About us

With over 1,500 live practices across the UK, eConsult is one of the most widely used online consultation tools in NHS Primary care, built by NHS GPs for NHS patients. eConsult was designed to enhance patient access and generate practice efficiencies by providing clinicians with a full structured patient history upfront, allowing them to safely and efficiently manage patients remotely, and quickly decide on the most appropriate care.

eConsult products

- [eConsult](#)

Our online consultation platform offers structured online triage utilising a range of data gathering tools (free text boxes, binary questions, red flag questions, confidence scoring, photo uploads and integrated health questionnaires) and partial automation to identify, intercept and redirect patients presenting with urgent/emergency symptoms to more appropriate environments.

Questions sets have been curated, and peer reviewed by our in-house clinical governance team and bring together the experience of over 50m eConsultations (as of June 2025), across 12 years. All content has been developed to consider a reading age of 7.

The platform has been designed to be highly adaptable across several workflows (inc total triage).

Structured history collection enhances three key areas of patient management:
- The ability to imbed "red-flags" ensures that the patient presentations are both environment and modality appropriate. This mitigates risk to both patient and practice.
- The ability to manage consultations in the absence of a secondary synchronous contact – this creates significant efficiencies in practice. On aggregate, 40% of eConsultations can be manage can be managed remotely without the need to illicit further information from the patient.
- The commonality and consistency of questions (akin to those asked by a clinician in a F2F encounter) allows clinical trust to be developed quickly and creates a recognisable consultation structure that enhances clinical efficiency.

- [eHub](#) (eHub is only available as an add-on service to eConsult)

eConsult designed the first [eHub](#) that supported central online consultation processing in 2017 and have since deployed 27 further sites across the UK. Using our own in-house clinical expertise and transformation experience, we have developed a highly structured business change programme to equip teams with the capability and confidence to manage online consultations at scale, maximise the use of ARRS roles and achieve sustainable digital transformation.

eConsult features - online consultation and triage

A full breakdown of our features can be found [here](#).

- Available to patients and proxies via web browser, practice website and NHS-app (England only). Patients do not require and account of registration (but may use NHS Login to verify demographics) – this lowers access barriers.
- 100+ consultation templates including proxy, administrative, symptoms-led, condition specific, paediatrics and chronic disease management
- Proprietary, dynamic patient facing red-flag system to intercept and redirect patients who are unsuitable for General Practice to a more appropriate healthcare environment (111/UE&C/ 999).
- Clinician facing red flags in the eConsultation reports to draw reviewing clinicians' attention to areas of greater risk.
- Structured question sets including photo uploads, integrated questionnaires, confidence scoring, red flag questions, binary responses and free-text questions.
- Signposting to self-help advice, local services, 111-online, 111, 999/UE&C, pharmacy advice and 111 symptom-checker
- Integrated self-help content (videos, patient information leaflets etc)
- The "Smart Inbox" has been developed to support the triage and management of eConsults in practices and delivers capability and user experience that clinical systems cannot meet. It operates alongside the clinical system and fully integrates.
- The platform is highly customisable and designed to meet a wide range of practice SOPs/workflows:
    - **Inbox** – this can be configured to meet the practices requirements (inc. custom views, custom teams/urgency/contact modality for signposting, custom tags, filtering). It has been designed to work within a practice or across a group of practices operating as an eHub.
    - **Messaging** – options for both SMS and email (inc. attachments and practice controlled 2-way messaging)
    - **Patient experience** – a range of options to alter data gathered from patients. (inc. toggle QOF questions, named GP, past medical history, photo/document upload, travel template, LTC/review content).
    The ability to configure local self-referral services (eg. self-referral CBT or first contact physio) and optional re-direction to a Pharmacy First consultation (via our approved partner – Healthera) for appropriate conditions.
    - **Safety** – where an appropriate local workflow exists, practice can choose to accept "urgent" red-flag eConsults for triage/management. These are

