

# Sesui PCN Hub

Making Vital Connections for the community across PCNs



The Sesui PCN Hub is a suite of services to help Primary Care Networks (PCNs) deliver on their objective to focus services in their local communities and reconnect primary healthcare teams across the PCN.

Integrating communications is essential in enabling any Primary Care Network to deliver its services. Sesui PCN Hub centralises communications across your Network, improves collaboration between its members and provides the ability to leverage funding for innovation to the benefit of the local community, staff and the PCN.

## What is Sesui PCN Hub?

Sesui PCN Hub provides a central communication platform that sits across the range of existing systems in place at GP practices and primary care services, enabling you to deliver a single joined-up service for patients and provide greater flexibility and resilience to the PCN.

### PCN Hub enables PCNs to:

- Respond to patient demand in a collaborative way
- More effectively utilise resources across the Network
- Access and gain maximum value from First Contact Practitioner funded services
- Understand the performance of all services across the PCN.

## What's inside?

### 1: Practice Connect: Virtual Reception service for all sites

Using the Sesui Practice Connect service enables you to respond to increasing patient demand at a Network level, rather than individual Practices managing independently.

**Overflow:** Where appropriate you are able to automatically overflow calls across sites and pool resources during peak times based on rules you define.

**Extended Access and Out-of-Hours:** You 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 date and time.

**Share Services:** You are able to introduce shared services across the PCN and ensure that calls are consistently connected to resources such as FCP's without the need to pass through a site Practice receptionist.

### 2: GP Connect: Enable clinical staff to work more effectively and more flexibly

The Sesui GP Connect service enables you to provide total telephone triage.

Connecting your resources at any time, in any location through any device, it provides far greater flexibility in how you respond to demand, and how your clinical staff operate.

**Flexible Cover:** Share clinicians across the PCN to provide cover for any practice.

**Extended Hours:** Give clinicians the ability to provide extended hours coverage with remote working at any practice or through working at home.

**Out of Hours:** Pool resources across the Network to deliver Out-of-Hours services remotely.

**Video Consultations:** Extend your remote consultation capabilities with secure phone and video consultations.

“ The cloud 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*

### 3. First Contact Practitioner (FCP) - Physio Connect

The new FCP services allow PCN's to innovate and share resources across sites, maximising available funding. Physio Connect is the first in a line of new FCP-focused services available from Sesui's PCN Hub.

**Share Services:** Physio Connect provides a telephone and video triage service and enables your MSK specialist to be shared across your PCN practices. Using Physio Connect also allows MSK specialists to be home based, enabling practices to benefit from access to a larger pool of specialist resources.

**Seamless Service:** Provide patients with direct access to MSK specialists who, with the aid of video consultations and MSK ASSIST, can improve remote diagnosis and self-help, allowing both patient and Practice to benefit.

**Relieve Pressure on Practices:** Route calls from across the Practice network directly to the PCN Physiotherapist, reducing the burden on reception staff and improving the patient experience.

### 4. Unprecedented visibility and insights

Each service within Sesui PCN Hub provides network-wide 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 PCN 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 PCN.

**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.



# About Sesui

**We're the bright British innovators 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, customer services and the voluntary sector. And behind every solution... our award winning Sesui Platform and our talented team. Our cloud software floats above an organisation's technology, so they don't need to replace what they've already got. All the reliability of the cloud with the nimbleness, elasticity and sustainability of Sesui.



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