



# Healthier Together

Mobile App to reduce anxiety amongst parents of young children and avoid unnecessary A&E and GP presentations

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Frimley ICB

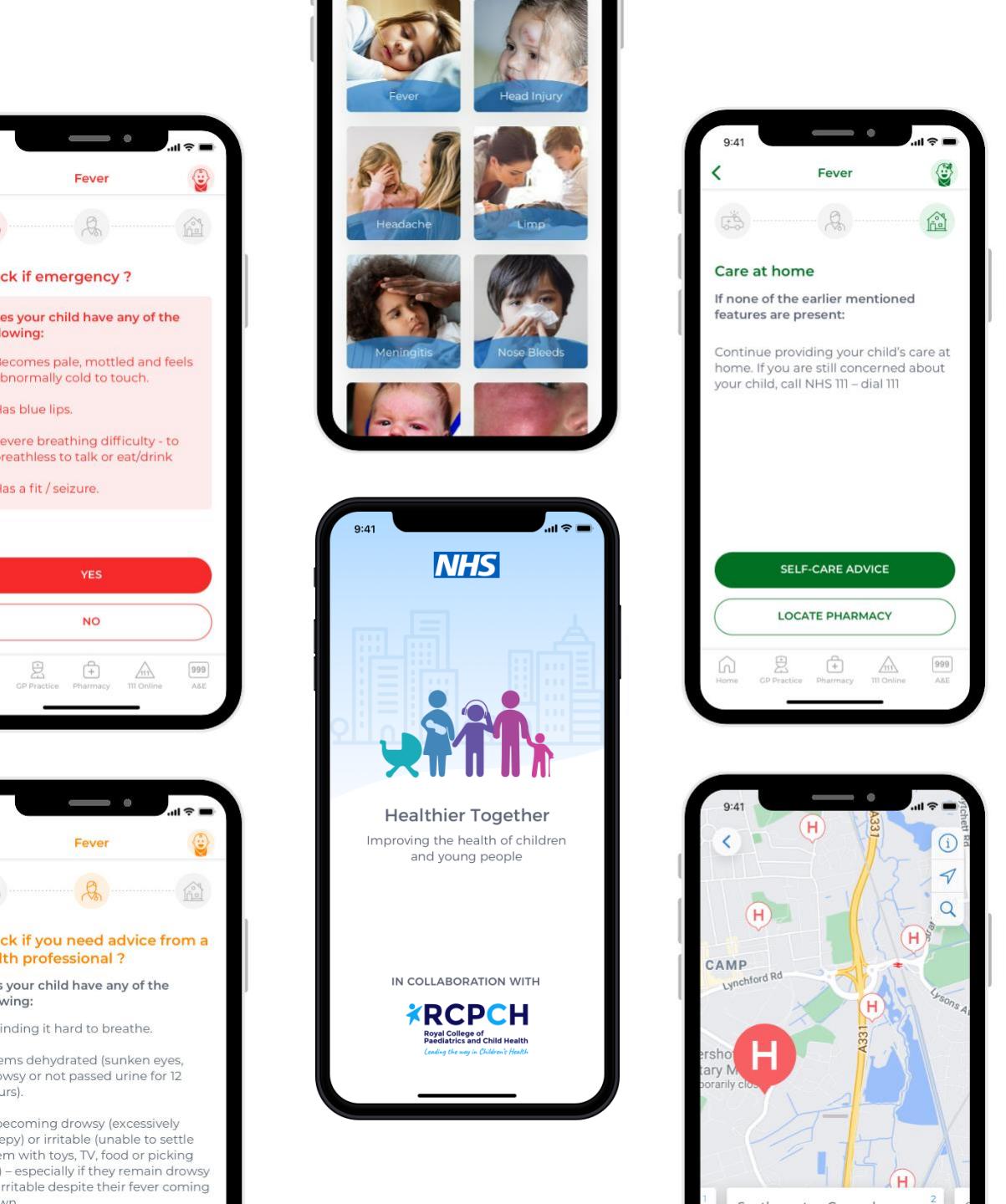


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Paediatric Care  
Initiative of the Year





## CALL TO GP PRACTICES TO ONBOARD BEFORE THE RISE IN WINTER RESPIRATORY VIRUSES

The Healthier Together app aims to change the health-seeking behaviour of parents by providing them with the tools to evaluate the severity of their child's illness when they are poorly.

