of care

- The duration between appointments is longer when patients see the doctor they have seen most frequently over the last 2 years.
- Estimated 5.2% reduction on consultation numbers.
- The benefit is largest for older patients, those with multiple chronic conditions and mental health conditions.

Sources:

- [Continuity of Care Increases Physician Productivity in Primary Care by Harshita Kajaria-Montag, Michael Freeman, Stefan Scholtes :: SSRN](#)
- Pilot of ELITE Programme using data to identify avoidable GP appointments – internal NHS study
- [Access to and delivery of general practice services A study of patients at practices using digital and online tools](#). Improvement Analytics Unit
- NHS Cloud based telephony pilots with 122 practices serving 1.1 million patients. Internal NHS study.
- [How is Primary Care Access Changing?](#) BMJ Open 2023

This model connects to wider system support for general practice



Empower patients

- Improving NHS App functionality – mobile first self service
- Highly accessible and usable digital tools
- Increasing self-referral pathways
- Expanding community pharmacy clinical services
- Public Comms Campaign to explain the new model to patients



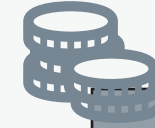
Cutting Bureaucracy

- Improving the primary-secondary care interface
- Building on the Bureaucracy Busting Concordat
- Streamlining IIF indicators



Training and practical support

- Care Navigation Training
- National General Practice Improvement Programme – practical hands-on support



Incentives and Funding

- Cloud Based Telephony
- High quality integrated digital tools
- IIF
- Transition and Transformation Cover
- QoF QI Indicators



The National General Practice Improvement Programme supports practices to move to modern general practice more easily and realise benefits more quickly, providing:

Support for improvement

- Practical, data-driven, evidence based
- 3 levels of support (universal, practice and PCN level support)

Support for capability building in practice teams to sustain change

- Fundamentals of change management
- General Practice improvement leadership programme
- PCN and Digital and Transformation leads training

Support for shared learning

- Enabling ICBs to create local peer networks to share challenges and learning alongside a national peer community

The national General Practice Improvement Programme supports practices and PCNs to move to modern general practice

Good Practice Content

1. Understanding demand and capacity
2. Enhancing care navigation and triage
3. Implementing high quality telephony journeys
4. Implementing high quality online access journeys
5. Workload management

Support is tailored based on an understanding of support and development needs

All practices and PCNs complete a data diagnostic to identify improvement priorities

Facilitated Support

- **Universal:** webinars, drops in and online content
- **Intermediate (practice):** 13 weeks of support with a facilitator
- **PCN:** 12 in person facilitated sessions over 6 months
- **Intensive:** 26 weeks of support with a facilitator
- **Capability building:** training on Quality Improvement

Underpinned by a system level plan addressing critical enablers

Outcomes

- Improving staff experience
- Improving patient experience
- Improving continuity of care
- Better alignment of demand-capacity
- Improving data and improvement capability

Improvement Indicators

- Patient satisfaction survey
- Staff experience survey
- Avoidable appointments incl. where continuity of care needs not met
- Online consultation usage rate
- Reducing telephone wait times and abandoned calls
- Use of community pharmacy

Early results

The National General Practice Improvement Programme (GPIP) was launched at the end of May 2023 as part of the Delivery Plan for Recovering Access to General Practice.

The first cohort of practices have completed three months of support (Phase A)*

- A **20%** drop in practice call wait times
- A **50%** drop-in practice abandoned calls
- A **28%** drop in the median volume of calls per 1000 patients answered in the first hour of opening suggesting a smoothing of demand
- An **almost doubling** in the number of online consultation requests (digital access) submitted by patients to contact their general practice – increasing from **13/1000** registered patients/week to **24/1000** registered patients/week.
- Staff are very positive about their experience of the programme:
 - ✓ **100%** of practice managers rated the **on-site sessions** as **going well or very well**
 - ✓ **100%** of practice managers rated the **group-based sessions** as **going well or very well**
 - ✓ **100%** of practice managers **felt better equipped** to deal with their work challenges
 - ✓ There was a **21% increase** in staff recommending their practice to a friend or relative to provide care
 - ✓ **57%** of practices have opted for a **further 3 months of support**

**Due to a delay in the publication of the Delivery Plan, the first cohort (Phase A) is a relatively small cohort due to limited ability to communicate and promote the Plan. They have operated as a vanguard for the programme. 37 practices participated in this first cohort. The data collected is experimental and emergent. It is constructed from a baseline data collection at the beginning of the intervention and a data collection upon completion.*

“The fact that you haven't come in and told us 'we need to do this, and we must do that' and rather tailoring the support / exploring options to what our practice uniquely needs has been great for us. Having the time weekly to work on things we may have kept putting off has been good too.”

Partner GP





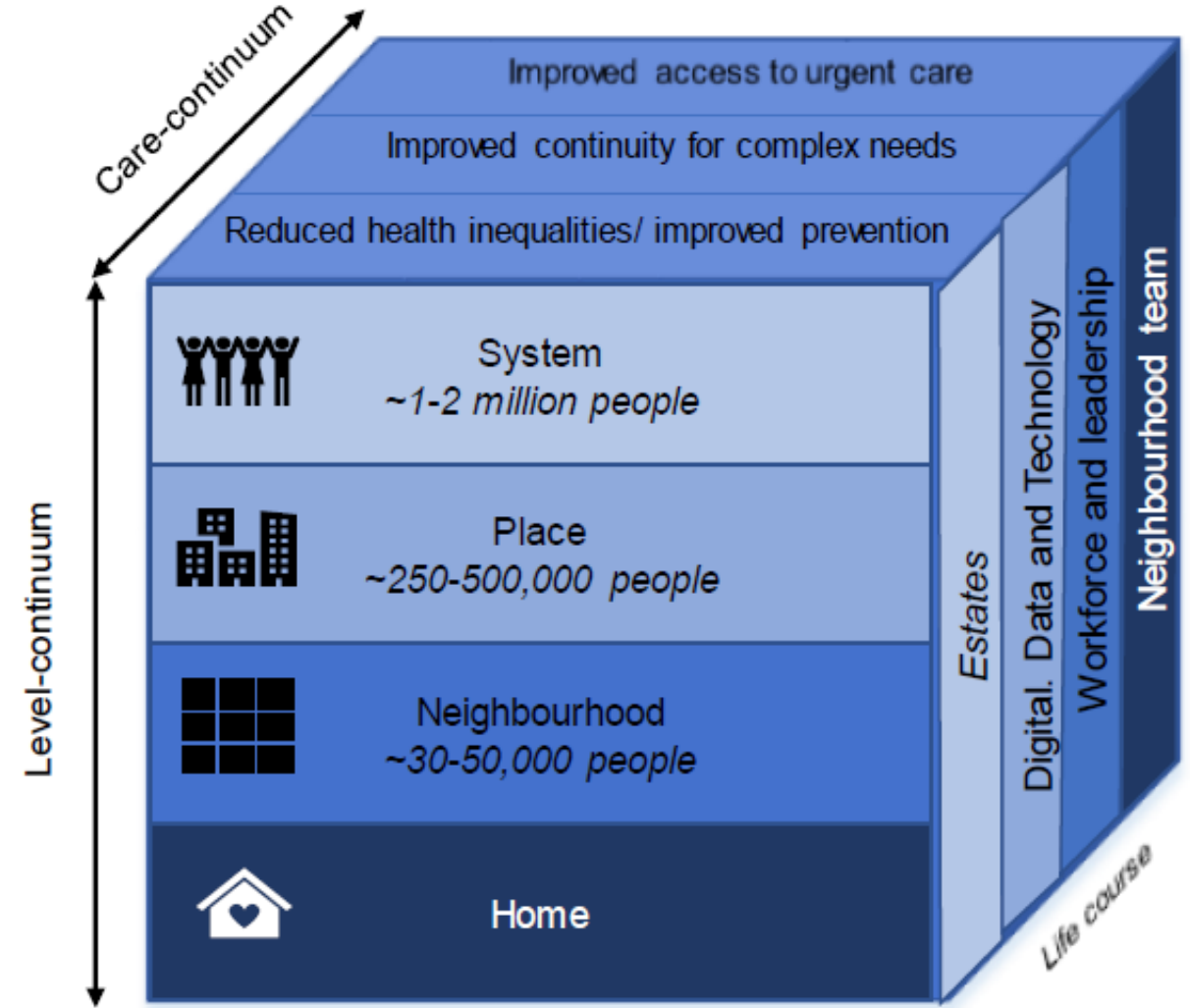
Reception Manager

“I like the way that we can learn from how other practices have met certain challenges similar to our own, based on your examples / knowledge / previous experience. Having the time every week to look at things has been good, weekly protected time is so beneficial.”

Clinical Director

“We were able to come together after a long time and review our working arrangements in a safe space, the style of the workshops helped support challenging conversations as well defining practical steps to achieve delivery. The skill of the facilitators was also commendable. A no-brainer to recommend the offer to others”

Integrated Primary Care



The integrated care

Support for practices and PCNs to realise the benefits of modern general practice – sign up by 17th November

For practices

- **Intensive support** – 26 weeks of support
- **Intermediate support** – 13 weeks of support

For PCNs

- 6 months
- 12 facilitated sessions

Find out more

The national General Practice Improvement Programme (GPIP) offers support for practices and PCN's to realise the benefits from a modern general practice model.

