



Apex

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Product Overview

Apex is a business intelligence platform designed to support Primary Care Organisations with near real-time analytics, empowering NHS customers to make critical business and healthcare decisions. Apex provides a clear understanding of patient and workforce utilisation, supporting improved productivity and efficiency. Evidence based system-level decision making to meet patient demand.

Apex Contract Manager complements these capabilities by streamlining service monitoring, contract management, claim validation and invoicing through automated data capture and reporting, reducing administrative effort while improving financial assurance and payment accuracy.

Features

- Near Real-Time Data Analytics for Primary Care
- Primary Care Management Reporting Tool and Analytics
- Patient Level Service Utilisation Trends
- Digital Clinician Appraisal and Workforce Development Tool
- Automated Submissions and National Reporting Templates (DES/LES)
- Flu and COVID-19 Tracking with Patient Level Exposure and High-Risk Groups
- Cloud-based Platform
- Fully Interoperable with EMIS Web and TPP SystmOne
- System-Level Data Analytics for PCNs, ICBs, ICSs, STPs, Neighbourhoods.

Benefits

- Improving efficiency
- Improving Patient Access
- Improving Productivity
- Managing Demand & Capacity
- Effective Workload and Workforce Management

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- Standardising Reporting
- Addressing Key Access Issues
- Redesigning Services
- Automating Submissions

Onboarding and Training

Apex is typically deployed to new customers following a three-stage process incorporating:

- i. Remote installation and configuration with the GP clinical system
- ii. Remote commissioning session to customise Apex to the local way of working
- iii. Final commissioning session for broader engagement of workforce and alignment to local strategic objectives.

During the remote installation process the Apex team will work with users to install necessary software on a nominated local PC to ensure data flows from the GP clinical systems to Apex.

Getting Started

During the remote commissioning session the Apex team will guide users to configure Apex to their unique way of working, aligning dashboards and reports to the operational model of the Primary Care Organisation.

During the final commissioning session the Apex team will engage a wider audience of the Primary Care Organisation workforce, including clinicians, to highlight the benefits of Apex as well as embed the tool into organisational aims and objectives as well as ensuring this is aligned to the strategic and operational direction of local Primary Care Networks (PCN), Integrated Care Systems (ICS)/ Partnerships (ICP) and Sustainability & Transformation Partnerships (STP).

Training

Apex training is designed to help organisations get value quickly, combining guided onboarding, role-based training, webinars and ongoing expert support. Customers are supported throughout implementation and beyond, ensuring users can confidently adopt the platform, make effective use of reporting and analytics, and embed Apex into everyday decision-making.

User Support

Support response times

Support tickets raised via support desk within standard support hours (Monday to Friday 9am-5pm) - Target First Response time is 30mins.

Tickets raised outside of support hours, including weekends, will be responded to on the next working day.

Phone support availability

9 to 5 (UK time), Monday to Friday

Asset Protection

Data storage and processing locations

United Kingdom

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Egton Medical Information Systems Ltd (t/a Enlivio Health), a company registered in England and Wales (registered number 02117205) with a registered office at Fulford Grange, Micklefield Lane, Rawdon, Leeds, LS19 6BA.

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Datacentre security standards	Complies with a recognised standard (for example CSA CCM version 3.0)
Penetration testing frequency	At least once a year
Protecting data at rest	Physical access control, complying with CSA CCM v3.0
Data sanitisation type	Explicit overwriting of storage before reallocation

Availability

As a cloud based solution availability of the Apex application to our users is of paramount importance.

Accordingly, Apex customers receive a contractual SLA that the service will remain available to users 99% of the time during a Service Period.

A Service Period is defined as a calendar month.

Service Management reports are provided monthly to customers confirming performance against all SLAs, including Service Availability.

All SLAs are provided on a reasonable endeavours basis. The Supplier shall use their reasonable endeavours to achieve the specified SLAs. Financial refunds are not offered for failure to achieve specified SLAs.

