

Primary & Urgent Care Providers Are Under Pressure

An increasing demand for services, with fewer resources to deliver them

18% of people in the UK are aged 65 or over¹

26% of adults and **1 in 5** children in year 6 are classified as obese²

1,000,000 Patients visiting the NHS every 36 hours³



Struggling to meet demand

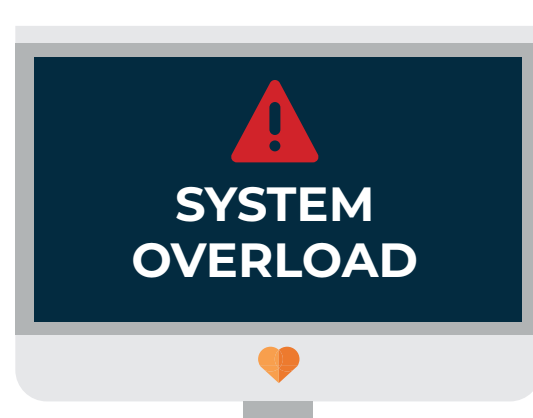


- 6% reduction in GP workforce since 2015⁴
- 400 GPs leave the NHS every month⁵
- 27% of doctors work 50+ hour weeks⁵
- 1 in 5 doctors feel their work-life balance is poor⁷
- 49% of doctors believe current workloads are unsustainable⁸

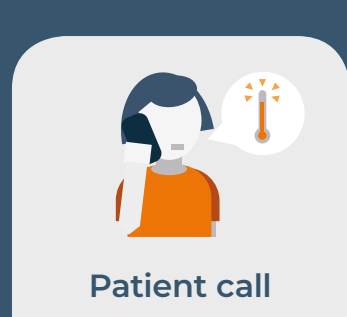
Current systems & resources are not helping

“When it comes to digitalisation, the healthcare industry can feel like it’s about 10 to 15 years behind everyone else.”

Dr Sam Shah, Director of Digital Development, NHS England



Making vital patient connections through the cloud



Patient call



Telephone network

Old world

A world of limitations

Where callers join a queue or hear an engaged signal. Every connection, regardless of how vital, depends on a clinician being located within that facility.



Single GP Surgery

New world

Sesui Call Manager

A world where you're in control...

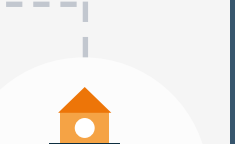
Where patient calls are captured in the cloud and efficiently queued, prioritised and routed to the right clinician or service, regardless of where they're located - the surgery, practice, contact centre or home.



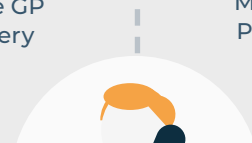
Single GP Surgery



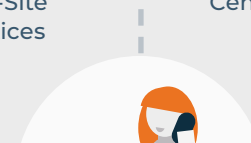
Multi-Site Practices



Central Admin Centre



Remote Working GPs



Home Working GPs

More balanced supply and demand so that...



Patients can reach to the clinician faster, and in many cases, spend longer with them

Clinicians can address their work-life balance, while maintaining personalisation of care

Healthcare organisations have more options to address clinical shortages and meet extended hour reforms

Relieving some of the burden on busy A&E departments.

The benefits of working in the cloud

48%

of clinicians believe they could offer more personal care – and greater continuity of care through flexible working

77%

said they would be able to provide extended consultation hours if able to securely take and make patient calls remotely

One London practice expects to deliver

5,000

new patients by introducing remote phone consultations, with GPs working just 2 extra hours a week.



43%

believe flexible working would enable them to spend **MORE** time with patients



Sesui clients have reduced call abandonment rates by 20%, and now answer 75% of calls in under a minute, helping customers get access to care more quickly, and at the first attempt

Sesui can help

We're bright British innovators, using cloud communications to introduce new, innovative ways of working, that help match clinical capacity with patient demand - demand that's better balanced across an integrated care system. The right technology, connecting the right patient, to the right clinician, at the right time.

For more about Sesui, and how our products can help reduce the pressure on your teams, visit www.sesui.com or call us on **03445 600 600**.

Sources: 1: ONS: Overview of UK Population, November 2018, 2: NHS Digital: Statistics on Obesity, Physical Activity and Diet, 4 April 2018, 3: NHS England, 4: NHS Digital, March 2018 (full time GPs), 5: August 2017, NHS Digital research, 5,159 GPs departed the NHS between April 2016 – March 2017, 6: A Pulse survey of 1,200 GPs in December 2017, 7,8: Sesui research, November 2017, All other Statistics: Sesui research, November 2017.