Register for an introductory webinar now

Search for

NHS general practice improvement programme

The screenshot shows the NHS 75 England website. The header includes the NHS 75 logo and a search bar. The main navigation menu contains links for 'About us', 'Our work', 'Commissioning', 'Get involved', and 'Coronavirus'. The page content is titled 'Intermediate and intensive general practice improvement support'. It includes a breadcrumb trail: 'Home > General practice > National General Practice Improvement Programme > Intermediate and intensive general practice improvement support'. The main heading is 'Intermediate and intensive general practice improvement support'. Below this, it states: 'Hands on' support is available to practices and primary care networks (PCNs) to help make changes and improvements. This is divided into 'intermediate' and 'intensive' offers:

- Intermediate (practice): three months of support with a facilitator
- Intermediate (PCN): 12 half-day sessions over a flexible time period
- Intensive (practice): six months of support with a facilitator

Integrated care boards (ICBs) have been asked to nominate practices and PCNs for intensive and intermediate support, depending on practice or PCN needs. Ideally, support needs will be identified via a facilitated conversation using the support level framework (SLF). Practices or PCNs that have not yet had a facilitated conversation using the SLF can still be put forward for the hands-on support. For practices – please register to join our next information webinar: [Intermediate and intensive support for practices – introductory webinar registration form](#). For PCNs – please contact england.pctgpij@nhs.net to express your interest in participating. Practices or PCNs participating in the intermediate or intensive support will need to have access to data from their telephony system.

Visit: <https://www.england.nhs.uk/gp/national-general-practice-improvement-programme/>

Any questions?



Thank You



[@nhsengland](https://twitter.com/nhsengland)



[company/nhsengland](https://www.linkedin.com/company/nhsengland)



england.nhs.uk



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Panel Discussion - Innovations in Primary Care Delivery: Revolutionising Healthcare Accessibility

This panel will explore transformative strategies, emerging technologies, and innovative solutions that are revolutionizing healthcare accessibility and patient outcomes. The panel delves into telemedicine, AI and data analytics, collaborative care models, patient engagement, and addressing health disparities.



Up next...



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Speaking Now...



Amy Glee

Director of Product and
Technology - Telstra



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Q&A



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Morning Break



Chairs Morning Reflection



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Dr Gurnak Singh Dosanjh

GP and ICB Clinical Lead for Home First -
Leicester, Leicestershire and Rutland ICB



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Up next...

nobi

Safe and happy living



Speaking Now...



Rob Fedrick

Head of Nobi UK - Nobi Smart
Lamps



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Speaking Now...



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James Wood

Director of Member and Local Networks
(LPCs) - Community Pharmacy England



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Speaking Now...



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Nabeel Arshad
GP Partner - The Brooke
Surgery



Dr Sewanu Kuponu
GP Partner - The Brooke
Surgery



Up next...



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Speaking Now...



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Laila Cremona
Founder & CEO -
MediBay



Mr. Karan Rekhi
Global Technical
Director - MediBay



**Professor
Federico Baffetti
("FRED")**
Global Technical
Director - MediBay



"We believe that every individual, regardless of gender, age, religion, ethnicity, socioeconomic background or location, should have access to prompt, high-quality primary healthcare.

It's MediBAY's commitment to make this belief a reality."

Laila Cremona
Founder & CEO



Our Core Team



Laila Cremona
Founder & CEO



Karan Rekhi
Global Financial Director



Prof. Federico Baffetti
Global Technical Director

Laila Cremona



A seasoned international entrepreneur, Laila began her career in the 1970s advocating for women and children in domestic abuse cases at Evershed's Birmingham. After her son was born in the 1980s, she became a recognized figure in luxury corporate giftware, providing exclusive British products worldwide.

After selling her business, Laila ventured into local politics in Staffordshire and was later recruited to spearhead the UK's first night horse-racing course in Wolverhampton which became a UK success story.

By 2002, Laila shifted her focus to India, working to uplift communities. Collaborating with charities like Mollige Smile Foundation and Anu Life, she made significant impacts, from supporting children with facial deformities to helping empower women entrepreneurs.

Her entrepreneurial spirit continued with the creation of Pan India directories. As a Certified Master Coach, Laila trained the back-office staff of giants like IBM and Infosys, and working with her own team, fostered entrepreneurship in India.

Throughout her journey, Laila's commitment to culture, etiquette, and personal development remained strong. This culminated in her "Social Gentleman" course, which caught media attention. She also became a brand ambassador for brands including Audi and Hennessy Cointreau and wrote columns on food and wine and the arts for prestigious media including The Times of India and The Hindu.

In 2014, Laila shifted to Torino, Italy, where she contributed by teaching business English to corporate executives. Partnering with Debrett's in 2019, she aimed to expand "Social Gentleman" across Europe. However, COVID-19 changed the trajectory.

During the pandemic, Laila ventured into the gaming realm, leading a team to create games for Qatar FIFA 2022 and diving deep into the worlds of AI, VR, AR, and blockchain. She has continued with developing phygital training using AR/VR to ensure that education is available to all notwithstanding lack of facilities.

The pandemic highlighted healthcare disparities for Laila. Now, she's bridging gaps in global healthcare accessibility, merging AI, blockchain, and telehealth. Partnering with industry experts, MediBAY, aims for worldwide reach.

A member of All Stars Women, Laila champions women in tech, supporting education in AI, robotics, fintech, and blockchain. With MediBAY, she and her team envision a world where quality healthcare, augmented by advanced technology, is accessible to all.

Karan Rekhi



Situated in the bustling landscape of Dubai, Karan's legacy stands tall, echoing his prowess in the realm of healthcare. As the Founder and Chief Executive Officer of *Forte Healthcare*, he champions specialized projects ranging from stem cell treatments to alternative medicine. With an astute understanding of financial planning, due diligence, and valuations, he transforms visions into actionable blueprints. Steering the operations and management of diverse healthcare facilities, Forte is responsible for delivering a formidable chain of primary care clinics across the EMEA region. Karan's foresight has propelled the establishment of specialized clinics and Centres of Excellence that have since become cornerstones in the world of healthcare.

Previously the Vice President of Operations at Emirates Hospitals Group in Dubai, he championed the operations for Emirates Hospitals & Clinics, leaving a notable imprint across the sector and the group witnessed the inauguration of state-of-the-art facilities, expanding the hospital's influence from the UAE to international terrains including Kuwait, Jordan, the US, and the UK. Karan's expertise shines particularly bright in mergers & acquisitions, ensuring the seamless development and operation of hospitals, day surgeries, and specialized clinics.

At VLCC International LLC for the Middle East and Africa, Karan showcased exemplary skills as the Regional Head of Operations & Business Development crafting new pathways for business development across the MENA region, while simultaneously handling operations in nations such as Oman, Bahrain, Qatar, and Kuwait.

At his time with Bukhatir Group in Dubai, Karan's strategic acumen was once again evident. Overseeing Strategic Business Development for Sport Cities International, where he played a pivotal role in the ideation and realization of integrated sports cities on a global canvas.

The culmination of his endeavors is a robust portfolio that embodies his commitment to elevating healthcare standards, all while ensuring a blend of traditional methods and cutting-edge treatments. Through his journey, Karan Rekhi has become synonymous with healthcare innovation in Dubai and beyond.

Professor Federico Baffetti



Amid the picturesque streets of Bologna, Italy, Professor Federico "Fred" Baffetti shines as both a distinguished academic and a visionary CEO. At the helm of "Efficiente," formerly known as Cloudif.ai, Fred employs a unique blend of expertise and passion, guiding clients through the nuances of business automation and digital transformation. With an unmatched prowess in AI, ML, RPA, and CLOUD, his firm stands at the forefront, helping businesses unlock the potential of technologies like Natural Language Processing and Sentiment Analysis, particularly in the Manufacturing, Retail, and Finance sectors.

Boasting over 25 years in diverse industries, Fred's mettle is evident in his unparalleled ability to metamorphose ideas into tangible, state-of-the-art projects and systems. His consultancy adopts a holistic approach - understanding the present landscape and then meticulously sculpting the future, emphasizing efficiency through AI and intelligent automation.

What truly sets Fred apart is his acute understanding of AI's evolution. Recognizing the seismic shift from BI to AI, he emphasizes that AI's prowess isn't just in data aggregation but in ethically and functionally predicting the future. Such capabilities enable businesses to not only leap ahead of their competition but also to reimagine the status quo.

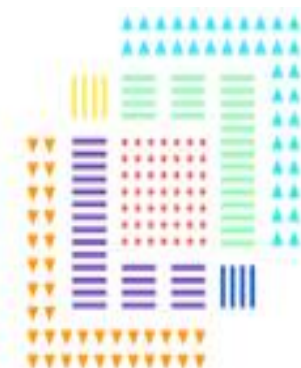
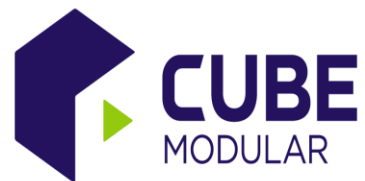
Fred's insights don't end there. With a keen eye on the evolving symbiosis of humans and machines, he envisages a near future dominated by AI's influence over everything, from rudimentary appliances to intricate robots. The impending nexus of "robot-man" isn't just a technological leap; it's a strategic asset for businesses. A world where unutilized data is an underutilized goldmine, Fred assists overwhelmed companies in mining this intelligence to bolster sales and slash costs.

