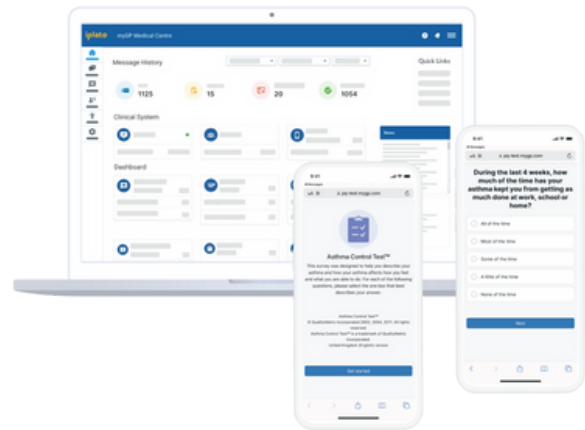


iPLATO Platform

Offering control and flexibility over patient engagement



iPLATO Platform is a combination of four products that, when working together, offer a practice or PCN complete control and flexibility over patient engagement. Putting patients at the heart of their enhanced care flow with capabilities including appointment booking, data capture and feedback.

With iPLATO Platform Premium you receive access to:

Connect

iPLATO Connect is the core platform desktop product, offering two-way messaging including bulk messaging, patient questionnaires, appointment reminders, and trigger words. All supported by AI.

Connect contains the most advanced NHS App messaging capabilities in the marketplace.

Toolbar

The iPLATO Toolbar is an easy-to-use, always-available Remote Consultation (RC) solution. It sits on top of other screens on a desktop and can be positioned conveniently.

Connected to clinical systems, Toolbar allows healthcare providers to directly communicate with patients via SMS or data message, offer self-book appointments or conduct video consultations from their desktop.

Selfbook

iPLATO Selfbook is a patient facing online booking system. It enables GP practices, Community Trusts, PCNs and ICBs to offer appointments to their populations at multiple locations for a variety of purposes.

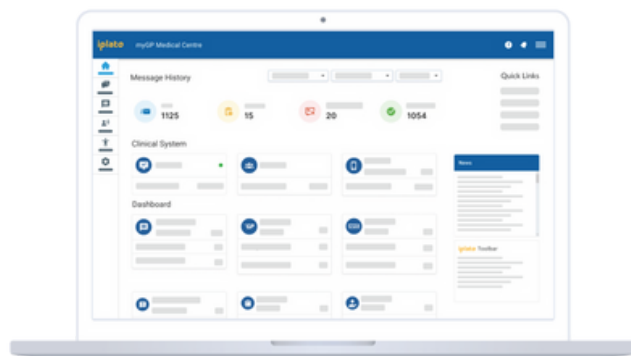
Patients can book and reschedule their appointments via invitations sent by SMS or NHS App message.

Friends & Family Test (FFT)

iPLATO FFT is an automated patient feedback collection and reporting tool, in the specific format of the NHS Friends and Family survey.

A patient can anonymously provide feedback on service quality via SMS, web, myGP app, NHS App and/or paper.

iPLATO Connect



A seamless two-way communication interface

iPLATO Connect allows healthcare providers to seamlessly communicate with their patients, and patients to take an active, empowered role in their own health and wellbeing, through two-way messaging.

It now includes free NHS App integration, meaning healthcare professionals can engage with their patients on two of the most popular healthcare apps on the market - the myGP app and NHS App.

What is iPLATO Connect?

Designed to maximise the potential of SMS and data messaging, iPLATO Connect's the web-based portal and desktop toolbar offers three core capabilities for healthcare professionals:

- Batch messaging
- Patient questionnaires
- Automatic appointment reminders

How does NHS App messaging work?

To alleviate escalating messaging costs, iPLATO provides the most comprehensive NHS App messaging integration to detect when patient messages can be sent as NHS, or myGP app, data messages.

As early adopters of NHS App integration, iPLATO utilises the advanced messaging capabilities of the NHS App. iPLATO's Smart Gateway automatically detects those patients using the NHS App and myGP app and then checks to confirm that app notifications have been enabled. Messages are then sent as free of charge data messages, to those patients using the NHS or myGP app and have notifications enabled. Patients not using an app, or who do not have notifications enable, are sent their messages as SMS text. The gateway then monitors to confirm each message is successfully delivered, with any non-delivered data messages being resent as an SMS text.

This rich data is available to Healthcare Professionals as an aggregated report, or on a patient-by-patient basis, to enable healthcare teams to send targeted campaigns and encourage patients to download an app, or turn on message notifications.

iPLATO Connect

iPLATO Connect transforms clinical engagement by enabling primary care providers to communicate effectively with patients, enhancing patient engagement. Practices can encourage patients to play an active role in managing their health and overall well-being.

