

MyHealthCall PEP

Patient
Engagement
Portal



Service
Definition
G-Cloud 15

Who We Are

About Health Call

A wholly **NHS-owned** digital health company, Health Call was founded as a collaboration between seven NHS Trusts and is now owned outright by Northumbria Healthcare NHS Foundation Trust.

In line with NHS values, Health Call works closely with our Trusts to build solutions that streamline care and cut costs without compromising on quality or capability, driving sustainable service transformation and delivering real benefits for our NHS partners.



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Introduction

About MyHealthCall PEP

MyHealthCall Patient Engagement Portal (PEP) is designed to streamline patient communication, reduce administrative burden, and improve patient experience. It integrates seamlessly with the NHS App, providing patients with a single, secure point of access to manage secondary care appointments, correspondence, clinical information and more.

Our product roadmap is directly informed by our customers, and so MyHealthCall PEP is continuously evolving in line with NHS needs.

Please do get in touch to discuss your service requirements and to ensure you have the most up-to-date view of MyHealthCall PEP's functionality.

Functionality

Patient Login

Patients access MyHealthCall PEP via the NHS App, using NHS Login credentials. The PEP is also accessible via NHS App online on desktop.

Patients require no additional login details, passwords, or apps, with the trusted experience of the NHS App driving higher patient uptake.

eMeet & Greet

MyHealthCall PEP includes eMeet & Greet as standard, with no extra charge.

eMeet & Greet automatically notifies patients by SMS when their referral to secondary care is received. Patients are prompted to download the NHS App, where they can access appointment details and further information once their outpatient appointment is booked.

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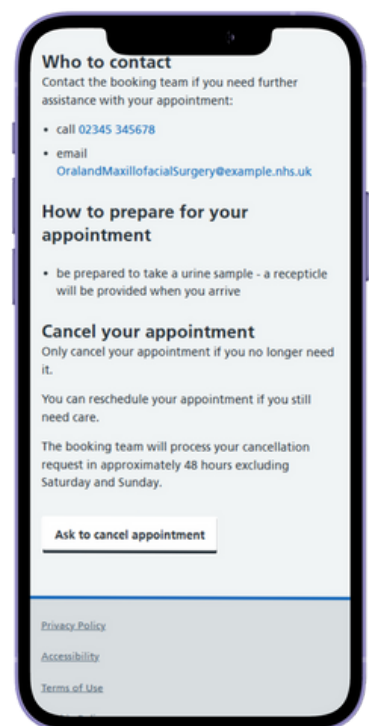
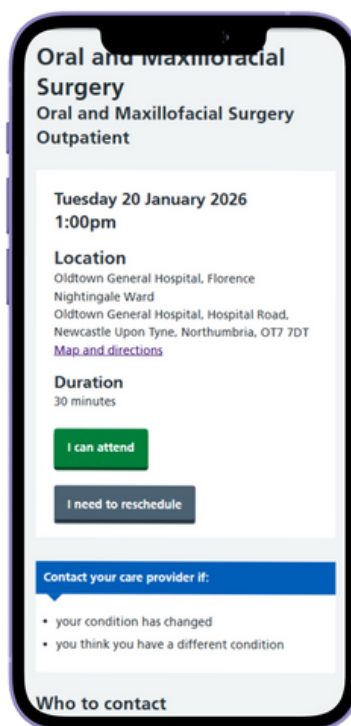
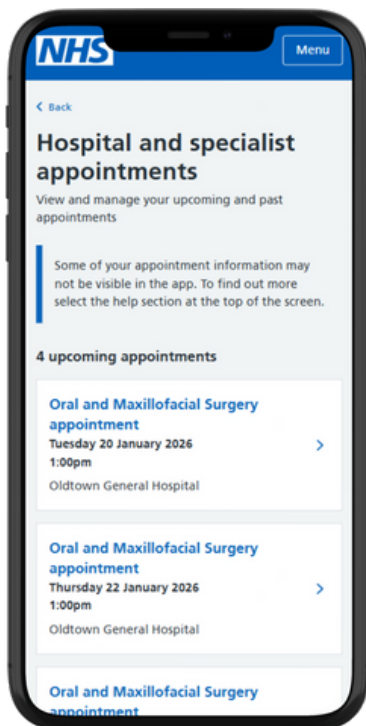
By setting expectations early, eMeet & Greet reduces patient uncertainty and avoidable contact with administrative teams, kickstarting an entirely digital outpatient journey from the point of referral.

