

# Sesui GP Network Hub

Delivering collaboration across GP networks through integration of EMIS and any Phone System across your PCN, Federation or Alliance.



Sesui GP Network Hub helps GP networks deliver a consistent patient experience, improve collaborative working and improve efficiency when working across multiple sites & platforms. By integrating existing phone systems and EMIS within the single Sesui platform you can achieve the benefits of network based operations without the need to replace IT systems you already have.

## The Challenge

GP networks in the form of Federations, Alliances and more recently PCNs are intended to deliver efficiencies for patients, clinicians and non-clinical staff by ensuring collaborative delivery of services, facilitating closer relationships between health providers and community groups, and orchestrating a more efficient, more effective approach to staffing for the benefit of all.

Unfortunately, legacy, outdated or unaligned technology platforms prevent the easy transfer of resource, patient information and care. The perceived cost and organisational upheaval of integrating multiple legacy platforms or opening up siloed information can cause progress to grind to a halt.

**That's where Sesui come in.**

## The Solution

GP Network Hub brings together two key technologies - cloud telephony and the EMIS Patient Management System across your GP Network – to deliver simple, cross-Network collaboration.

That means you're able to respond to fluctuations in patient demand at a Network level, rather than individual Practices managing independently, sharing information and resources and managing challenges such as:

**Overflow:** Automatically overflow calls across sites and pool resources during peak times based on rules you define. Includes access to patient records via EMIS WEB for GPs, EMIS Community Services and EMIS Clinical Care for all sites in the network.

**Extended Access and Out-of-Hours:** Gain greater flexibility in the way you deliver extended and out of hours services, with the ability to automatically route calls to the appropriate resource based on location, date and time.

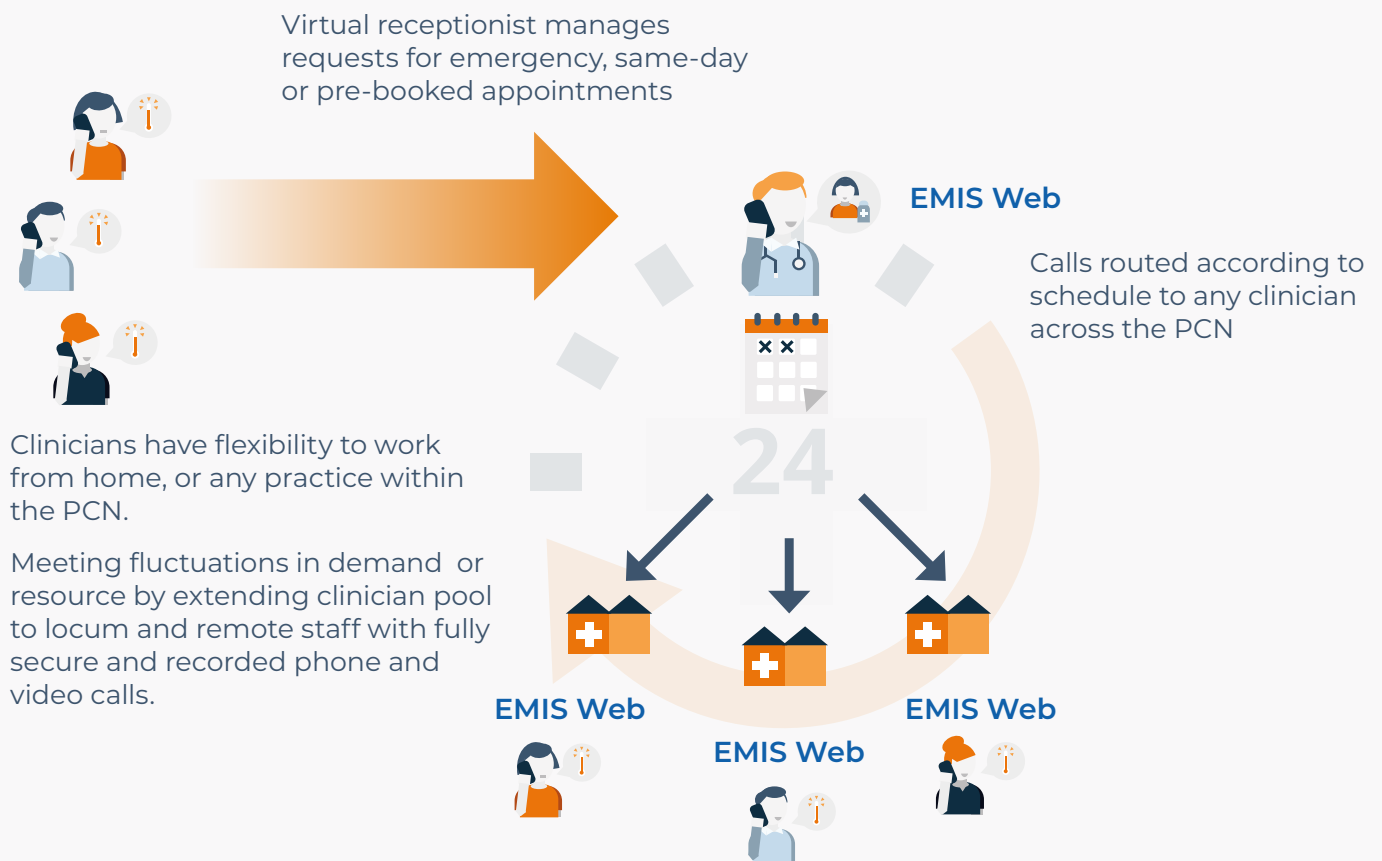
**Share Services:** Introduce shared services across the network – such as First Contact Practitioners - and ensure that calls are consistently connected to these services without the need to pass through a Practice receptionist.