Connect system features:

- Import patients directly from your clinical system, select a pre-defined group, import from a spreadsheet or other external source or add contacts manually
- Minimise DNAs by sending up to two automatic appointment reminder messages in a variety of different languages, including the option of automatic appointment cancellation
- Customise the content of your appointment reminders or disable them by slot type, session clinic, or session holder
- Contact patients individually or in bulk (up to 10,000 per campaign)
- Include trigger words (keywords) in your messages that allow patients to reply with specific words that trigger automated processes, such as "Cancel" to automatically cancel a booked appointment – fully compatible with the NHS App
- Automate health campaign communications such as flu or COVID-19 vaccinations
- Assign or flag incoming messages or patient questionnaires
- Schedule your message to send at a future date or time
- Chose to accept to prevent patient replies (keyword or free text replies)
- Automatically exclude patients who have opted out of SMS communication or been added to a blacklist
- Create and manage an unlimited number of custom message templates
- Create and manage an unlimited number of quick access patient groups e.g. for patients with diabetes or asthma
- Prevent messages from being sent at unsociable hours
- Automatically save all messages in and out to the electronic patient record (EPR)
- Code to the patient record (using SNOMED, v2 or CTV3)
- View all messages in and out via a flexible inbox, outbox and sent folder including real-time message status, delivery reports and read receipts (for data messages)
- Automatic upgrades

Connect capabilities:

Keyword Replies

With NHS App Keyword Reply functionality patients can reply to an NHS App message with a simple click of a Keyword button, such as "Cancel" to cancel an appointment. Unlike other suppliers, this is done without leaving the NHS App, without opening an external web page and without any further identity verification

Batch Messaging

iPLATO Connect can send messages in batch to up to 10,000 patients per campaign. The Smart Gateway automatically detects the best channel to use - SMS, NHS App or myGP app.

Sending a batch messaging campaign could not be easier – just three simple steps is all it takes:

1. Select your recipients

- Search for patients using our direct connection into your clinical system, or
- Select a pre-defined group of recipients, or
- Copy NHS Numbers from an external source
- You can also send messages to staff and other contacts
- If using the iPLATO Toolbar, it automatically identifies sections the patient whose record is open

2. Compose your message

- Use a custom message template
- Send a questionnaire to collect structured patient data – there are over 30 questionnaires to choose from
- Use placeholder fields to include recipient data in your message, such as first name or surname
- Include trigger words (keywords) that allow patients to reply with specific words that trigger automated processes, such as “Cancel” to automatically cancel a booked appointment – fully compatible with the NHS App

3. Select your sending options

- Schedule your message for a future date or time
- Save an additional read code to the medical record (we can code using SNOMED, v2 or CTV3)
- Choose whether to accept replies or not (replies can be sent to an email address if required)
- Choose to save questionnaire responses to the medical record automatically or manually, after a clinical review

Patient Questionnaires

Patient Questionnaires can be sent in bulk or individually using iPLATO Platform or iPLATO Toolbar, securely accessed by patients via SMS, NHS App, or myGP message. Results can be coded to the patient record after clinical review.

Why send Patient Questionnaires?

- Boost QOF points
- Save time by collecting essential patient data before appointments
- Cut down on administrative tasks
- Pinpoint patients vulnerable to major health issues like CVD, diabetes, obesity, and other related conditions
- Identify undiagnosed hypertension or other long-term illnesses
- Guide patients to relevant services for mental health, quitting smoking, managing alcohol intake, weight control, healthier living, common ailments, and medications (e.g. side effects, inhaler methods, FAQs, etc.).

Patient Questionnaires currently available:

Life Choices & Stages

- Smoking
- Physical Activity (GPPAQ)
- Alcohol – AUDIT-C
- Alcohol – AUDIT-PC
- Menopause

Medication

- Oral Contraceptive (Pill Check)
- Medication Review

Mental Health

- Anxiety GAD-7
- Depression PHQ-9
- Depression PHQ-4

Vital Signs & General Health

- Blood Pressure
- BMI
- Health Check
- New Patient Check
- Vital 5
- BP Plus

Vaccinations

- Flu Vaccination Check
- Flu & COVID Vaccination
- Pre-Travel Needs

Acute Conditions

- COVID Monitoring
- Urinary Tract Infection (UTI)
- Collapse/Fainting

Administrative

- Carer
- Language
- Ethnicity
- Update Contact Details
- Military Veterans
- Pre-assessment
- Accessibility
- Frailty
- New Patient

Chronic Conditions

- Asthma ACT
- COPD
- Diabetes Pre-Annual Review
- Musculoskeletal (MSK)
- CVD

Import your templates

If you have a batch of existing templates that you have already built and configured with another provider, we can import those templates to iPlato using our template importer. This removes a significant challenge to change.