This SLA is exclusive of up to 120 minutes of Planned Downtime, communicated to customers in advance, per Service Period. Planned Downtime shall be performed between the hours of 20:30 - 06:30

Customer Studies

Kent and Medway save over 2,000 days a year

After successfully using Apex for analytics-driven capacity and demand planning, NHS Kent and Medway ICB's Primary Care team rolled out Apex Contract Manager in July 2022. Since then, they've saved up to 2,220 days per year across 185 practices-valuable time that can be reinvested in caring for patients.

Contract Manager allows practices to generate claims and invoice for locally commissioned services in a matter of minutes, rather than producing onerous manual reports to support claims. It gathers monitoring, management, claim validation, and invoicing, for existing and future services into one single mechanism by automatically capturing data from the clinical system on a nightly basis.

Natalie Rennie, Senior Programme Manager in the Primary Care Transformation Team at NHS Kent and Medway, said: "2,220 days already sounds impressive, but in reality, there is an even greater efficiency across the entirety of the care system if time savings from fewer payment queries, audit requests and processing manual claims are included."

Back-office administration can be burdensome for GP practices. The purpose of introducing Contract Manager was to help release time for practices in Kent and Medway to focus on patient care. It's done that, and more." - Natalie Rennie, Senior programme manager in primary care transformation team at Kent and Medway.

Prior to Contract Manager, the admin, reconciliation of payments, and invoicing across the ICB was a manual process. The teams raised a search themselves, exported the data to Excel, and created a PDF for the ICB to approve. This process made missed payments more likely, meaning the practices didn't claim for some services, and they lost out on funds they were owed. In addition, there was no data intelligence, and there was a gap in key performance indicators (KPIs) across practices. This absence of data left a void for planning services.

Natalie added: "The first step in improving the process was to standardise locally commissioned services across Kent and Medway. This was achieved with the Primary Care Quality Standard, which is a standardised bundle of services seeking to improve patient access and outcomes. From there, activity aligned to each service is exported from the clinical system via an automated activity submission which auto-generates an invoice for payment from Contract Manager. This simplified the payment process for practices. Contract Manager also measures record keeping requirements linked to service quality, patient safety and experience, which shapes patient care going forward".

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The COVID-19 pandemic disrupted the delivery of many locally commissioned services. To coincide with the recovery of locally commissioned services, and to be digitally innovative, Contract Manager launched in Kent and Medway in 2022. The ICB delivered a six-month Contract Manager implementation programme which started with a familiarisation period followed by live mobilisation. The familiarisation focussed on building confidence to empower practices to transition to a digital process.

The programme engagement included 'coffee and questions', PCN meetings, troubleshooting sessions and webinars, with the delivery team at Kent and Medway, and the Apex team. The purpose was to ensure teams fully understood how Contract Manager could simplify remuneration, whilst at the same time encouraging teams to offer feedback and suggest improvements along the way.

During this period of familiarisation, another advantage was that Kent and Medway embraced cross-organisational working across general practice, along with sharing systems and processes. It fostered a sense of collaboration between the ICB, individual practices, and the Apex team. This collaboration enhanced patient choice, and improved access to care via the standardised services. It was so significant that Kent and Medway ICB and Apex made it to the finals of HSJ's Project of the Year award in 2023.

"Over the familiarisation process and beyond, there's been a standout effort of collaboration at all levels and has been completed in a spirit very much aligned to the Fuller Report's drive to improve efficiency within primary care." – Natalie Rennie, Senior programme manager in primary care transformation team at Kent and Medway.

The analytics from Contract Manager supports general practice workforce planning and operational change. Across the ICS, the analytics informs the redesign of care pathways and services.

This innovation has paved the way to expand the function of Contract Manager to include COVID and Flu Manager, and more recently, an appointment dashboard. The dashboard demonstrates to practices the optimisation of their appointment book and consultation recording in EMIS Web, which will provide further demand and capacity insights, enabling them to improve patient access.

Data insights help PCN to shape services

Our Apex solution is transforming primary care data into highly visual and digestible dashboards, allowing practices, Primary Care Networks (PCNs), and Integrated Care Systems (ICSs) to better understand the needs of their population against the capacity of their workforce. In doing so, Apex is empowering data-driven decision making and supporting healthcare teams to drive quality improvements.