“ Cloud Telephony – especially where integrated with Patient Systems - offers the ability to flex the clinical workforce over large geographies, particularly in parts of the country where it's more difficult to recruit clinicians and where there are gaps in the rota. ”

Dr Sam Shah



## How It Works



## Providing unprecedented visibility & insight

Sesui PCN Hub provides networkwide reporting, giving visibility of the demand being placed on your services across the PCN. Real-time operational reports show service performance, allowing proactive management to maintain service and patient satisfaction.

**Demonstrate Performance:** with full visibility of the demands being placed on your PCN-wide services and how well you are fulfilling this demand.

**Plan and Manage Capacity:** identify pinch points in capacity and gain insights on areas where you can improve performance across the PCN.

**Justify Investment & Funding:** have the facts to be able to determine which services you need to introduce, where you need more resource and evidence such investments to maximise funding available.

## Access to the expertise you need

Sesui provides GP Network Hub as a fully managed service, flexing the capabilities of our technology with the expertise to manage the complex and critical tasks of helping patients access services across your network.

**We understand:** we work with you to understand your requirements and then configure your Hub to work the way you want to work.

**We take care of the housekeeping:** there is no need for you to have the necessary skills or resources in house. We take care of the management, housekeeping and maintenance for you.

**Your partner in innovation:** we provide ongoing expertise on what is possible with a cloud based communication platform, enabling you to innovate and turning your ideas into best practice.

## Features and Benefits

Feature	How it helps
Single Sign-On to EMIS and your IP Phone	Saves time with fewer passwords to remember and less training required
Click-to-call directly from EMIS	Saves time, avoids misdials and simplifies process
Click-to-video consultation directly from EMIS	Improves connection success rate, reduces follow-up appointments
All calls logged in EMIS	Reduces admin, improves clinical governance
Embedded links in patient records to access call recordings	Improves patient data security and referenceability of previous consultations
Simple copy & paste feature for calls records	Allow users to paste call records into other clinical systems.
EMIS record pop-up on inbound patient calls	Improves patient experience and receptionist time to answer calls
Access patient records across multiple practices / instances of EMIS Web	Allows staff to cover multiple sites in one shift and cover patients from other practices
Smart routing guides patients through total triage	Patients never receive an engaged tone, while being directed to the service they need at first attempt
'Virtual reception' capabilities	Centralise resources for answering calls, with call handlers able to work from any site or remotely.
Access real-time wallboards stats and management information	Understand the bottlenecks and demands on resource across the Network at any point in time.

## About Sesui

**Sesui's the bright British innovator of award winning cloud communications software - connecting people to organisations when it's critical they get through.**

For 15 years we've specialised in untangling communication systems and putting them into the cloud for organisations that provide a vital service in healthcare, travel, manufacturing and the voluntary sector. Secure capture, storage and authorised access to processed data in real time.

### Find out more

Contact Wayne Llewellyn, Specialist Clinical Director on **03445 600 600** or email [wayne@sesui.com](mailto:wayne@sesui.com)



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