Back in the academic corridors of Bologna Business School, globally recognized for its unparalleled course content and delivery, Professor Baffetti imparts wisdom on Big Data for Industry 4.0 to the next generation. Whether it's AI, the metaverse, web3, blockchain, or crypto, Fred's fervour for these domains is evident in his classes and his spirited sessions as a speaker, trainer, and coach. Beyond the tech, he's a fervent advocate of Futurism, Environmental, Social and Governance principles, and harnessing technology for the greater good.

In Professor Federico "Fred" Baffetti, one witnesses a harmonious blend of academic brilliance, entrepreneurial foresight, and an unwavering commitment to pushing technological frontiers.



Our working partners are





Introducing



The global 1st in secure primary healthcare facilities – adaptable at a ground-level or elevated stationary unit and as a mobile facility. Designed to bolster GP and primary healthcare provision, it functions seamlessly as a stand-alone unit, making it the ideal solution for emergencies, community outreach, and disaster response.

Leveraging AI, Robotics, machine automation, and blockchain, MediBAY offers rapid and precise diagnostics and treatment. This streamlined approach minimizes the need for numerous healthcare operators while bolstering support for GPs and as an individual primary healthcare, emergency & disaster management facility.

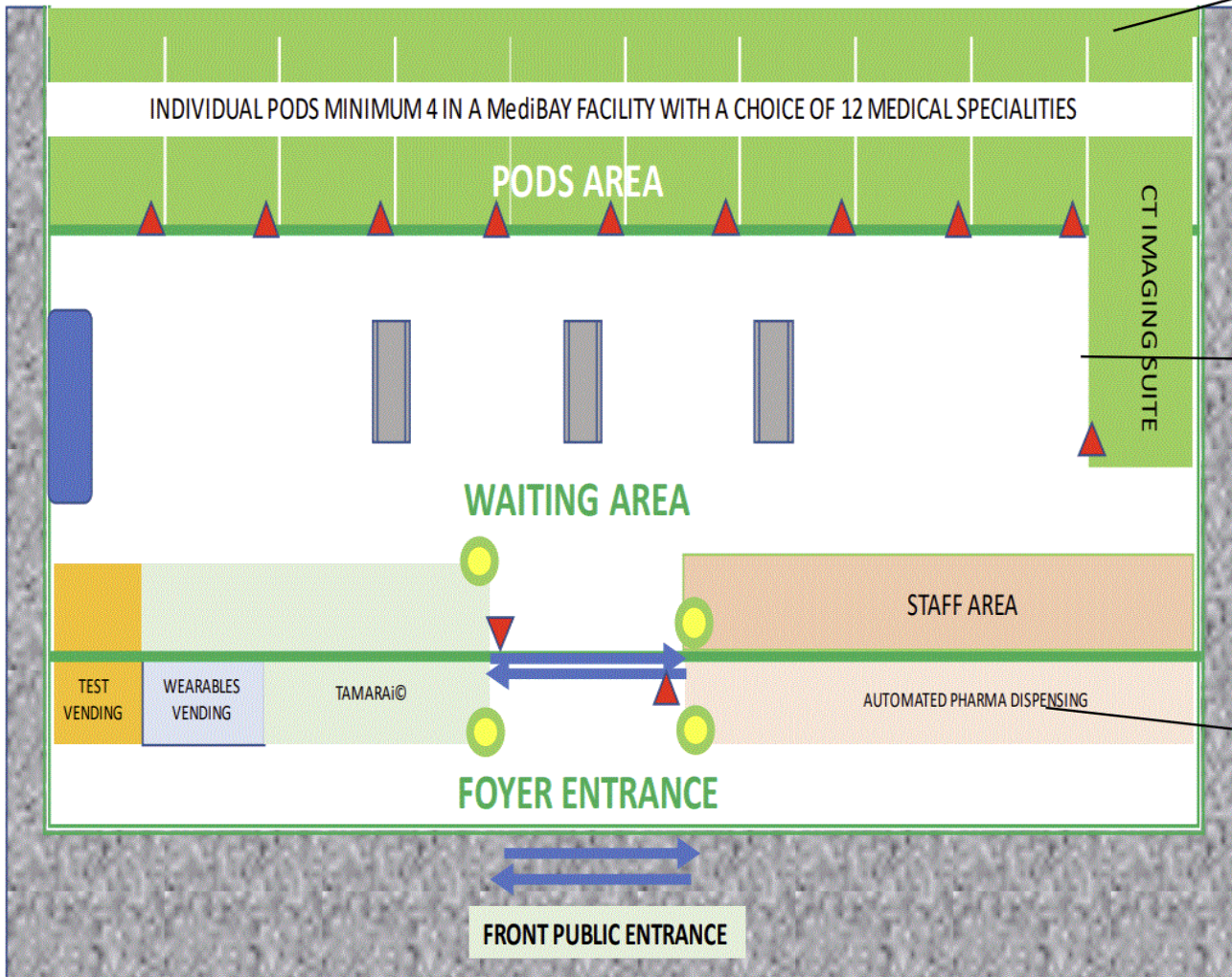
Each MediBAY is outfitted with 4-12 specialized MediPODs where licensed doctors and radiologists offer consultations through live holographic telehealth “big” screens. Patients benefit from immediate on-site pre-screening and direct access to up-to-date test results, ensuring an enhanced patient experience.

features patient-friendly specialized vending machines dispensing medical tests for home use or immediate immunographical analysis. Utilizing TAMARAI, we can analyse over 50 medical tests for multiple patients at one time. Results are produced on-site within a span of 5 minutes to a maximum of 1 hour. MediBAY is open 24/7/365.

Overseen by certified experts, we provide training on all our machines for both GPs and anyone eager to learn. Our CPD Certified courses blend physical and digital (phygital) learning, using AR/VR, allowing participants to engage with the machines from any location in the world.

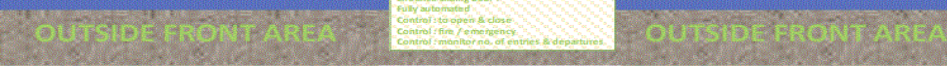
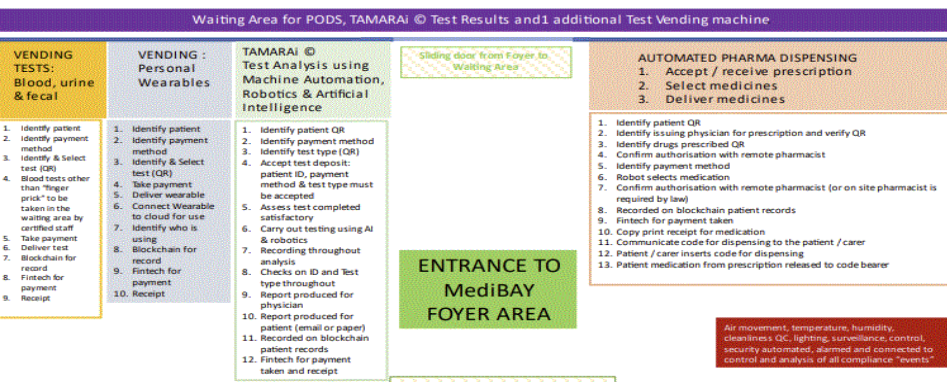
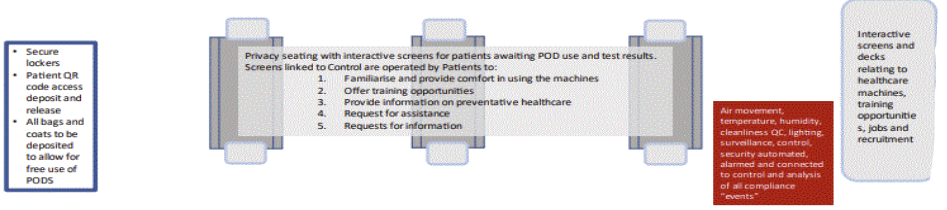
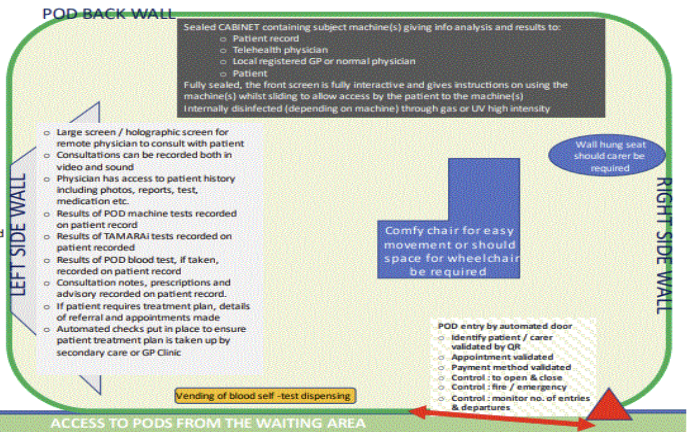
the facilities and machines can be used with either secure approved internet or “Starlink” satellite system providing a strong connection for consistent and fail-safe use. Green energy sources including solar, hydro and wind as appropriate to the geographical area, are our main source of energy.