"The team at Apex truly understand the challenges in Primary Care and are able to harness their years' experience to produce a compelling business intelligence platform

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that PCNs can use." -Dr Aravinth Balachandran, Clinical Director, Folkestone, Hythe and Rural PCN.

Implementing Apex has allowed the team at Folkestone, Hythe & Rural PCN to visualise their data in real-time to make informed decisions on capacity planning and the structuring of their PCN additional roles workforce.

"It has allowed us to really see all the necessary data in real-time and run targeted search and reports across our PCN practices", commented PCN Clinical Director Dr Aravinth Balachandran. Through better understanding how services are currently utilised across their network, the team are informing future planning against their expected levels of demand, and designing services to meet the needs of their patients.

Usage data also played a critical role in the formation of their PCN Hub operating model. The team at Folkestone, Hythe & Rural PCN used a dedicated Apex Hub report to gain new insights into areas of unused capacity across their network. Identifying these opportunities for improvement, they were then able to improve appointment capacity based on the times and locations where patients use their services most.

"Apex allowed us to look at our services differently and make really quick decisions about how we operate." - Stephen Weller, Managing Business Partner, New Lyminge Surgery.

As well as using data to inform operational planning across their network, Folkestone, Hythe & Rural PCN have also used Apex to drive effective vaccination campaigns - quickly identifying opportunities to drive efficiency and patient outcomes through strategic planning, and ensuring every patient contact counts.

Member practices across the network have been reaping the time-saving benefits of the Apex Contract Manager functionality, which is now being mobilised at a PCN level.

Contract Manager enables practices to generate claims and invoice for locally commissioned services in a matter of minutes, rather than producing manual onerous reports to support claims. Throughout 2022, practice managers across the PCN have used the automated submission workflow in Apex to release hours of valuable time to focus on other priorities.

From this foundation, Folkestone, Hythe & Rural are now the first PCN using Apex Contract Manager to monitor their Impact and Investment Fund (IIF) progress, with full indicator breakdowns and a highly visual practice benchmarking. The PCN team are also working in a collaborative feedback cycle with our Apex developers to ensure solutions are tailored to the needs of frontline providers.

"Having real-time data highlighting our IIF indicators and progress has enabled our PCN to work collaboratively with practices to ensure work is distributed equitably and

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targets are met.” – Andy Gove, Digital Transformation Manager, Folkestone, Hythe and Rural PCN.

On this same module template, we’ll soon be releasing a full Enhanced Access reporting tool within Apex, allowing Folkestone, Hythe & Rural PCN – as well as networks up and down the country – to easily track their delivery of the national contract, with data streaming directly from GP Practices and EMIS PCN Hub on a daily basis.

Find out more about how the team at Folkestone, Hythe & Rural PCN have been transforming their model by heading [here](#) or take a closer look at their digital transformation journey [here](#).

Practice alleviates pressures of capacity and demand through data driven innovation

Amid declining GP numbers and increasing workloads, Nightingale Practice in east London, has innovated their ways of working to be more efficient, whilst continuing to provide excellent patient care. By using Apex to harness the power of their data in EMIS Web®, they’ve been able to develop and implement a successful strategy that’s alleviated the pressures of capacity and demand. The programme has been so successful that it’s being rolled out to practices across north east London.

Dr Nisha Patel, GP Partner at Nightingale Practice, said: “We have been looking at demand and capacity planning for a long time. Before Apex it was difficult to extract the data, audits never gave us accurate data, it was laborious for our staff, and not sustainable. Now, we can get the data in a matter of seconds.”

Apex is an analytics platform designed to bring rich clinical system data to life in a highly visual and easy-to-digest format, whether in EMIS Web or other systems. It can support individual practices through to Primary Care Networks (PCNs), Federations, and Integrated Care Systems (ICSs), enabling organisations to better understand demand, capacity, and activity, to drive quality improvements.

Apex has taken away the guesswork of demand and capacity planning.

Like many other practices, GPs at Nightingale Practice were seeing an increasing number of patients every day. Reception staff were manually recording the data to help understand patterns in demand. The practice had unmet demand, no cohesive solutions, and had stretched and stressed staff.