A variety of workflows can be configured to save time and ensure effective patient outcomes:

- Offer a Selfbook appointment invitation such as a blood test or asthma review
- Link to another questionnaire e.g. to AUDIT-PC from AUDIT-C
- Assign responses to a specific user e.g. diabetes responses assigned to a Diabetes Specialist
- Automatically flag patients in need of urgent care e.g. patients with a high PHQ-9 score
- Respond to a patient with a questionnaire upon receiving an online consultation request

iPLATO Selfbook

Simplifying appointment booking

iPLATO Selfbook is a self-service, patient facing booking system, enabling Healthcare Professionals to offer appointments to individuals or entire populations for a variety of purposes.

The online appointment booking system streamlines the booking process, allowing patients to select their preferred location and appointment date/time via three accessible channels:

- A secure web-based portal, accessed via any browser on a mobile device, laptop or desktop computer
- The NHS App
- The myGP app

What is iPLATO Selfbook?

Selfbook is used to drive a host of focused health campaigns, to increase uptake and outcomes.

From vaccination invitations to cancer screenings and Health Checks, iPLATO Selfbook is designed to maximise time and cost-savings for Healthcare Professionals while improving health and prevention through increased uptake across populations.

Other campaigns include influenza clinics, COVID vaccination booking and cervical screenings, all of which can drive achievement of local and national targets for public health.

Capabilities:

Creating invitations:

Use custom templates, set an automatic expiry/end date for the invitation or close it manually. Booking is available within the NHS App. Educational content can be included within invitations.

Managing capacity:

View the number of remaining slots before sending the invitation, capture appointment reason. Patient-selected appointments are booked directly into the clinical system and can be managed using iPLATO Web Booking.

Ongoing management of appointments:

Patients can cancel or change appointments. Users can edit the details of an invitation after it has been sent or scheduled and within the system:

- Slot types can be renamed for better patient understanding
- Specify whether the appointment is face-to-face, telephone or video.
- Schedule up to three appointment reminders via SMS, NHS App, or myGP app.

Applying Selfbook to workflows

The self-service booking service can be offered at population-wide scale, as part of a targeted call/recall function, on a one-to-one basis via iPLATO Toolbar, or as part of an intelligent care navigation workflow within iPLATO Triage or Patient Questionnaires, for example:

Step 1: Offer a patient a Selfbook blood test appointment at the end of a digital health check or diabetes pre-annual review questionnaire

Step 2: Offer a patient a Selfbook appointment depending on the outcome of a medical triage request

How to send a Selfbook invitation via iPLATO Platform:

1. Compile your Selfbook invitation message following 4 simple steps. Configure various options such as a pre-booking questionnaire, message scheduling, expiry date, confirmation message, type of appointment (face-to-face, telephone or video) and any additional clinical codes (SNOMED, v2 or CTVV3) to be saved to the patient record.
2. The message is sent to the patient via SMS, myGP or NHS App.
3. Upon receipt, a patient will click a unique link in the message and verify their identity.
4. If a Patient Questionnaire has been prefixed to the booking process, the patient will be asked to complete this first.
5. The patient is informed about what appointment they have been asked to book and the reason why. Any provided educational material is displayed.
6. Appointment availability is displayed on an accessible and easy to use mobile-friendly interface.
7. The selected appointment is booked in the clinical system.
8. The patient receives a booking confirmation message via SMS or data message (confirmation messages can be disabled if preferred).
9. The patient can use a link in the confirmation message to check the selected slot, cancel or reschedule the appointment.
10. Appointment reminders are sent following the pre-configured settings.

iPLATO Friends & Family Test

An automated patient feedback collection and reporting tool

The NHS Friends and Family Test is now obligatory for all GP practices in England, Scotland, and Wales. Developed in 2014 through collaboration with over 70 GP practices, iPLATO's Friends and Family Test product is a fully managed service - handling everything from collecting and surveying patient responses to analysing and reporting them, in accordance with NHS regulations.

What is iPLATO FFT?

iPLATO Friends&Family Test (FFT) is an automated patient feedback collection and reporting tool, which follows the specific format of the NHS Friends and Family patient survey.