STATIC INTERIOR FLOOR PLAN EXAMPLE



- A minimum of 4 POD choices from a choice of 12 different PODS.
1. Cancer
 2. Heart and blood
 3. Diabetes and roundcare
 4. Mental health
 5. CT & Scan full imaging suite
 6. Eyes and ears
 7. Women's health
 8. Men's health
 9. Mental health
 10. Ayurvedic and natural medicine
 11. Viruses and infections
 12. General Practice

- Each POD is set/binned and is held on a "rack and cartridge" system to facilitate deposit/removal
- Plug in to access control of
- Air movement
 - temperature
 - humidity
 - cleanliness QC
 - lighting
 - surveillance control
 - security
 - alarm



Advanced non-invasive state-of-the-art certified medical machines are built into our MediPODs within the MediBAY; these are controlled by either the Patient, our Staff member or directly from the Doctor's remote console.

MediPODS are designed to specialise in high-demand conditions, ensuring quick diagnosis and treatment.

Our auto-pharma machines dispense prescriptions, whether written or electronic, in 3 minutes to 1 hour.

HEART & BLOOD

CANCER

(including DNA blood test & monitoring)

DIABETES

(including wound-care & management)

WOMENs & CHILDRENs HEALTH

(including new tech in mammography)

MENs HEALTH

(including Thermography)

FULL 3D COLOUR CT IMAGING SUITE

(new tech with substantially % LESS radiation)

DENTAL

(including dental imaging)

SIGHT & HEARING

(including new tech analysis for autism)

MENTAL HEALTH

SPORTS INJURIES

RESPIRATORY

(including oxygen Generator)

NATURAL & AYURVEDIC

VIRUS & INFECTIONS

GENERAL PRACTICE

(where Patients need a general medical consult)

Fully Equipped

Where cutting-edge technology meets compassionate medical care.

Explore a small selection of our state-of-the-art equipment, tailored for precision, accuracy, and patient well-being.



TAMARAI[©]

revolutionizing the future of lab automation

GP and primary healthcare clinics lack on-site lab facilities, relying on traditional labs where manual processes cause substantial delays and human errors.

Our TAMARAI machine uses automation, robotics, and blockchain in co-operation with biotech technology, to deliver quick, accurate results for numerous tests and patients, offering swifter and more trustworthy medical insights.



Skin & Diabetic Woundviewer for Diabetes, Burns, Post Surgery

Precise assessment of diabetic injuries and skin damage from burns, surgeries, and infections.

Today's medical staff rely on mobile apps or visual evaluations, which can be inaccurate and overlook necrosis or escalating infections, hindering healing.

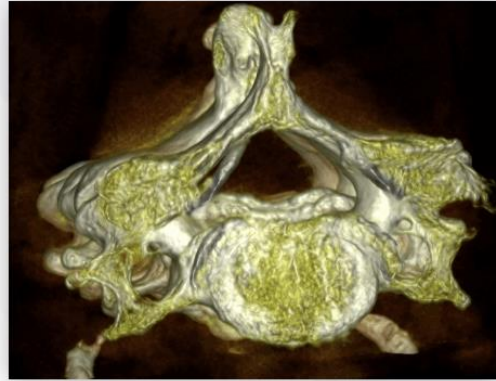
Our AI tool woundviewer, ensures accurate assessments, imagery, and historical data.

 <p>AREA detects variations of 0,2 cm²</p>	 <p>GRANULATION TISSUE by analyzing the RGB color map</p>	 <p>DEPTH detects variations of 1 mm</p>	 <p>CLASSIFICATION following the international standards: WBP, TIME and TEXAS</p>
 <p>3D RECONSTRUCT to view real 3D wound models</p>	 <p>TREATMENT TRACEABILITY history of treatments prescribed to patients</p>	 <p>EVOLUTION MONITORING graphic representation of parameter evolution</p>	 <p>ALERT SYSTEM to prevent clinical complications</p>



HDVI Imaging

HDVI (High Definition Volumetric Imaging) is a new hybrid technology in CT (Computed Tomography) that provides unprecedented diagnostic and interventional information for clinicians.



Fluoroscopy

High-resolution images, auto-brightness/contrast, and frame rates from 1-30 fps. Any orientation of the patient may be viewed and the gantry can move over the patient during a study.



Digital Radiography

Built-in Digital Radiography system that can be used in a single shot or scanning mode to allow a complete scan in a single radio-graph. Images may be taken at any angle.



The World's 1st Ultra-High Resolution, Mobile, Multi-Modality Point-of-Care 3D Colour Imaging Suite

This advanced mobile HDVI imaging platform, boasts the market's highest resolution and lowest noise for 3D clinical imaging.

Unlike traditional CTs, it delivers 100% real image data, with remarkable resolution up to 0.09mm and lesion detection at 0.2mm, all while significantly reducing radiation exposure.

Clinicians can effortlessly view 2D and 3D images in various planes, making images often clearer than radiographs and enhancing patient care by cutting CT turnaround time in by over 90%, substantially reducing radiation and expediting treatments.



EYE INTELLIGENCE

EYE TRACKING FOR AUTISM IN BABIES, CHILDREN & ADULTS

Eye movement deficits are a distinguishing feature of ASD and are often used as a standard diagnostic tool. The use of eye-tracking as a unique, objective and easy-to-use tool for detection and diagnosis of ASD with a success rate of over 87%, makes it highly effective for detecting and diagnosing ASD and levels of intensity.

EYE SCREENING FOR DISEASES

Our technology analyses full-colour fundus images to screen for eye diseases including glaucoma, diabetic retinopathy, age-related macular degeneration as well as CVD risk factors prediction with an accuracy of 95%. This is the 1st line of defence and helps patients to better understand clinical assessments.

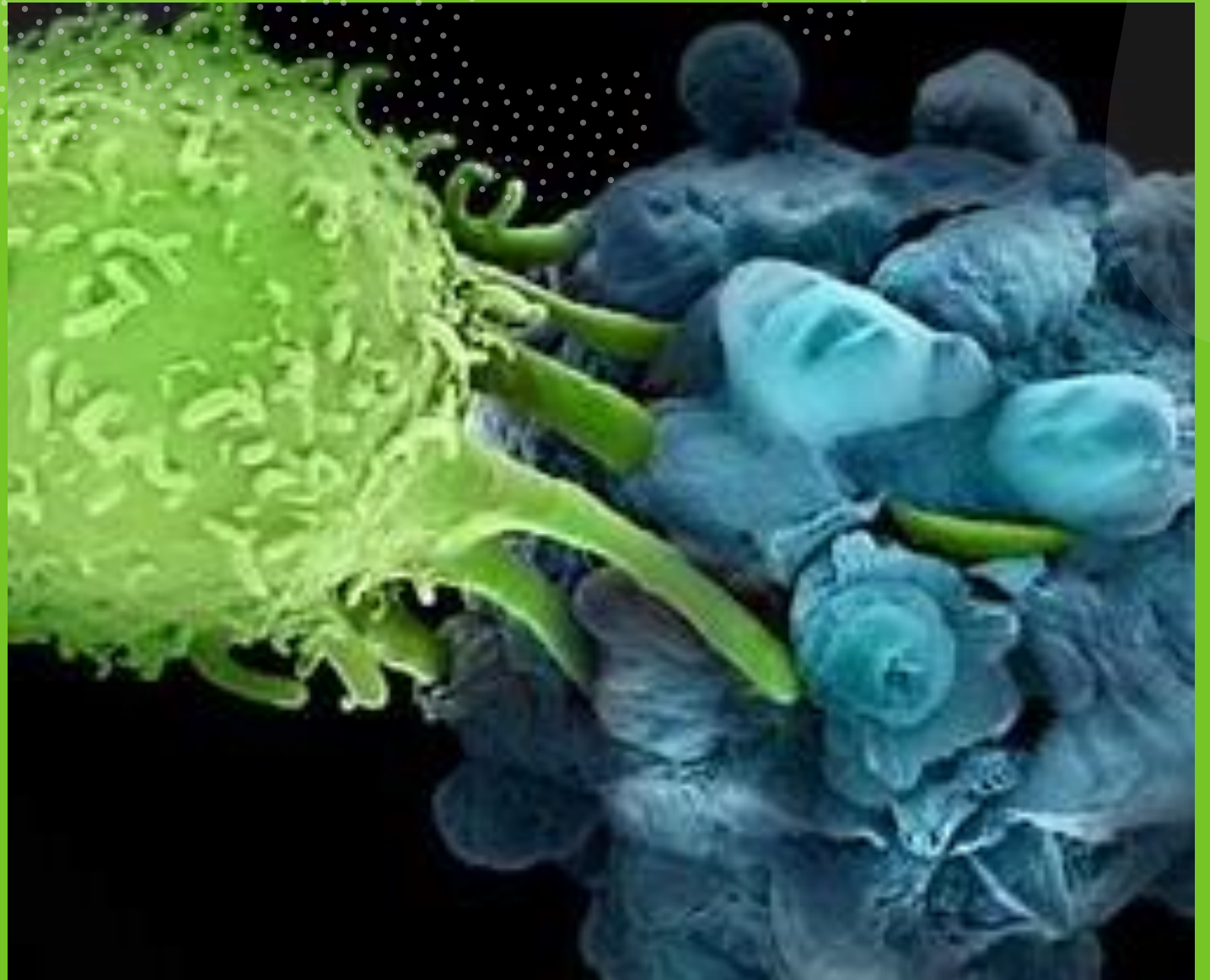
TEST VENDING

With the advantage of flexibility, MediBAY can move swiftly in stocking tests relevant to patient demand.