Appointments

Within MyHealthCall PEP, patients can view, confirm, request to reschedule, or cancel appointments directly in the NHS App, and add appointments to their iCal calendar.

If a patient requests to reschedule, their reason for doing so is captured for booking teams to action, along with instructions on what to expect next.

A customisable, single point of contact and instructions on preparing for an appointment are displayed.



Pre-appointment

Pre-appointment instructions such as information on parking, clinic access or directions are surfaced in-app, and patients can view appointment site location links, opening within Google maps.

Additionally, pre-assessment or access needs questionnaires can be attached directly to appointments, for prior review.



Digital Letters

Digital letters can be attached to appointments, giving patients immediate access to correspondence within the NHS App and removing the delays and costs associated with postal delivery.

Trusts can share appointment information, test results, and clinical guidance via digital letters, with read receipts available to teams within the Management Portal to confirm when correspondence has been accessed.

Hybrid Mail

Patients can manage their paperless preferences, with over half of MyHealthCall PEP patient users opting to receive paperless communications across all Trusts.

We provide the ability to integrate with hybrid mail suppliers using our standard integration pattern; integration with the Trust's supplier means that where these patients read their digital letters within the PEP, a paper letter is not sent out.

Broadcast Messaging

Broadcast messaging enables Trusts to communicate with large patient groups or defined cohorts in a single action. It can be used to quickly share service updates, advise on travel or service disruption, or request that patients rearrange appointments if they are experiencing symptoms such as flu.

Patient-Initiated Follow-Up (PIFU)

MyHealthCall PEP comes with a PIFU pathway as standard, designed alongside our customers, allowing for Trusts to follow outpatient best practice and transform capacity.

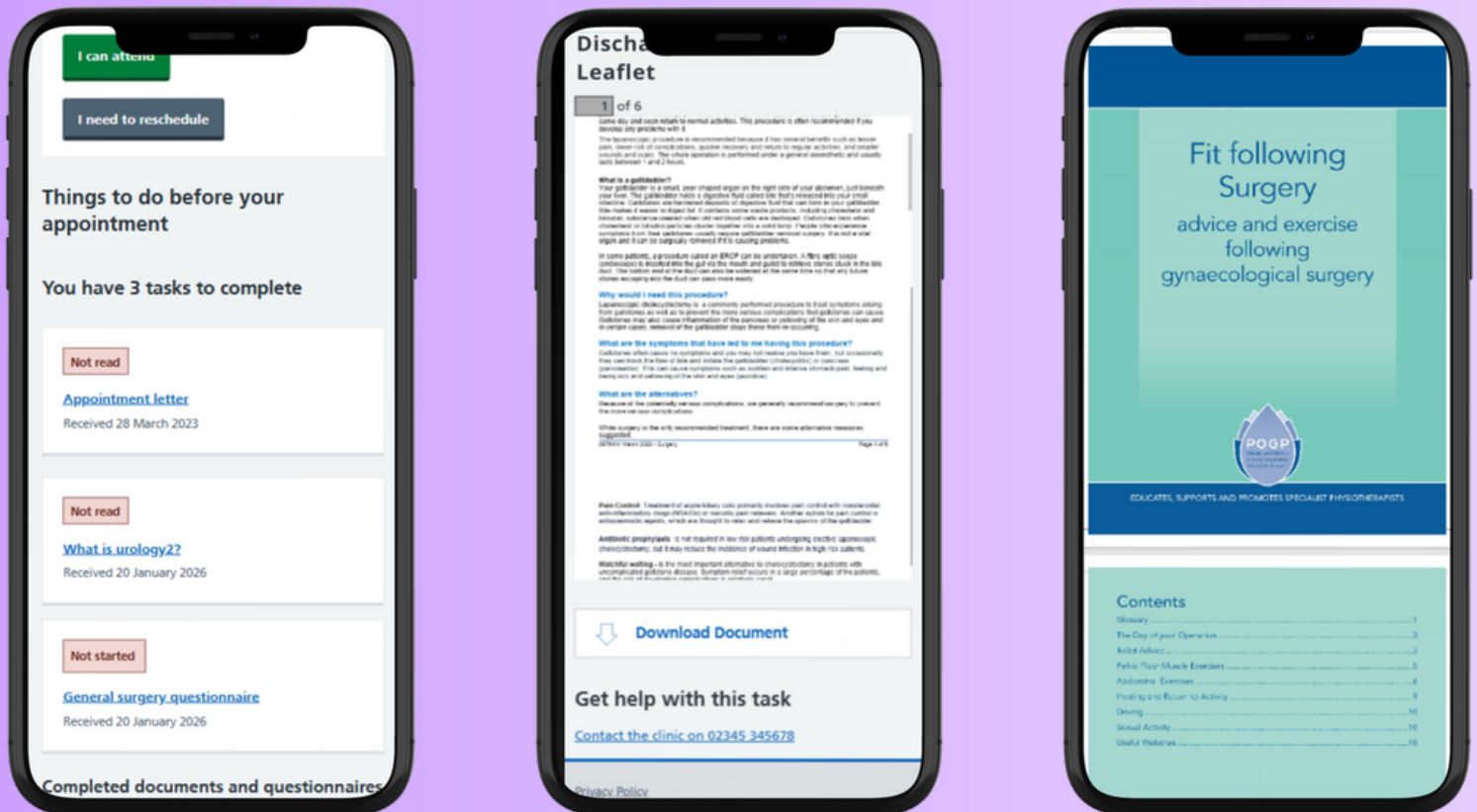
The PIFU pathway enables eligible patients to request follow-up when they need it, rather than future appointments being arbitrarily booked.

