

The iPLATO Population Health managed service

Delivering healthcare solutions at scale

The iPLATO Population Health Service delivers healthcare solutions at scale, through the Engagement Hub technology.

The iPLATO Engagement Hub technology provides digital solutions to build on the success of traditional public health interventions enabling a primary engagement channel for supporting (often new) patient pathways.

Combining expertise, partners and technology, the Population Health Service has been used to increase uptake for cancer screening, the National Diabetes Prevention Programme, NHS Health Checks, self-referral services, vaccinations, and annual reviews.

How does it work?

Working in partnership with local Primary Care systems, the iPLATO Population Health Service has supported large scale transformation programmes for NHS England & Improvement, Public Health England, Universities, Cancer Networks and Integrated Care Boards.

The iPLATO Engagement Hub is a multi-channel communication platform that enables NHS stakeholders to centralise clinical patient engagement, therefore enhancing reach, uptake, and patient outcomes at reduced costs.

iPLATO Engagement Hub Technology:

Cost effective multi-channel engagement

Personalised patient clinical engagement via SMS/letter/IVR/email or data messages via NHS app. With numerous channels to choose from, you can optimise the patient engagement and reduce cost with a digital first approach.

Patient Questionnaires

Questionnaires play a vital role in capturing data directly from patients in a manageable form, with a library of questionnaires for many conditions (or bespoke if required). Utilising the engagement hub, these can be sent at scale while clinically coding results directly back to clinical systems.

iPLATO Selfbook

Central invitations, delivered at scale across multiple locations. Selfbook enables patients to book an appointment at their desired place, date and time, which is automatically updated in the relevant clinical systems appointment book.

Home Testing

Programmes can include a variety of home blood testing kits, with results recorded automatically back into the patients record.

Data Analytics

iPLATO's integration of comprehensive data analytics bridges the gap between data abundance and actionable insights, helping to identify health inequalities and track programme performance provided via online outcome reports.

Clinical Integration

iPLATO Engagement Hub technology is already integrated to NHS PDS, all GP systems used in UK including EMIS, Vision and SystmOne and additional system integration is available on request.

Clinical Capacity

Where required, iPLATO can deploy a wide variety of clinical capacity to support the delivery of a programme.

Secure and approved

The service, operating securely within the Health and Social Care Network (HSCN), integrates seamlessly with existing systems under clear contractual agreements. It has obtained NHS DTAC approval and holds certifications including Cyber Essentials Plus, ISO27001, and ISO9001, ensuring robust cybersecurity and quality management. Its configurable SaMD disease management platform is EU MDR Class IIb approved, meeting rigorous safety and performance standards.

GDPR compliant

Fully compliant with GDPR, the service implements formal opt-in/out mechanisms to ensure seamless participation, including a dedicated microsite for surgeries (if applicable), and automated management of patient consent.

iplATO Population Health managed service:

Communication planning and execution

iPLATO leverages its experience delivering NHS region wide screening programmes and national research projects. The programme team will help design and deliver the most appropriate stakeholder engagement strategy. Including custom programme websites, email and calling campaigns.

Content and functionality design

iPLATO conducts clinical safety and DPO reviews to ensure compliance. Our team assists customers with tasks like Data Privacy Impact Assessments and clinical risk evaluations, ensuring our solutions meet rigorous standards.

Evaluation

iPLATO ensures thorough evaluation by establishing effective criteria, data collection strategies, and system setups. We ensure alignment on program goals, scope, timelines, and resource allocation among all stakeholders to facilitate comprehensive reporting.

Programme design

The planning and design phase of the project is critical to assess the most effective route to delivery. iPLATO's multi-disciplinary clinical team and programme managers work with customers and liaise with stakeholders at multiple levels across the healthcare system to establish effective delivery.

Specialist Patient Engagement consultancy

Through meticulous data analysis and implementation strategies, the Population Health Team have consistently demonstrated their ability to drive best practices and enhance participation rates. By leveraging data-driven insights, they facilitate informed decision-making processes that optimise patient engagement.

Governance and quality assurance

iPLATO's project management team collaborates with customers to establish a clear governance structure, ensuring accountability and alignment throughout the program. They also implement robust quality assurance measures to maintain high standards and deliver successful outcomes.

Onboarding

Register: Email info@iplato.com with your name, organisation and contact information.

Launch: Depending on which GP system is used at the surgeries, remote setup will be completed depending on number of practices within the provided scope.