Vending 24/7/365, Patients have access to an extensive range of medical tests including OncoDeep Biomarker Cancer, Thyroid, Diabetes, AIDS, CBC and more which patients can deposit in TAMARAI for fast analysis and results. MediBAY also vends rapid tests for Pregnancy, Prostrate Cancer, Strep, Covid, MonkeyPOX, UTI, STI etc.

AUTOMATED PHARMA DISPENSING

Automated Pharma machines accept paper and e-prescriptions; we accurately dispense medication using our licensed machine and with the benefit of an authorized “sign-off” from our on-site technician 24/7/365.





Wearables & Apps



As the focus shifts to proactive health and continuous monitoring over sporadic testing, MediBAY introduces wearables integrated with our platform

HEART : heart rate, breathing strain, heart rhythmns, HRV, ECG and alarm

DIABETES : real time management, monitoring and insulin release without separate injection

CANCER : monitoring patients receiving treatment for blood cancer, lung and colorectal cancer to accurately determine treatment success and issues.

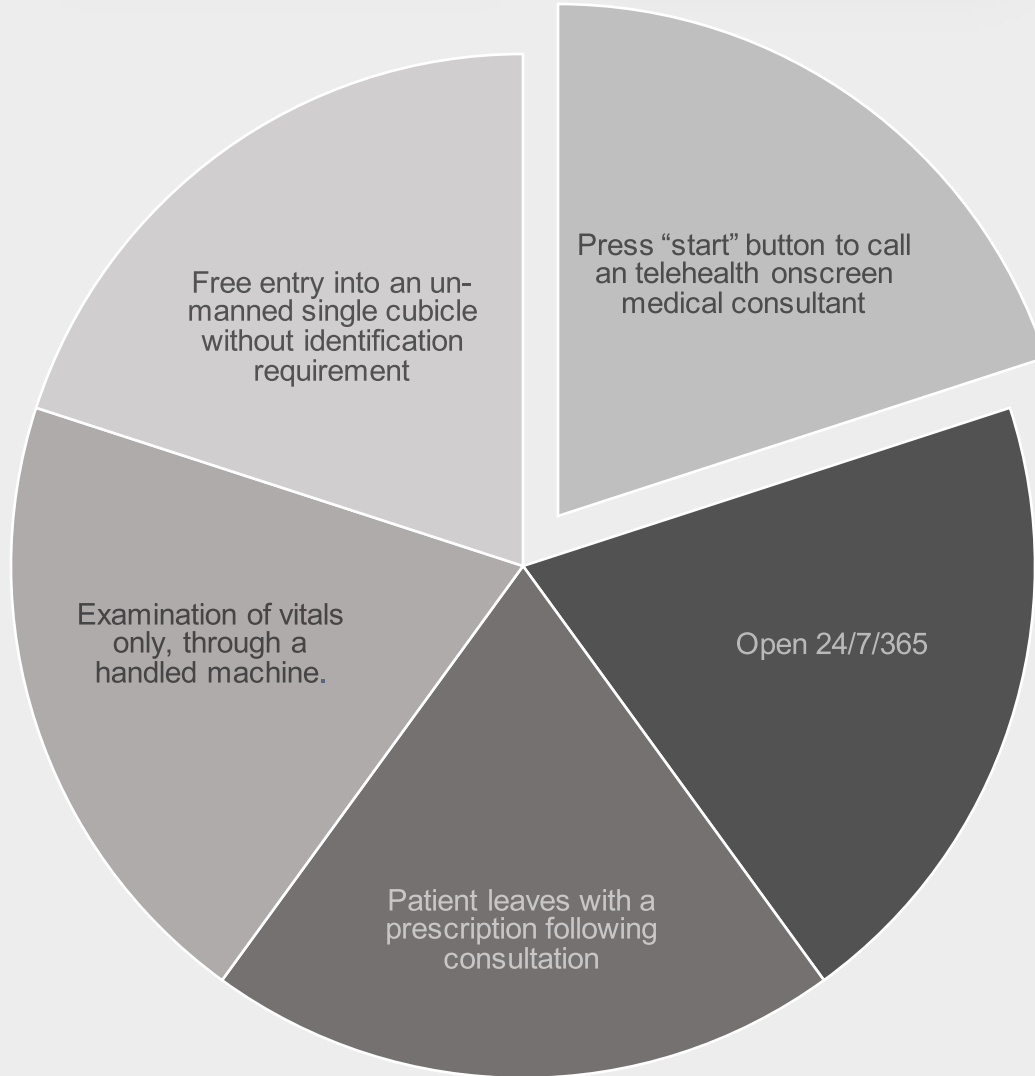
COGNITIVE FUNCTION : physical activity and posture, falls, motor symptoms, gait and balance, sleep activity

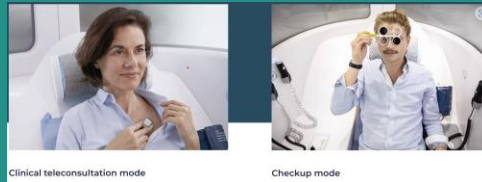
EPILEPSY : detects possible convulsive seizures and instantly alerts the wearer and remote healthcarer



- | | | |
|--|--|---|
| Support as "Specialist Locums" for GPs & Primary Health care | Stand alone primary healthcare provision | Sports facilities |
| Encouraging healthcare initiatives | Airports, Railway and Coach Stations | Educational facilities |
| Office Parks and Factory Estates | Shopping Malls | Temporary high-density events |
| Exhibition and Conference Centres | Hospitals for additional test support | Areas where demands exceed the norm |
| Remote Locations | Areas of poor medical reach | Permanent or Semi-Permanent Treatment Centres |
| Emergency and disaster management | Urgent primary healthcare support | |

Other Primary Healthcare Facilities on the market





Card swipe into an un-manned single small cubicle "consulting station"

Patient receives results of the consultation within the individual "consulting station"

Tests operated manually : vital statics, height, weight, hearing, eye tests, glucose. Provision for assistance by a human medic is not available within the station

Video screen telehealth GP, specialist, occupational health expert directs the patient in conducting medical tests in the small "consulting station".

Patient i.d. securely verified at Test vending, TAMARAI, wearables, auto-dispensing, waiting and MediPOD areas.
MediBAY is designed for easy use by all status of socioeconomic patient.
Minimal physical contact and maximum sanitation.

Doctor is present on patient entry to MediPOD.
Big screen holographic offering an authentic doctor-patient experience.
MediPOD size 3.5mx3.5 for assistance if required.
Patient body size and wheelchair access is catered for.

Vital stats automatically recorded "touch-free" pre- and during consultation
Doctor controls a range of non-invasive tests in excess of the "norm" and where Patients would generally have been referred to the hospital.

TAMARAI delivers test results in situ, on blood, fecal & urine immunography.
Patients can be directed to hospital care + follow-up mechanism.
E-prescriptions direct to MediBAY's pharmacy for fast automated dispensing





**Revolutionizing primary healthcare
to enhance the quality of life
for everyone**





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Lunch & Networking



Chairs Afternoon Address



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Dr Gurnak Singh Dosanjh

GP and ICB Clinical Lead for Home First -
Leicester, Leicestershire and Rutland ICB



Speaking Now...



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Dr Shanker Vijay
Digital First GP lead
London Digital First -
NHS England



Mr Ian Leigh
Digital First, Senior
Programme Manager
London Digital First -
NHS England

Automation in Primary Care

Digital Transformation – NHS England (London)



Primary Care Transformation Conference: The Foundations for Better Care

Tuesday 31 October 2023



Presented by:

Dr Shanker Vijay – GP Clinical Lead, London Digital First

Ian Leigh – Senior Programme Manager, London Digital First

england.londondtt@nhs.net



Introductions

Our London Digital Transformation Automation team:



Dr Shanker Vijay
GP Clinical lead



Ian Leigh
Senior Programme Manager



Shona Ash
Senior Programme Manager



Matthew Nye
Regional Director



england.londondtt@nhs.net



But the team is far bigger.....



20mins

**BACK
TO
THE FUTURE**





#LetDoctorsBeDoctors



Repetitive mundane tasks....