Trusts configure the PIFU pathway within the MyHealthCall PEP Management Portal, defining eligible patient cohorts, start and end dates, patient-friendly service names, and assigning a responsible booking team.

Patients can submit requests for Patient-Initiated Follow Up via the NHS App, throughout the specified period, to be reviewed and actioned by Trust teams within the clear, intuitive Management Portal dashboard.

Assets

Supporting assets such as leaflets or guidance are linked to appointments. This means that information and guidance across all elements of patient care can be shared digitally.



Accessibility

MyHealthCall PEP meets WCAG 2.2 AA standards, and is compatible with assistive technology such as screen readers.

Patient Notifications

Patients receive NHS App, SMS and email notifications for appointment updates and reminders.

Because we utilise the NHS App and your Trust's Gov.Notify account, notifications are trusted and actioned by patients.

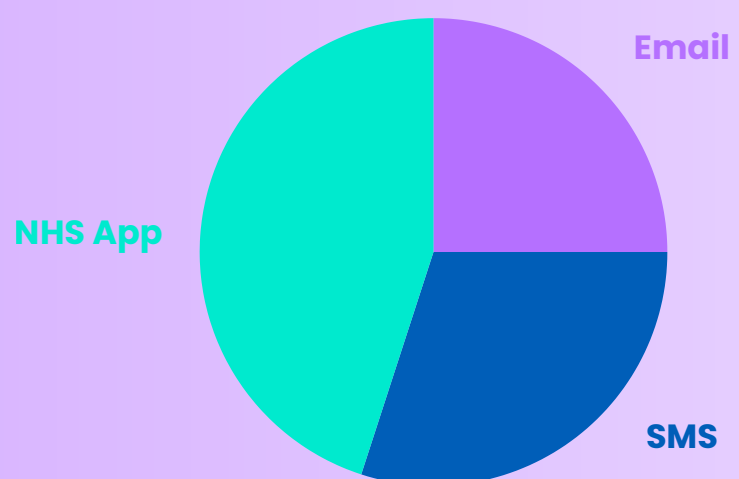
Cost-saving Notification Logic

We don't add any revenue to patient notifications, and our notification fallback logic feature is designed to save NHS organisations as much money as possible by defaulting to the free notifications, first.

Patients receive NHS App notifications, followed by an email, with SMS as the final notification reminder.

Only 30% of notifications sent to patients via MyHealthCall PEP are SMS, vs. 70% of free email and NHS App notifications.

Hybrid Mail integrations extend these cost-savings even further, releasing huge sums for Trusts.



FormFinity Questionnaires

MyHealthCall PEP includes the option to use Waiting List Validation (WLV) and Friends and Family Test (FFT) questionnaires as standard, allowing for Trusts to immediately begin gathering invaluable, operational data.

Patients can complete questionnaires attached to appointments directly within the NHS App. Questionnaires follow Government Design Standards and page-by-page flows, offering the consistent look and feel of the NHS App.

Where a form has previously been built by Health Call for an existing customer, this will be available within the FormFinity Library. Providing that the existing customer consents to its adoption by another organisation, this form can be implemented for a lower, one-off cost.

Because we work with you to best utilise existing forms, and to build bespoke ones for your organisation, FormFinity use cases are many and varied, covering pre-assessment and access needs, service review and patient feedback, PROMs collection, and more.