Only by your practice formally onboarding will your patients have full access to the functionality of the app.

**Conversion rate**  
% of parents that choose to download the app after being signposted to its page

**Retention rate**  
% of parents that choose to keep the app installed on their phones after download

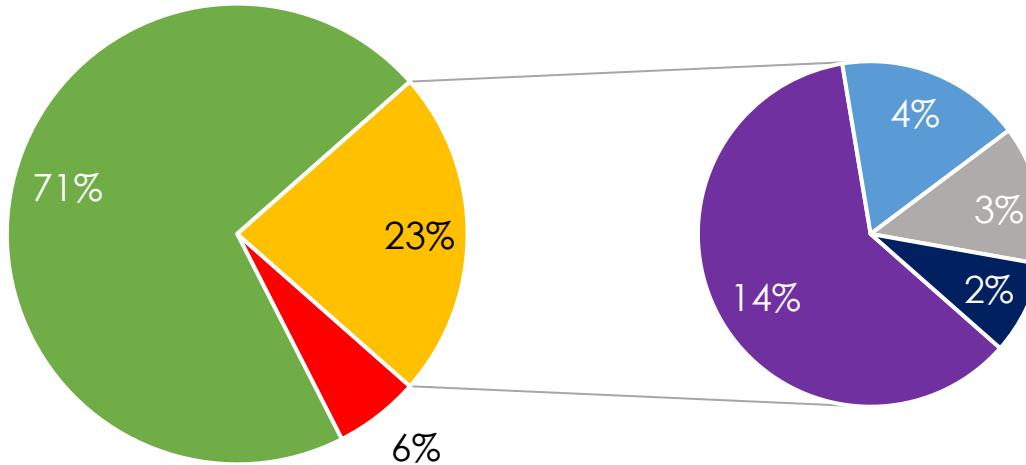
Median Conversion rate within the Medical apps category is 55%. The Healthier Together app is trending significantly above this.

# Reducing ED and primary care activity ...



## Self-Care

71% of self-triages result in patients choosing to self-care.



## Emergency

6% of parents are advised to visit A&E or call 999.

■ Red ■ Green ■ Amber ■ Online Consultation ■ Called Practice ■ NHS 111 Online ■ Called NHS 111



## Online Consultation

Only 14% of Amber dispositions resulted in an online request.

This translates to only 3% of the overall number of parents that used the app to self-triage.

Manual review of “amber” patients that contacted primary care online (conducted by PCN) – 100% appropriate

## Key Features

- Aligns with existing Practice Pathways
- Increases clinical capacity by filtering the “worried well”
- Prioritises children that require same day triage
- Red | Amber | Green symptoms have been established by local clinicians and sign-post to local resources

## Practice Workflow

- Parent submits an online consultation request to nominated mailbox. Relevant amber symptoms captured. Amber disposition options can be set to online consult or telephone or both (preferred by most practices).
- Admin staff will file the request and add to duty triage list.
- Duty doctor or a nominated clinician will review the request and decide further action e.g. Call back | F2F appointment.

# Feedback from patients and practices ...



Parent

I'm using the app and loving it for my two, really concise and much better than 111 online. Amazing what doesn't require intervention! Edith had a bump on the head golf ball sized but that was ok to monitor and ice a bit at home – brilliant as I probably would have headed to ED.



Parent

As a mother of 4 children ranging from 16 months to 13 years, I find the app very useful and helpful to give me the information that I need to help me to look after my children when they are not feeling well. The information is really clear and easy to follow, the videos make this app extra special, it has saved me calling the health services on many occasions but also gave me a guide on when to ask for help.



PCN Clinical  
Director

As a GP, I regularly signpost parents to the app. They find it helpful as it has a huge amount of information for them and gives great advice on what to do and when to worry and seek medical advice if needed.