**Ever
increasing
workload.....**

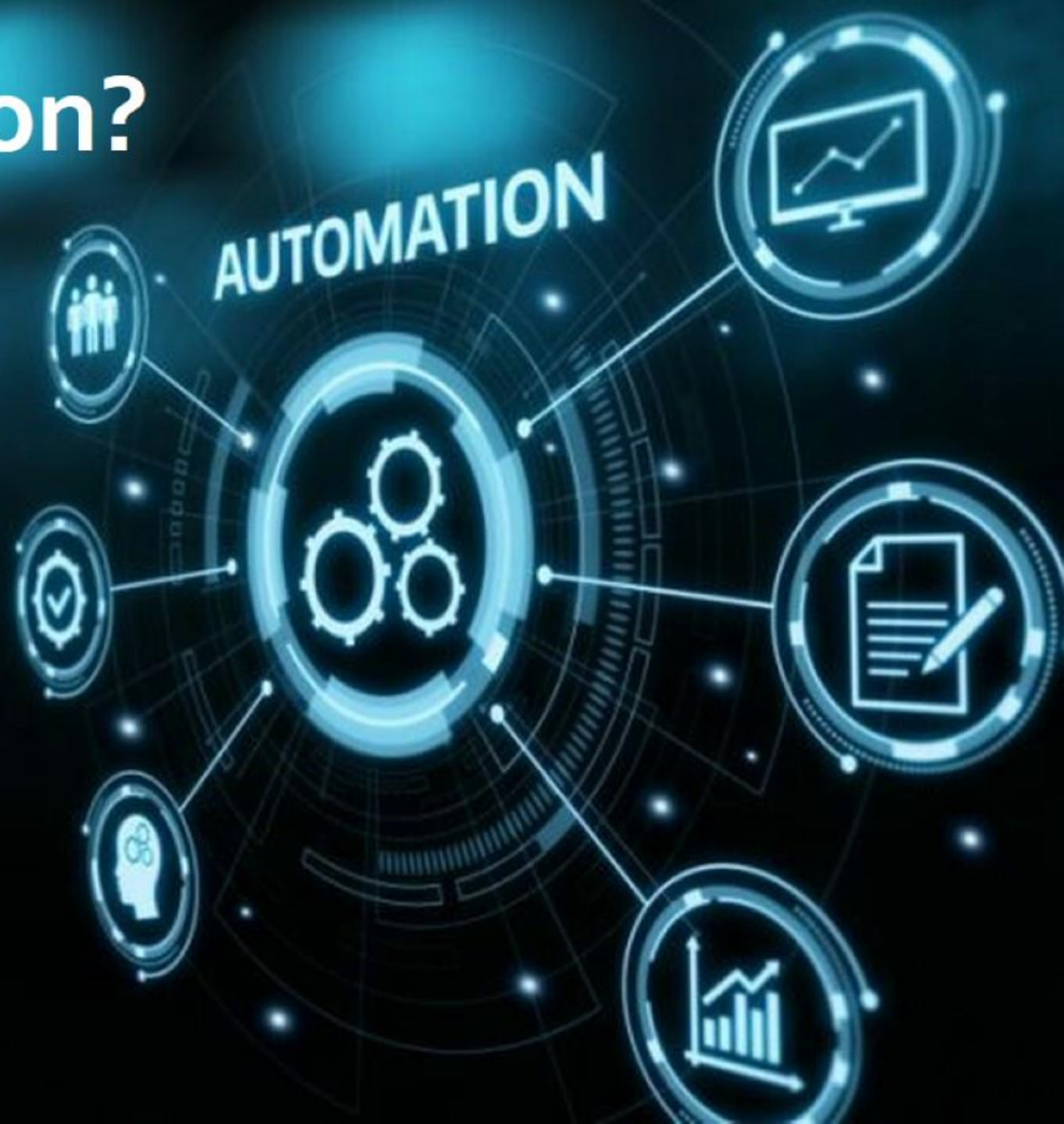


'Boiling Frog Syndrome'

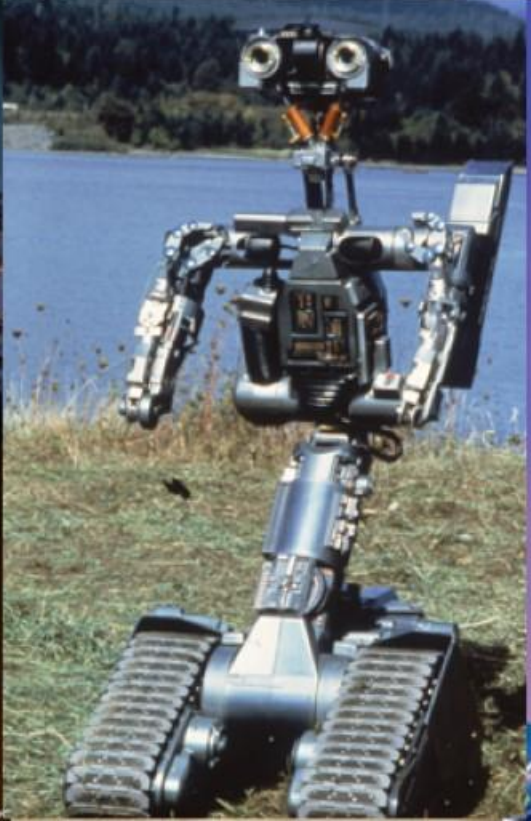


What is Automation?

“Design and implementation of technologies to provide services with minimal human involvement”



What is Robotic Process Automation (RPA)?



Benefits of Automation: Dr Nisha Patel – GP, North East London

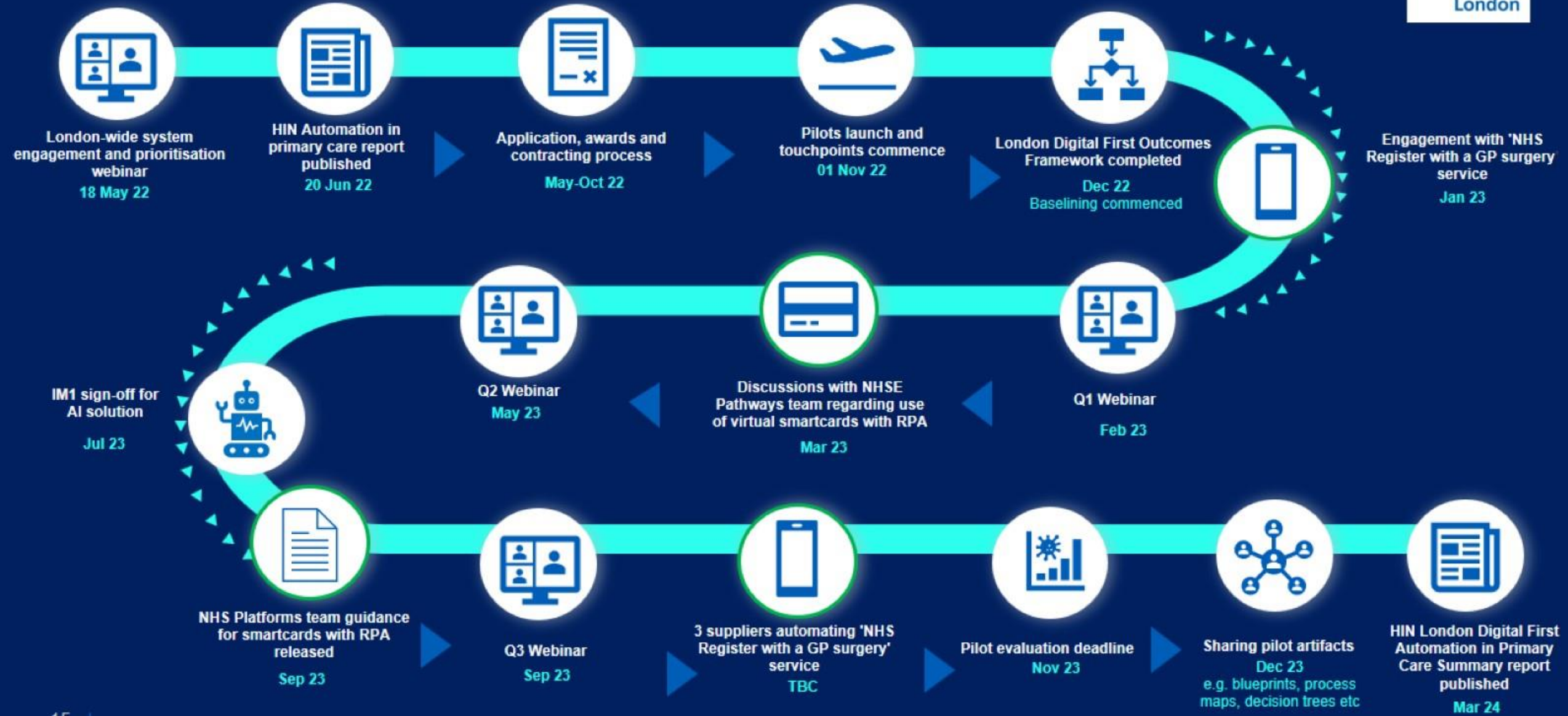


**In search of a
'New Chart'...**

**Our journey
with
Automation
pilots.....**



Automation grants journey timeline....