Questionnaire features and functionality include:

- Custom landing pages
- Customisable notifications
- Configurable reminders
- Conditional logic, so patients need only complete questions relevant to them
- Scoring applied to patient answers
- Hyperlinks to offer context to questions, support in completing them, or educational material
- Completely flexible question formatting, including multiple choice, free text, numerical input, optional answers, and more.

MyHealthCall PEP Management Portal

The Management Portal provides Trusts with full control over the information surfaced via the NHS App. Teams access the Management Portal via desktop browser to configure and manage communication with patients.

Governance

Access to the Management Portal is protected by multi-factor authentication (MFA) and role-based access control (RBAC). Permissions can be defined by organisational roles, ensuring appropriate access is possible for users across the Trust. All actions taken are visible within an audit log of each page.

Patient request management

Patient requests to amend or cancel appointments are centrally managed within the portal. A clear dashboard displays patient requests by appointment amendments, cancellations and confirmations, helping to effectively organise and prioritise workload for administrative teams.

Requests are filterable, with workflow controls that allow users to assign ownership, track progress, add notes, and view appointment history. Alerts highlight unconfirmed appointments or where updates have not been received from upstream systems.

Content and data configuration

Trust teams can create, edit, and publish patient-facing content including clinic sites, locations, departments, appointment types, instructions, and supporting assets. Patient-friendly naming can be applied to replace internal PAS terminology.

A consolidated content review page highlights incomplete data, enabling teams to resolve issues before information can be surfaced in the NHS App.

Appointment management

Authorised users can directly update appointment details where required, including status, date, time, location, consultation medium and duration to support resolution of “stuck” requests and ensure patients receive accurate, timely information.

Notification configuration

SMS and email templates are customisable and configurable, with dynamic fields used to automatically populate appointment-specific information such as date, time, and consultation type.

Consent and data management

The Management Portal allows for patient consent management, including marking patients as unconsented or actioning data deletion requests in line with GDPR. Consent preferences can be managed at an individual patient level, with full audit trails for compliance and assurance.

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Implementation

We've been working to help NHS organisations move from analogue to digital for the past 10 years.

Our Trust onboarding pack is designed to make onboarding & integration to MyHealthCall PEP a straightforward process, with go-live in 7-8 weeks. We offer a dedicated implementation project manager, user guides, and can tailor training specifically to your needs, including on-site visits.

Support Model

Each of our customers has a dedicated account manager and routine account reviews, whilst also being invited to participate in regular user groups to share learning and inform our product roadmap. We are dedicated to offering ongoing, meaningful support to realise MyHealthCall PEP's full benefits.

Health Call provides second- and third-line application support for NHS staff only; patient-facing service desk support is not provided. Our Service Desk is delivered by an NHS team and core hours are 9am–5pm, Monday to Friday, with tickets logged via email, portal or telephone. Clear prioritisation and escalation routes are in place, and extended hours or 24/7, 365-day support can be offered where required.

Reporting

Health Call provides Trusts with regular activity and usage reporting, accessible through Power BI dashboards and downloadable monthly datasets. Authorised users can also view real-time audit logs and operational information through the Management Portal.

The platform supports NHS England/NHS Wayfinder Mlv2 requirements with automated aggregated data feeds, enabling actionable insights and demonstrating the impact of digital engagement across the patient pathway.

Integration

MyHealthCall PEP provides integration capabilities using a variety of HL7, FHIR, and RESTful APIs, enabling secure exchange of information between our PEP and clinical and operational systems of choice on your side. At the time of writing, the current supported data domains include:

- Demographics: patient identifiers and core patient details
- Appointment data: appointment creation, updates, and cancellations
- Notifications: outbound communications and associated delivery metadata
- Questionnaires: completed patient questionnaires

Working with your integration resource, we can assist with mapping and transformation rules and support go-live with monitoring and operational handover.

Compliance & Assurance

MyHealthCall PEP is supported by a clear assurance framework aligned to NHS standards, covering clinical safety, data protection and cyber security. The service is delivered within UK-based secure hosting, with established governance processes such as audit trails, access controls and structured change management. Clinical safety and data protection requirements are embedded throughout development and operation, giving Trusts confidence that the PEP is safe, compliant and managed to consistently high standards.

- Fully aligned with NHS DSP Toolkit, National Data Guardian Standards, and Cyber Essentials Plus
- Hosted in ISO27001-certified Azure UK data centres, ensuring compliance with NHS cloud guidance
- DTAC, DPIA and Clinical Safety Case available for Trust review