

Service Definition

Patient Link is a highly flexible, scalable, and intelligent online platform specially engineered for GP Practices to share information with patients and optimise their health-seeking behaviour via their websites to avoid unnecessary appointment and reduce practice workload.

The set of features offered by the platform include,

- Accessible via a web browser – we support 99.1% of all browsers used by UK users
- Accessible via a mobile phone or tablet with support for responsive layouts
- Ability to be integrated seamlessly with the CCG's chosen patient online system
- Compliance with WCAG 2.1 accessibility guidelines and GDPR regulations
- Compliance with NHS Digital web security standards
- Compatibility with leading Online and Video Consultation solutions
- Integration with nhs.uk, EMIS patient access, NHS app, NHS111 and NHS 11 online and social media feeds
- Secure encrypted communication between platform and practice with ability to import into the clinical system
- Secure and customisable online forms for a range of different requirements include,
 - New patient registration
 - Health Questionnaires templates including Alcohol, Smoking, Vaccinations, Cervical Screening etc.
 - Patient participation group registration
 - Carer Registration
 - Antenatal self-referral
 - Chronic disease review questionnaires including Asthma, COPD, Diabetes, Hypertension, Medication, Thyroid
 - Contraceptive pill review template
- Digital and Social prescribing support (add-on support)
- Personalised digital pathways for patients with long-term conditions (add-on support)
- Choice of template designs allowing practices to individualise their sites including support to tailor
- Hierarchical design that allows content to be loaded centrally to nested websites at both CCG and PCN level with local editing where appropriate.
- Approach to CMS allowing practices and Primary Care Networks (PCNs) local editing of website content
- To provide self-help advice and signpost the patient to the most appropriate service and social prescribing resources
- Facility to tailor or add to secure web forms
- Training for practice staff
- Ongoing support and maintenance
- Analytics and usage statistics