They installed Apex to help them understand how appointment requests were captured, better capture unmet demand, create services to serve the population needs, and to

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help them develop data led plans to manage appointments better in the future.

Nisha added: “Initially, the data didn’t ring true. But once there was an understanding of how the appointment book was used, we trained our reception team to capture the data through EMIS Web and Apex. Then, services were created by us to accurately reflect the capacity needed to provide the right number of appointments. This was done in line with creating a robust system of recording unmet demand, the data for which again, was extracted through Apex.”

They found multiple factors at play in the practice which affected capacity and demand. They tapped into that variable clinical data such as demographics, and patient cohort analytics, to plan resource effectively, and redesign services to meet local population needs with maximum efficiency.

By using objective data for our capacity planning, we can employ ARRS where we need them most, we have appointments being met, less dissatisfied patients, and empowered practice teams. We can make proactive planning decisions and reactive changes, or even intelligent decisions on GP recruitment rather than guessing and risking financial waste.

In terms of demand, patients can get the appointments they need within 24 hours of a request without having to call back the next morning. Nightingale Practice can allocate appropriate resource for needs such as double appointments, home visits, or appointments with a translator.

For capacity, staff can better manage workloads, knowing what each day will look like, and GPs can spend longer with patients in double appointments for those who need it.

Nisha adds: “Before Apex this was so much harder, but once we had our appointment searches set up, we could extract the data, map trends over time, and respond accordingly, on a daily basis, if required.”

Ben Hampshire, Head of Business Delivery at Apex, said: “Nightingale Practice got to the heart of detailed reporting to help them amend their service requirements and plan capacity appropriately. By using Apex, they gained critical insights to run quality improvement programmes to improve utilisation, productivity, and ensure improved access for patients.

“To make it easier to understand data in Apex, the results are presented in an infographic style, perfect for practice teams like those at Nightingale Practice, to identify trends and insights. Apex processes the information they need, in near real-time, to pivot their approach in a flexible way.”

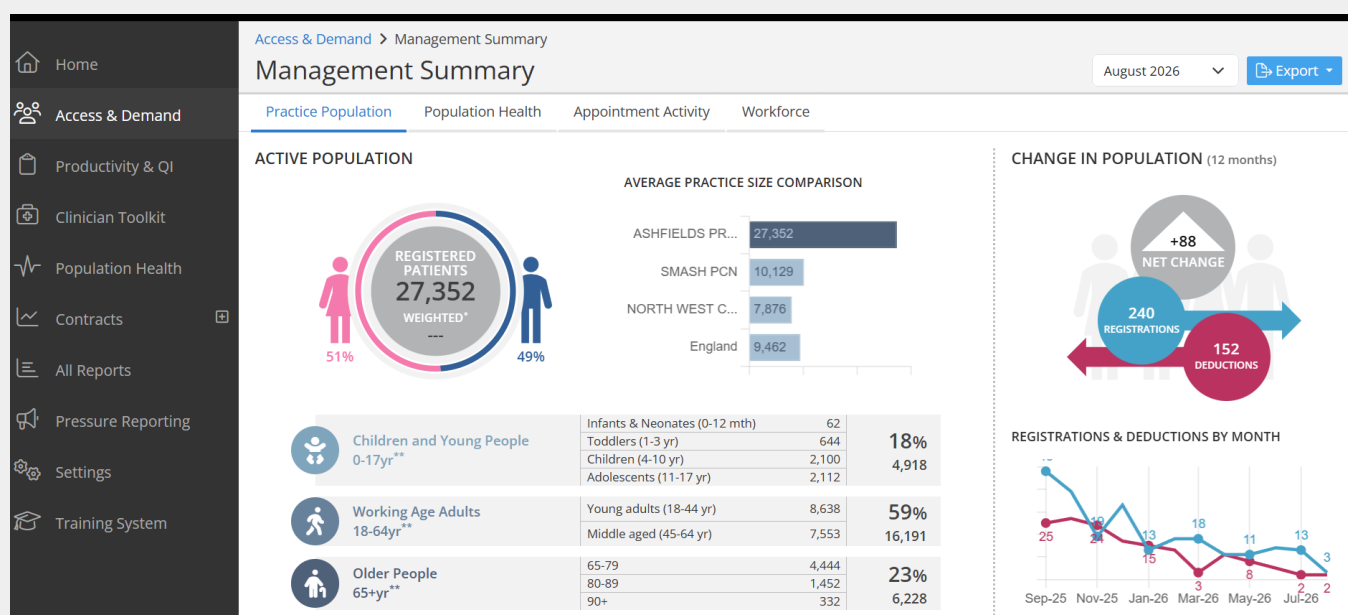
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Nisha adds: “I became a clinical lead and board director for GP City and Hackney Confederation, and in that role, I wanted to roll Apex out to other practices and share our experiences because I was sure we’d be able to improve patient and staff experiences across the confederation.