segregated within the inbox and the accept workflow is deactivated out of hours. "Emergency" red-flags will always sign-post the patient to a higher acuity environment for support.
  - "**Demand management**" features - include the ability for practices to set their own operational hours for eConsult availability, snooze and cap volumes (both clinical and admin)
  - **Integration with [HiScribe](#)** – our optional AI Scribe full integrates with EMIS and SystmOne.
  - **eHub** – optional feature that allows for federated working across multiple sites.
- Integrated video consultation and telephony options (including the ability to switch from video to telephony and vice-versa within one click).
- Integration with NHS-App and NHS-Login (England)
- Dynamic compatibility with a range of internet browsers (desktop and mobile) that carry 99% of internet traffic.
- Integration with EMIS-Web, SystmOne and Vision – including appropriate SNOMED codes (this includes the ability to save changes to the consultation only).
- Full audit records – includes timestamps and user data.
- Full reporting package (all activity, demographic data, patient satisfaction and demand management use). We also include specific interactive inbox reporting to highlight the management of eConsults and associated behaviours in practice. This reporting allows practices to fine tune behaviours and effectively manage resourcing needs (inc the appropriate skill mix requirements).
- Accessibility options include the ability for patients to change colours/contrast levels/fonts; zoom in up to 200% with the text staying visible on screen; navigate using just a keyboard or speech recognition software; and read using a screen reader (including the latest versions of JAWS, NVDA and VoiceOver).
  WCAG 2.1 AA compliant
- "eLite" provides practices with a front-desk template that allows for appropriate data to be collected over the phone/F2F with a patient and passed through into the inbox. This provides multi-channel patient access with a single admin workflow in practice. This is a useful tool to support digital access for the digitally disadvantaged.
- Proxy access and clinical system templates to allow receptionists to complete an eConsult with patients who are unable to do so online, via phone (includes adult and paediatric proxy access).

User support

- Custom implementation and service deployment that typically runs for 4 weeks
- Uncapped follow up support – this support confidence development and local SOP evolution.
- Named Account Manager and on-going support through dedicated customer success, transformation, clinical and marketing teams

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- Regular "drop-in" webinar sessions and bespoke clinical and administrative support via our in-house Transformation and Clinical Teams
- Regular product update webinars
- 1st line operational support available 8am-6pm, Monday-Friday (typically response time of less than 7 minutes)
- 2nd line support available to support specific issues (technical, product, clinical and governance)
- Helpdesk available via live chat, telephone and email
- Customer portal hosting a library of resources, training videos, on-demand webinars, user guides, marketing collateral etc available 24/7
- "Settings portal" within the Smart Inbox allows practices control over several configurable options (mitigating the need to seek assistance from support functions)

Product Development

We retain a Product development team (inc Product Managers, Clinical development leads and Engineers) who are tasked with ensuring consistent development of the platform in line with user needs, changing legislation and opportunity - this is all undertaken using the latest AI driven tools.

We operate a fortnightly release schedule – this ensures that the platform is consistently evolving.

Our UX team lean heavily on user data and feedback (both patient and practice) to ensure that the balance between ease of use, efficiency and clinical safety is in natural balance.

Our recent acquisition by Huma Therapeutics has enhanced this capability. We now operate in partnership with Huma and iPlato (also a Huma acquisition) to leverage each other's skill sets and experience. This has added breath and efficiency to the scope of delivery.

eHub features - federated model of eConsultation delivery and management across multiple practices

- Multi-practice customisable inbox allowing practices to receive, review, filter, prioritise, allocate and signpost eConsultations to a central Hub, clinicians, practice staff or multi-disciplinary teams.
- Ability for Hub to view multiple practices queues, prioritise, filter, assign and manage eConsultations from a central dedicated inbox
- Ability to configure the Hub based on individual operational, workflow or delivery models to support core, extended, enhanced or OOH.
- Enhanced PCN and practice level reporting via an interactive dashboard (including utilisation and activity data, patient utilisation levels, staff performance data and outcome data).

User support
- Setup guides
- Named Account Manager
- On-going support through dedicated customer success, transformation, clinical and marketing teams
- Operational support available 8am-6pm, Monday-Friday
- Helpdesk available via live chat, telephone and email
- Customer portal hosting a library of resources, training videos, on-demand webinars, user guides, marketing collateral etc available 24/7