Practice  
Manager

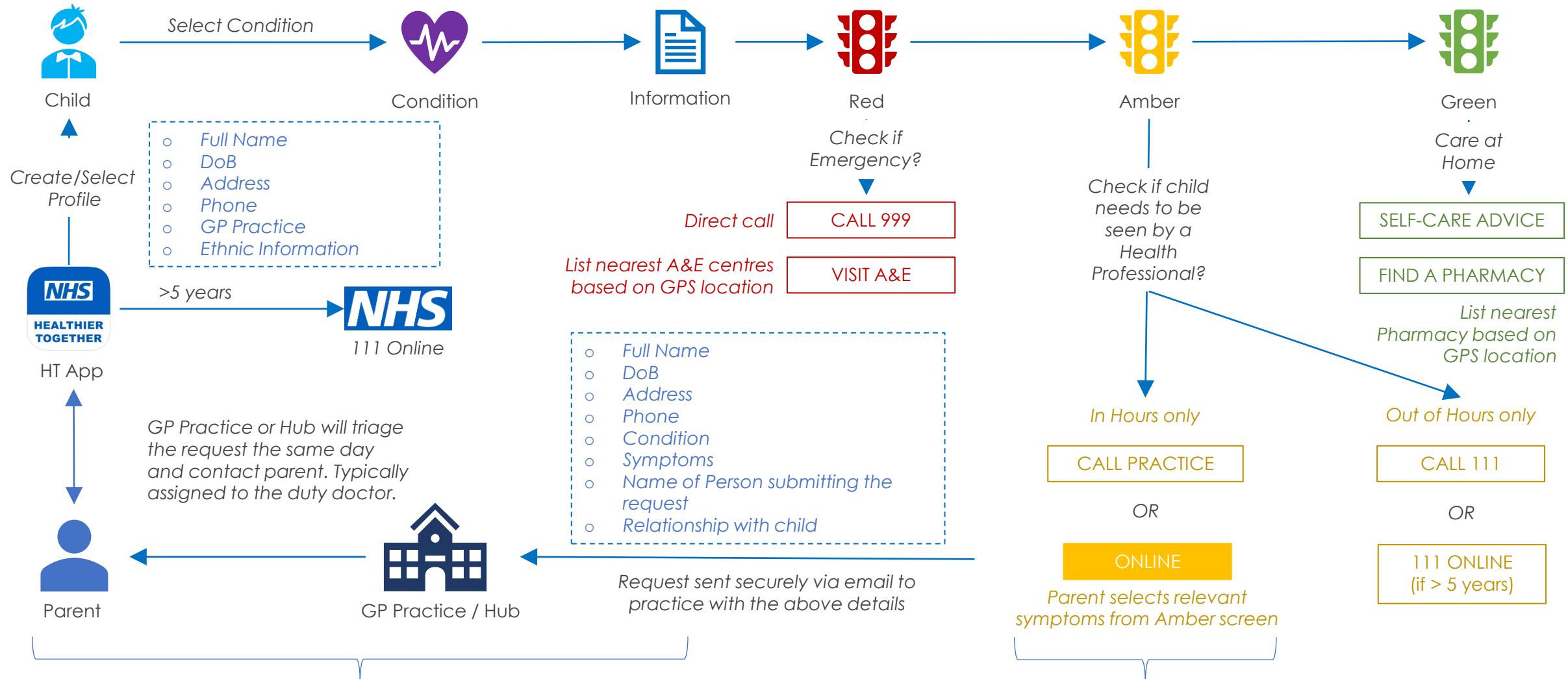
I would like to compliment you and your team on the Healthier Together App...what we have certainly noticed is the ease of using the app for the patients and how clear the options and links are on the app. When comparing it to e-consult (as it is the most comparable application we have) it is worlds apart, with e-consult it is very time consuming for both the patient completing the questionnaires and us as a surgery as the answers/information is not as clear as that of HT App and can easily be completed and read by all parties. We must congratulate all involved and look forward to the affect using the app will have on our patients and their self-care and the impact this will have on our surgeries.



Practice  
Manager

We are actively promoting the app and we have had a few emails come through which all seemed appropriate.