“As each practice was so different, I looked at the nuances of the different ways of working, used common themes and incorporated it into a programme of support for practices to enable them to do the work that we have found so helpful at Nightingale Practice”

To date, Apex has been rolled out to two thirds of City and Hackney and across north east London. It has helped the practices and reception teams respond to long-term and short-term changes, such as staff being off sick, and accommodating vital team meetings, without negatively affecting the bottom line.

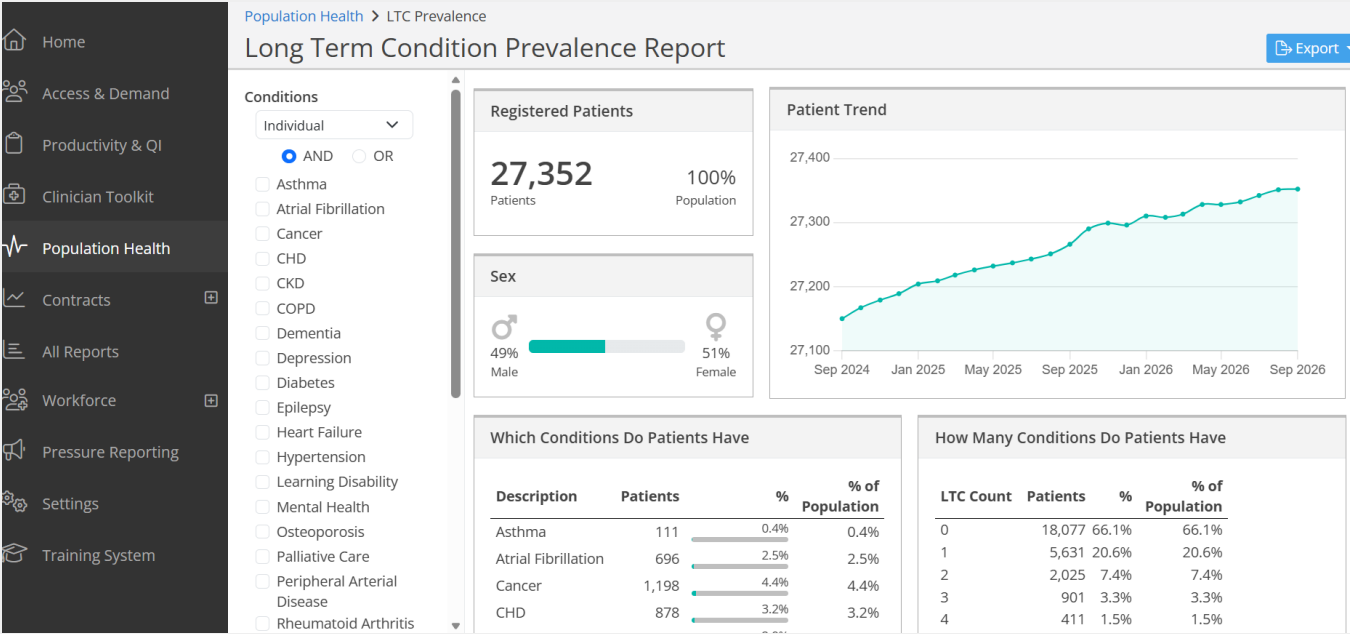
Nisha concluded: “What's great is the reception staff on the front line can really get involved, understand how useful the data is for planning and have ownership over how the data is collected. Apex helps us to employ a system that works.”



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