

## ΛUTOMΛTE

BCS PHCSG Early Career Award

16/11/2022









Head of Products Development
Lead of technical development of RPA bots.

- Manage team of developers.
  Map day to day processes for development.



#### RCGP warns 19,000 GPs could quit in 'mass exodus' over next five years

General practice faces a 'mass exodus' of doctors over the next five years with almost 19,000 GPs and trainees set to quit unless factors behind the workforce and workload crisis are tackled urgently, the RCGP has warned.

by Nick Bostock



## The Solution

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News

15th June 20

OXFORD MARTIN

SCHOOL





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# THE FUTURE OF HEALTHCARE:

OXFORD INTERNET INSTITUTE

UNIVERSITY OF

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#### **Computerisation, Automation** and General Practice Services

Dr. Matthew Willis, Dr. Paul Duckworth, Logan Graham, Prof. Michael Osborne, Prof. Eric T. Meyer, Dr. Angela Coulter



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## How much can be automated



Figure 7: Di Figure 11: Percentage of Administrative Tasks performed in Primary Care by Automatability Cate- : dataset are "mostly; <sup>gories.</sup>





### Current progress

- Won an primary care automation grant (HIN) with Digital First Programme in London.
- Currently live in **7** practices across England
- Going live with **3 PCNs** in October/November
- Going live with **19** additional practices in November/December





(Data since deployment)

- Over 1000 registrations have been automated and counting...
- Saving up to 3 hours/day
- Each registration takes only ~1.5 minutes
- ~55% of registrations can be successfully completed with no Practice/Human intervention
- Following practice intervention that rate can increase up to >95%



## Normal Lab Reports

(Data since deployment)

- Over >40,000 reports have been actioned and counting...
- On average >76% of all normal lab reports are being processed daily with no human input.
- >420 hours of clinical time has been saved and counting...
- Using clinical guidelines, patients with Pre-Diabetes and Vitamin D insufficiency have been automated.
- In final testing stage:
  - Stool, Swab and urine samples
  - Hb drop and creatinine increase.



## **Blood Pressure Floreys**

#### (Data since deployment)

Automated **550** messages sent to patients over 10 weeks.

212 results received (response rate 39%):

- Normal BP 145 patientsHigh BP 60 patients
- Very High BP 7 patients
- ~**18 hours** saved from appointments with HCA's (212 x 5 minutes)
- **10 hours** saved for clinicians (60 patients x 10 minutes) those patients directly contacted to book ABPM's •
- 7 patients were prioritised to be seen earlier than they would have been through the previous process.

Our software saves ~2 minutes per patient by taking over the process of batch messaging, saving BP readings, analysing the results, and messaging the patient their outcome.

In such practices:

- ~7 hours of practice time to perform these tasks (212 x 2 minutes).
- **67 patients** (High and Very High BP) would also have been prioritised more safely.



### Accurx Floreys

(Data since deployment)

- Weekly scheduling of batch messaging
- Clinically coded to complete Asthma QOF reviews
- Saving clinical time from nurses and pharmacists coding normal ACT scores.

• Example of practice using Asthma Floreys bot for since last 4 months

AST007 - Asthma with review in last 12 months

246 83% 70% 20/20 06-Nov-2022



### Awards

### Health Tech Awards 2022

### HIGHLY COMMENDED HTN

### Best use of digital in primary care

### Digital pathway and workflow optimisation



# Benefits of a Digital Workforce

- Faster and efficient
- More accurate
- Less expensive
- Takes away mundane repetitive tasks
- Increased job satisfaction for your team
- Practice team focus on more important tasks