# Healthier Together App Patient Flow ...



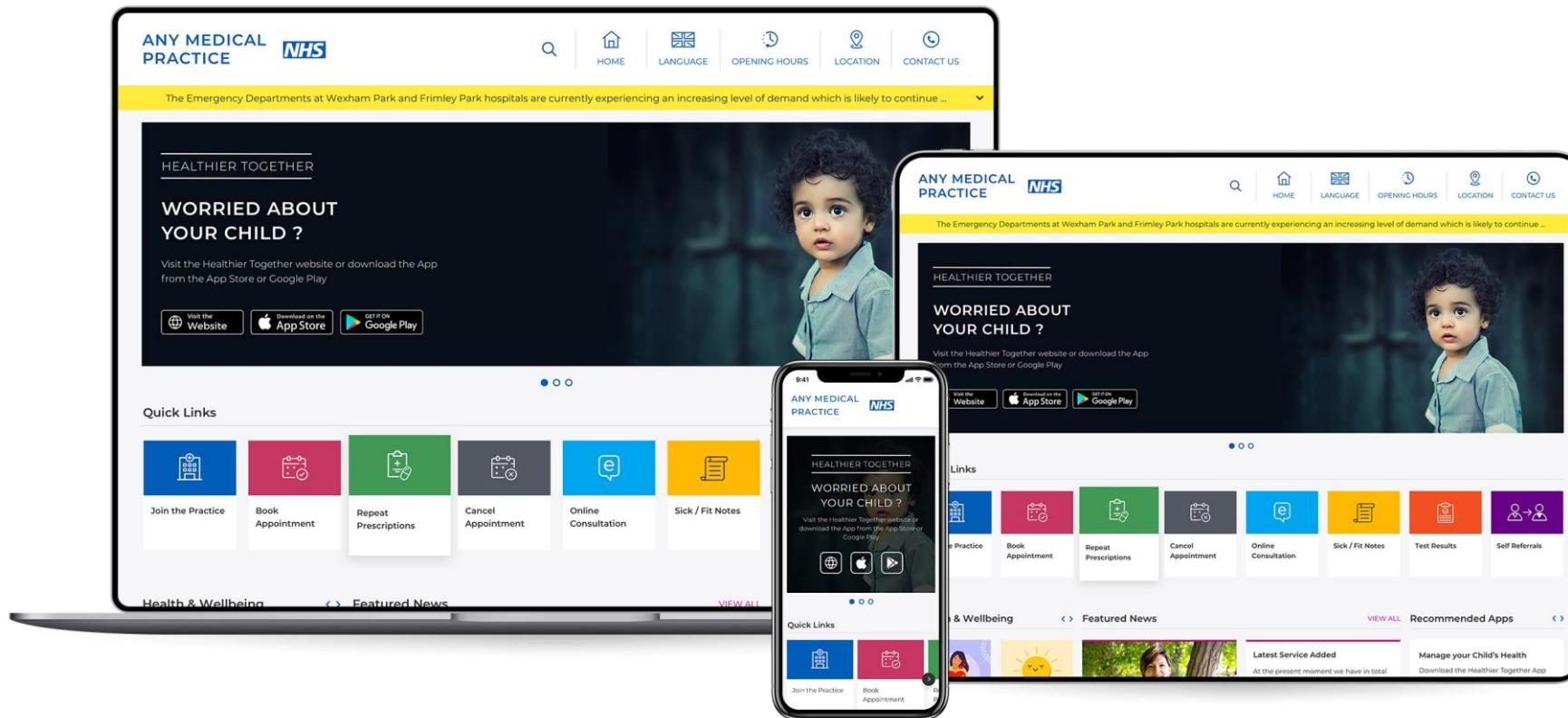
Practice workflow aligns with existing practice workflows for management of online triage requests e.g. via eConsult.

We have carefully engineered this pathway to ensure reduction in activity. Only 3% of patients that use the self-triage function end up submitting a request to the practice (based on data from 15+ Live practices).

# How can your practice sign up ?

## Is your practice using the Patient Link Patient engagement platform for its website ?

The Healthier Together app has full interoperability with the Patient Link patient engagement platform making it quick and easy for practices to onboard and manage the service. If you have not yet signed up for Patient Link, please [click here](#) to schedule a demo call to learn more about the benefits of Patient Link for both patients and practices in line with revised GP contracts. Alternatively if you wish to sign up for the app in the meantime or as a standalone service, please visit the final slide.



