



Virtual GP appointments offer patients more flexible care

North and East London Commissioning Support Unit

Size: 1500 employees

Industry: Healthcare

Location: United Kingdom

Solutions

- Providing more convenient appointments and better use of clinical resources with video consultations using Cisco Jabber® Guest
- Managing virtual waiting rooms with Cisco® Unified Contact Center Express
- Facilitating video-based collaboration with Cisco Unified Communications Manager

Introducing Appointment Flexibility and Choice

Healthcare in the United Kingdom is changing. Full time workers, parents, carers, people with restricted mobility all need more flexibility when booking medical appointments. GP resources are expensive and in high demand. Healthcare organisations need to make more cost effective use of doctors' time.

Video consultations between doctors and patients offer a more convenient service to people living in the North and East London Commissioning Support Unit (NEL CSU) area.

Using government funding, secured to improve access to primary care, NEL CSU established an innovative collaboration with Stellar Healthcare and Cinos Communications Services, a Cisco Premier Partner

Cloud-Based Service Offers Convenient Video Consultations

The result was HealthConnect, a cloud-based service for booking secure video consultations with doctors using Cisco Jabber® Guest technology.

With HealthConnect, patients contact their GP surgery to make appointments. As part of an initial triage, receptionists enter their details into the patient administration system (PAS) and flag appropriate cases as video calls.

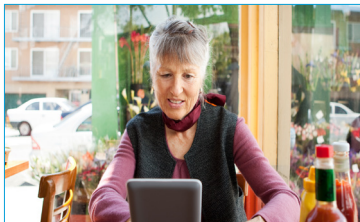
At the appropriate time, HealthConnect sends an automatic email to the patient with a unique link for the consultation. A video client is embedded in the patient's browser using open WebRTC technology. Patients don't have to download software or sign up for a third-party service. They don't even need a user name or password.

"Cisco Jabber was the only easy-to-use solution that conformed to our information governance specification," says Renier Van Zyl, IT Director for Stellar Healthcare.

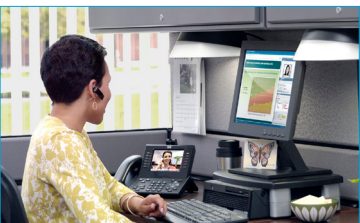
With Cisco technology, Stellar Healthcare:



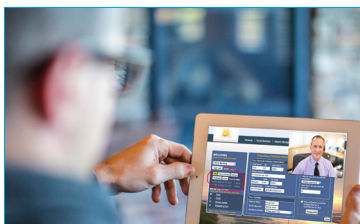
Helps GPs deliver more efficient patient care



Gives patients more convenient access to appointments



Improves clinician productivity



Has a more flexible and cost-effective healthcare delivery model

Easier for Patients to Get the Care They Need

HealthConnect was an immediate success. Take Helen Burgess from West Essex, for example. Since being diagnosed with Crohn's disease, she needs to visit her GP regularly. Yet, as a working mother, it's hard for her to book convenient appointments. HealthConnect makes it easier and less stressful for Helen.

The solution's flexibility means GPs can hold video consultations from anywhere. GP surgeries can also pool resources to fill gaps in provision—a real bonus for Stellar Healthcare and patients across the thirty-five GP practices working in collaboration. The system also reduces the number of home visits required, freeing up valuable nurse time.

The service has proved very popular with patients. Waiting times are shorter, and they're now able to see their GPs at home, or even from work. This is especially beneficial for patients with full-time jobs, young children, chronic conditions, or restricted mobility.

Safe, Secure, and Simple to Manage

With HealthConnect, there's no extra work, as the system takes all its information from the PAS. The receptionist simply verifies each patient's identity before transferring that person to the virtual waiting room.

"Identity checks were essential for safety, while video streaming had to remain in the UK," says Renier Van Zyl.

For that reason, HealthConnect

NEL CSU and Stellar Healthcare Healthcare

runs on the ultra-secure National Health Service N3 network, ensuring information remains private and patient confidentiality isn't compromised.

Better, More Efficient Remote Consultations

NEL CSU provides communications and video capabilities on its end-to-end Cisco® platform, integrating data centre, networking, security, and collaboration. Smart Net Total Care™ provides award-winning technical support along with faster problem solving, greater operational efficiency, and reduced risk of downtime.

All Stellar Healthcare practices now use HealthConnect to make better use of expensive resources. The organisation estimates that video consultations could potentially cut the number of missed appointments by 40 per cent, while it believes consulting time could become 60–70 per cent more productive.

In the longer term, HealthConnect will help GP surgeries retain staff and patients, which is another reason why interest in the system is growing among other NEL CSU users.

"Using video has improved the quality of remote consultations and makes our support more appropriate to each individual. It also appeals to younger and tech-savvy patients," says Debbie Bodhanya, CEO of Stellar Healthcare.

“HealthConnect is a simple and cost effective way of improving access to general practice and bringing it into the 21st century.”

Samuel McCarthy
Assistant Director ICT
NEL CSU

For More Information

To learn more about the Cisco solutions featured in this case study, visit:

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www.cisco.com/go/networking

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www.cisco.com/go/datacenter

www.cisco.com/go/services

Products and Services

Collaboration

- Cisco Jabber
- Cisco Jabber Guest
- Cisco Unified Communications Manager
- Cisco Unified Contact Center Express
- Cisco DX80

Data Center

- Cisco Unified Computing System™ (UCS®) Cisco UCS B200 M3 Blade Servers
- Cisco UCS 5108 Blade Server Chassis
- Cisco UCS 6248UP 48-Port Fabric Interconnects

Routing and Switching

- Cisco Nexus® 1000V, 5548UP , and 7000 Series Switches
- Cisco ASR 1000 and 9000 Series Aggregation Services Routers
- Cisco Catalyst® 3850 Series Switches

Security

- Cisco ASA 5585-X Series Adaptive Security Appliance

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- Cisco Smart Net Total Care



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