Overview of Pilots

11 applications
across London
received total
>£600k grant
funding





Pathology – Processing ‘Normal’ reports

- ❖ N1 Primary Care Network (NCL ICB), GP Automate

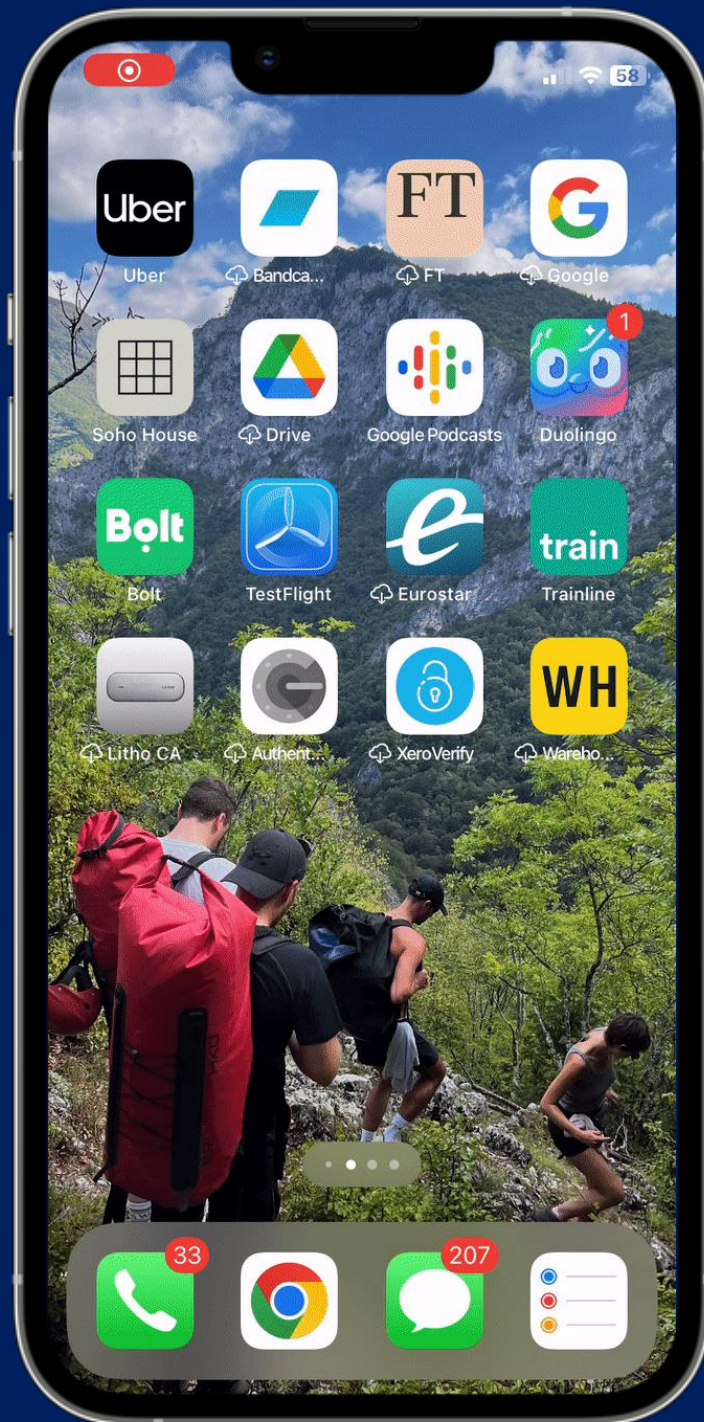
- ❖ Chessington & Surbiton (SWL ICB), Automation Anywhere & JifJaff

- ❖ Bowel Cancer Screening results
- ❖ Modality Lewisham (SEL ICB), Blue prism and in-house team

New Patient Online GP Registration



- ❖ N1 Primary Care Network (NCL ICB),
GP Automate
- ❖ Lambeth Healthcare Fed. (SEL ICB),
HealthTech-1



Call and Recall

- ❖ Using WhatsApp/AI to increase cervical screening rates to the national average

- ❖ Islington GP Federation (NCL ICB), SPRYT

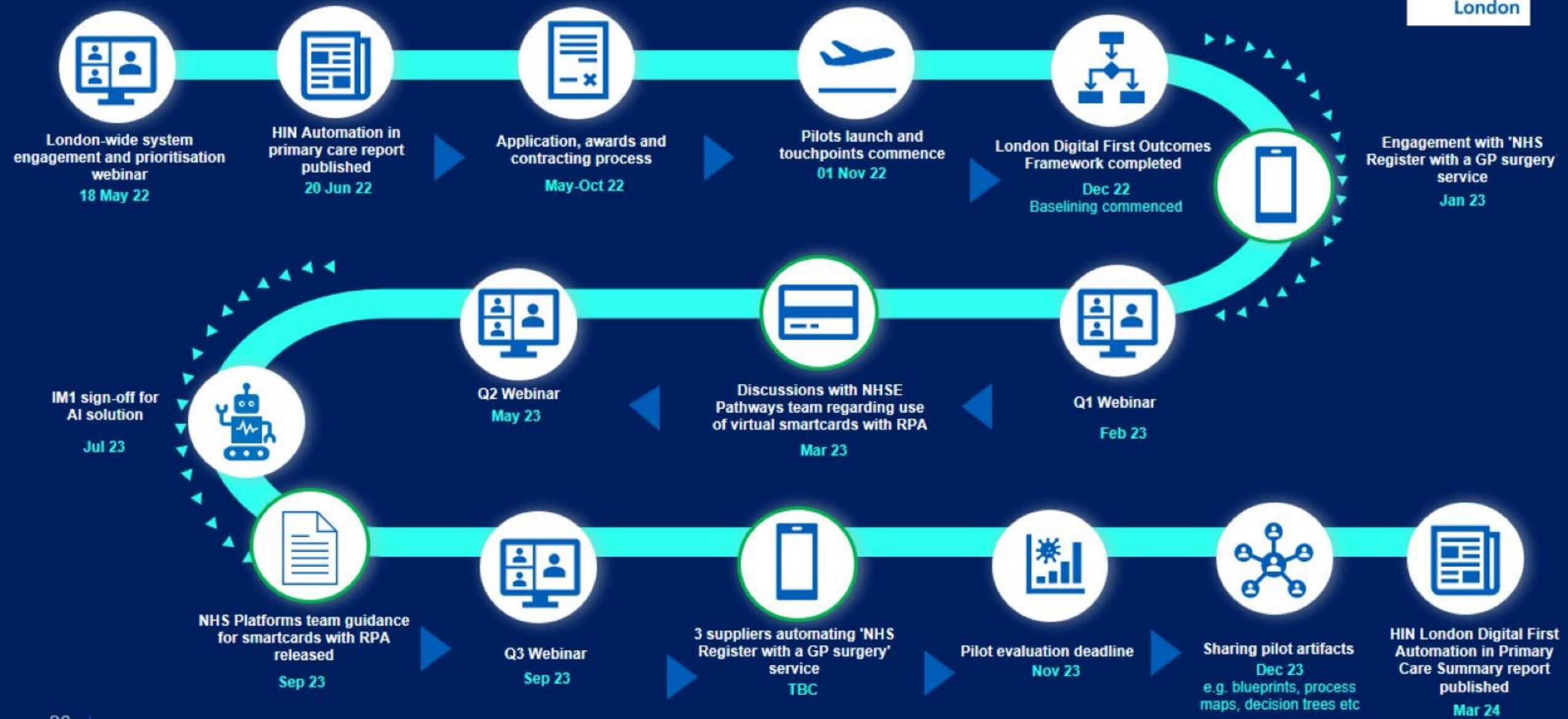
- ❖ Call and recall & Risk stratification of patients with Hypertension, Diabetes and Atrial fibrillation

- ❖ Havering North (NEL ICB), Care IQ

- ❖ Diabetes / Long term condition management & Risk stratification

- ❖ Sutton PCNs (SWL ICB), Patient Chase

Automation grants journey timeline....