# Practices using Patient Link website ...



Access the Healthier Together App settings via the Healthier Together tile under the Practice menu

Practice | Patient Link

Farnham Dene Medical Practice

PRACTICE TEAM STAFF AVAILABILITY JOB VACANCIES

Documents Management

DOCUMENTS

Practice Settings

LOCATIONS OPENING HOURS NEW SOCIAL MEDIA BETA MAIL SETTINGS

App Integrations

HEALTHIER TOGETHER

Super Admin

# Healthier Together App settings in Patient Link ...

- 1 Enable the options for Patients to submit an Online request.
- 2 Enter the email address to which requests should be sent. This can be a generic address that is monitored by the admin team.
- 3 Enter the min and max age for Online requests. Default is 0 to 18 years.
- 4 Enter the timings between which you wish to keep the Online request option open to patients. Please note this is not the same as your practice timings. We recommend that you set this to at least half an hour before your admin staff finish their shift.
- 5 This is the default message that is shown to patients after they submit a request. If your practice closes earlier than 18.30 please change this accordingly.



It is important to ensure that your practice details on NHS.UK website are correct. See next page for details.

The screenshot shows the 'Healthier Together' settings page in the Patient Link interface. The left sidebar has a blue background with icons for Home, Practice, Network, Training, Support, Analytics, and Settings. The main content area is titled 'Farnham Dene Medical Practice' and 'Healthier Together' (Last Updated: 31 Dec 2020 15:00).  
**1 Online Consultation:** A toggle switch is turned on.  
**2 Email:** An input field is empty, with 'Minimum Age' and 'Maximum Age' dropdowns to its right.  
**3 Age Range:** A green circle highlights the 'Maximum Age' dropdown set to 18.  
**4 Daily Timings:** A table shows start and end times for each day of the week. Monday through Friday are checked and set to 08:30 to 18:00. Saturday and Sunday are unchecked and set to 08:30 to 18:00.  
**5 Patient Confirmation Message:** A text input field contains the message: 'Farnham Dene Medical Practice will now review your consultation and contact you before 18:30 today.' A green circle highlights the '5' at the bottom right of the page.

# Check your practice details are correct on NHS.UK

This GP surgery is currently accepting new patients.

**Contact us**

**Address**  
Farnham Centre For Health  
Hale Road  
Farnham  
Surrey  
GU9 9QS  
[Get directions \(opens in Google Maps\)](#)

**Phone**  
Reception  
01252 730100

**Online**  
[visit GP surgery website](#)

**Reception opening times**

Day	Opening hours
Monday	8am to 6:30pm
Tuesday	8am to 6:30pm
Wednesday	8am to 6:30pm
Thursday	8am to 6:30pm
Friday	8am to 6:30pm
Saturday	Closed
Sunday	Closed

- 1 Visit the Find a GP page on NHS.UK and enter your postcode.
- 2 Check that practice address is correct. This is the address that will be visible to the patients in the app.
- 3 Check phone number for reception. This is the number the app will advise patients to call while the practice is open.
- 4 Check that practice opening hours are correct. Please note that these should be the practice core hours during which phone lines remain open to allow patients to contact the practice.

Some practices choose to enter extended hours information here which should be avoided. If this is the case, please edit the details on this page by scrolling down and using the “profile editor login” link on the footer or alternatively if you wish to keep them, please contact our support team to override these settings in the app.



If unsure or if you need further help, please arrange a call with the Healthier Together app support team via [this link](#)

# How can your practice sign up ?

If your practice is not using the Patient Link website ...

1

**Complete Online Registration Form – (5 mins)**

<https://forms.gle/HbSxtbMWgK2FJYC9>

2

**Book your onboarding slot with the Healthier Together app team – (30 mins)**

<https://calendly.com/cenigma/htapp>

Please ensure admin staff who process online requests are present during the call and have access to the clinical system to test the online request is delivered into the nominated mailbox

3

**Promote the app to patients with the resources on offer – (Ongoing)**

- Bulk SMS (accuRx or MJOG)
- Website & social media banners
- Waiting Room Posters
- Telephone wait message