A patient can anonymously provide feedback on their experience via SMS, a website, myGP app, NHS App or a paper form.

At month-end, the system provides a report which complies with NHS requirements and provides additional information on how GP practices and PCNs can improve their services.

How does it work?

We use SMS polling and data messaging as the primary surveying tool. Both are proven communication channels that patients are familiar with, and both consistently yield excellent response rates. Patients who attend an appointment with the practice will receive the survey invitation on their mobile phone within 2-3 hours following the appointment. Certain appointment (slot) types, session clinics and session holders can be excluded from surveying if required.

To complement SMS and data messaging, we also provide other response mechanisms for patients to choose at their discretion, including:

- A web-based form accessed via the practice website or email
- A traditional paper-based survey through an in surgery 'ballot box'

System features

- **NHS App compatible:** Thanks to the Smart gateway, messages are sent to the NHS App where the patient has the NHS App installed and notifications enabled. They can respond using the NHS App too.
- **No reporting worries:** iPLATO FFT meets all the NHS reporting requirements and delivers an online monthly data pack for submission by the GP practice. Our system uses the standard FFT question wording but can also include customised questions to get the feedback that's most useful to your practice/PCN.
- **Anonymous:** Provides an opportunity for people who use the practice to give anonymous feedback through, excluding where it would be inappropriate to do so.
- **Inclusive:** Through `multi-channel` patient communication (using SMS, data message, website/email, or traditional paper-based survey) iPLATO FFT supports collection of feedback from all patients - not just those with a mobile phone or internet access.
- **No capital investment needed:** Web sign-up and free, simple service setup handled by our installation team over the phone (for new iPLATO users). Current iPLATO users can start using iPLATO FFT immediately.
- **No staff or training burdens:** We handle all the back-end electronic data collection and analysis so no wasted time for busy receptionists or back-office staff and no training required either.
- **No setup costs:** Simple service setup handled by our installation team over the phone (for new iPLATO users). Current iPLATO users can start using iPLATO FFT immediately via a simple phone call.

Why is the iPLATO FFT better than other questionnaire/form builders?

- | | |
|--|---|
| • Comprehensive CQRS approved monthly report provided | • Completely anonymous |
| • Practice specific custom questions | • Fully managed service |
| • Configurable message templates | • Automated reports that meet NHS requirements |
| • Report features a Gen-AI generated executive summary | • No additional SMS costs |
| • Secure – Cyber Essentials Plus certified | • Accessible – responses accepted via multiple channels – SMS, data message, website, email, paper form |
| | • Compatible with the NHS App |

The iPLATO Toolbar solution

Powering secure two-way communication between clinicians and patients

With direct links to clinical systems, the iPLATO Toolbar allows primary care providers to directly communicate with patients via SMS, data message or video right from their desktop.

The easy to use, always available remote consultation (RC) solution has an integrated team inbox that allows primary care providers to communicate and co-ordinate patient care, enhancing group collaboration

The Interface

Once installed, the iPLATO Toolbar will automatically launch when the machine is turned on or it detects a clinical system running. The Toolbar's interface is a discreet, user-friendly blue toolbar with four simple buttons:

- Settings
- Send Message
- Start Video Consultation
- Inbox

All patient details including name, NHS number, phone number, consent are all retrieved and updated directly from the clinical system. The Toolbar can be positioned wherever the user prefers on the screen, to avoid interfering with the user's workflow and to minimise screen real estate. It can be minimised or closed, and notifications can be enabled to ensure messages from patients are not missed.

When a patient record is open in the clinical system, the user can click the 'Send Message' button to send a message or click the 'Start Video Consultation' button to send an invitation to a consultation.

Toolbar system features:

- Monitor patient responses via individual or practice inbox. Receive desktop notifications for new messages from patients. Assign responses to individuals or teams and add notes. Attach documents from a computer or clinical system to messages, or link to NHS 'Health A to Z' web pages. Create templates and share them with others for use at the practice.
- Switch between different accounts for those who work across multiple practices.
- Reporting includes ICB, PCN, and practice system uptake and utilization. HSCN hosted, compliant with GDPR and NHS Data Guardian Standards. Send one or two-way messages to patients via SMS, NHS App, or myGP app.
- Request a response from a patient, which can include text and photos.
- Send patient questionnaires and appointment booking links via Selfbook and manage responses in the Toolbar inbox.
- Invite patients to a one-on-one video consultation via a web link.
- Create a video room for group consultations and invite patients or staff.
- Save messages and files to the clinical system instantly via direct API connection.
- Access and respond to Online Consultation requests via the iPLATO Triage inbox.