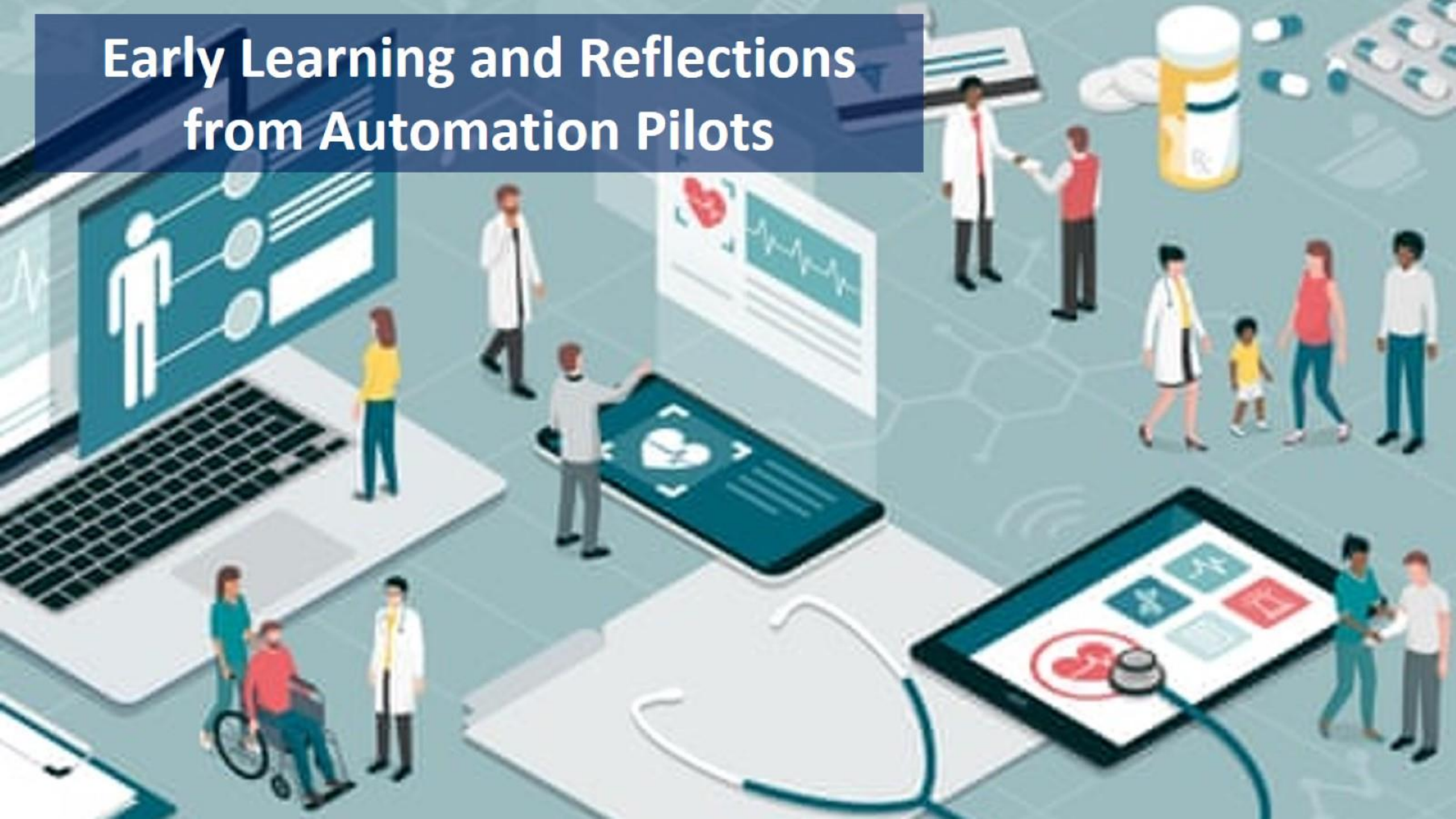


Outcomes

- Pilot evaluations due by 30 Nov 2023
- London Digital First with Health Innovation Network (HIN) will produce a summary report by Mar 2024
- Post evaluations, pilot site will continue to monitor Outcomes and benefits
- Our London Digital team will continue to engage with pilot sites post evaluation and use findings to inform next steps for spread and adoption of automated processes in primary care

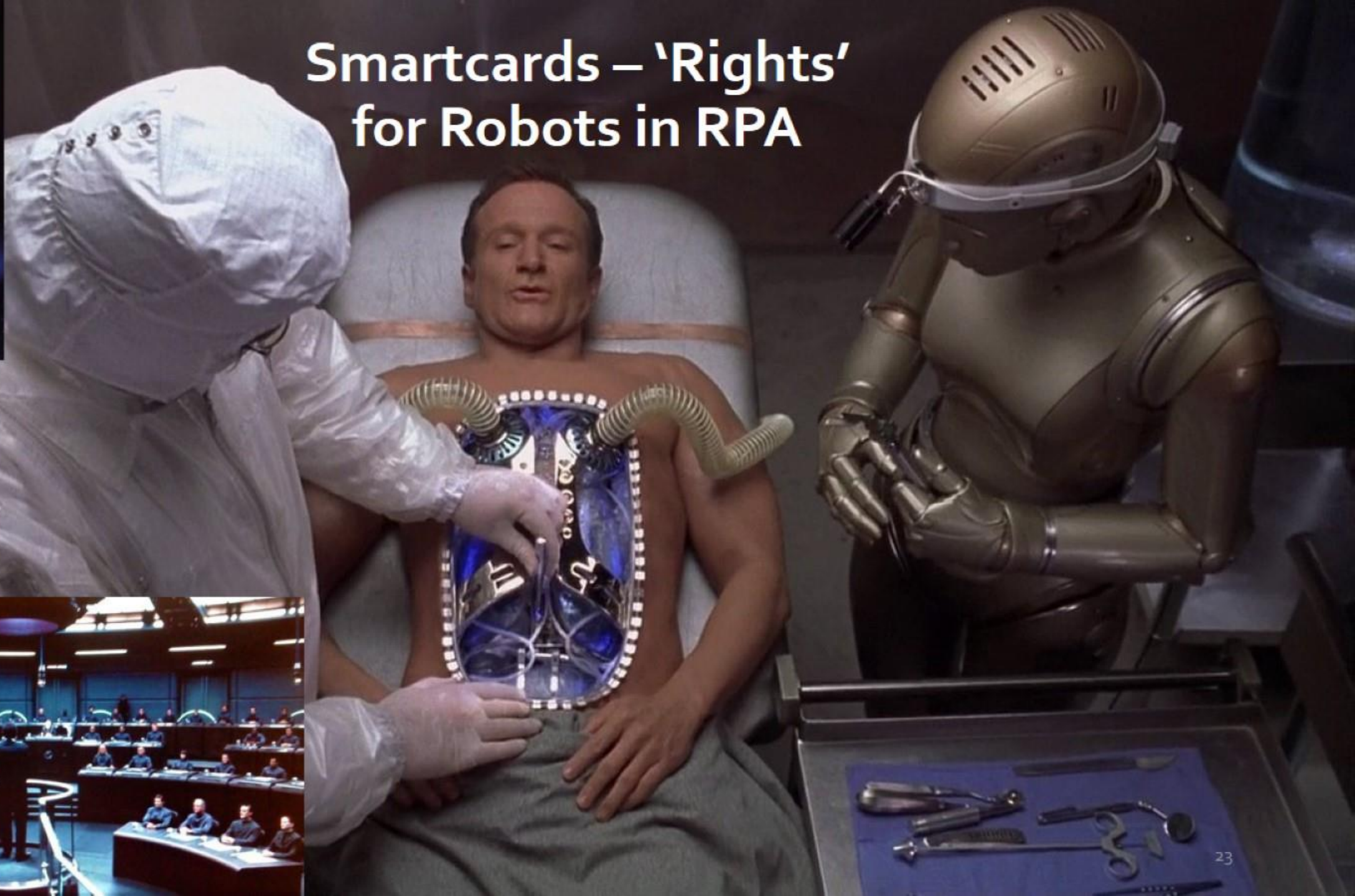


Early Learning and Reflections from Automation Pilots





Smartcards – 'Rights' for Robots in RPA



> 8,000 'normal' lab reports automatically filed → 133 hrs saved

**>9k Online Patient registrations processed saving >2000 admin hrs
- 72hr turnaround reduced to 6.5hrs**

B E N E F I T S

**>2,350 Bowel Cancer Screening results processed
→ 118 hrs saved**

"It's great, it can save an hour a day..."

"It improves communication with patients... saves the patient from calling"

Call & Recall

- Reduce admin time from 70hr to 2hr p/w



Not just about saving time or money.....

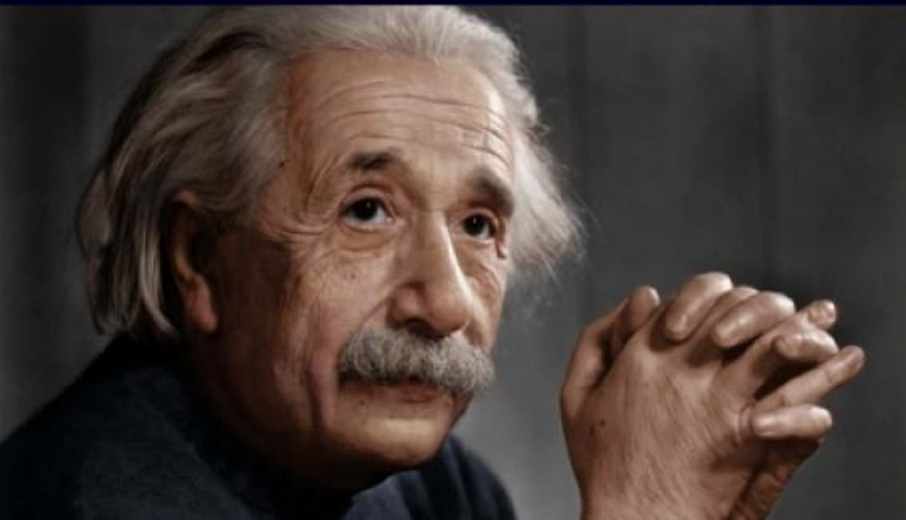
Key Benefits include:

- Improved Patient and Staff Experience
- Improved Patient Safety

Shared Learning: Tony Hannawin – Pharmacist, North Central London



Genius is making complex
ideas simple, not making
simple ideas complex.



Albert Einstein

quote fancy

Primary Care: Variability & Scalability



Shared Learning: Dr Nisha Patel – GP, North East London



Shared Learning: Dr Rasha Gadelrab – GP, North Central London



Finally, Improvements & Optimising core Primary Care IT systems remains a bigger priority than 'Automation' as a workaround....Our patients and NHS workforce are relying on it !



Autocorrect

Automation in Primary Care

Digital Transformation – NHS England (London)



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Ian Leigh – Senior Programme Manager, London Digital First

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Speaking Now...



Brandie Deignan

Chief Executive Officer - Pier
Health Group



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- LEADERSHIP MOTIVATION & GROWTH -

BIG CHANGE

A person wearing a dark jacket and a hat is seen from behind, looking out over a vast, hazy landscape under a dark sky. The scene is dimly lit, suggesting dusk or dawn. The overall mood is contemplative and forward-looking.



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Q&A Panel



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Panel Discussion - Supporting the Retention of the Primary Care Workforce

This panel discussion will address the critical issue of retaining healthcare professionals in primary care settings. Primary care plays a vital role in delivering accessible, comprehensive, and continuous healthcare to individuals and communities. However, various challenges have led to workforce shortages and high turnover rates, which can have significant implications for patient care. The panel will explore strategies and initiatives to enhance job satisfaction, promote professional development, and improve work-life balance to retain primary care providers effectively.



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**Thank you for attending the
Primary Care Transformation
Conference!**



Register for the next Primary Care Transformation Conference in April 2024...



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