

Healthcare Digital Technology Virtual Conference

18th August, 2020

Sesui
cloud communications

“This is a continuously evolving situation”

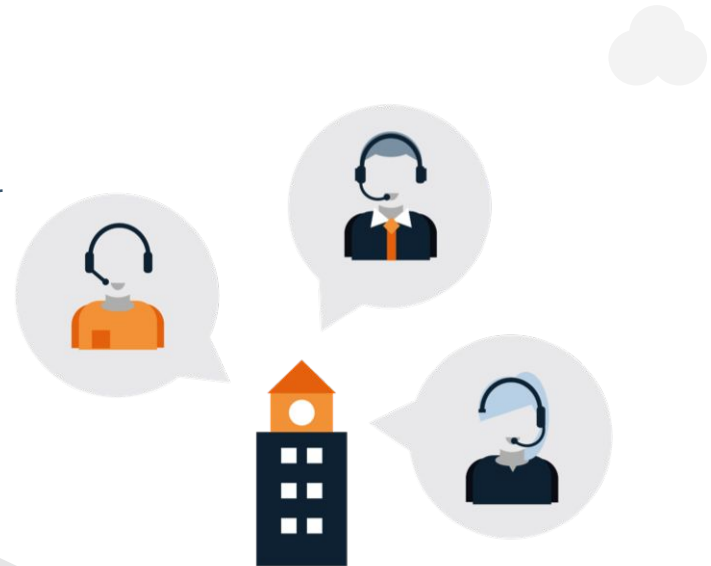
How Sesui helped providers iterate and adapt to
remote working

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About Sesui

- Providers of managed Cloud CCaaS
- Inbound call managed for 111, PCNs, GP Practices.
- Secure & simple remote working for all staff, including clinicians



Case study - LCW 111 and IUC Provider



About LCW

- 111 and IUC provider covering ~3.5m patient population
- Multiple service including dental, care home and out of hours
- 150 staff on shift, with over 1000 on roster

Immediate needs from COVID-19

- Massive increases inbound call volume to 13th March
- Temporary sites spun up
- Immediate need for secure remote working, including video consultations



Remote working in COVID-19



Sesui already provided the ability for clinical staff to securely make and receive triage calls remotely

Sesui added 2-way video consultation to over 1,000 licences

Provided 1 minute training videos

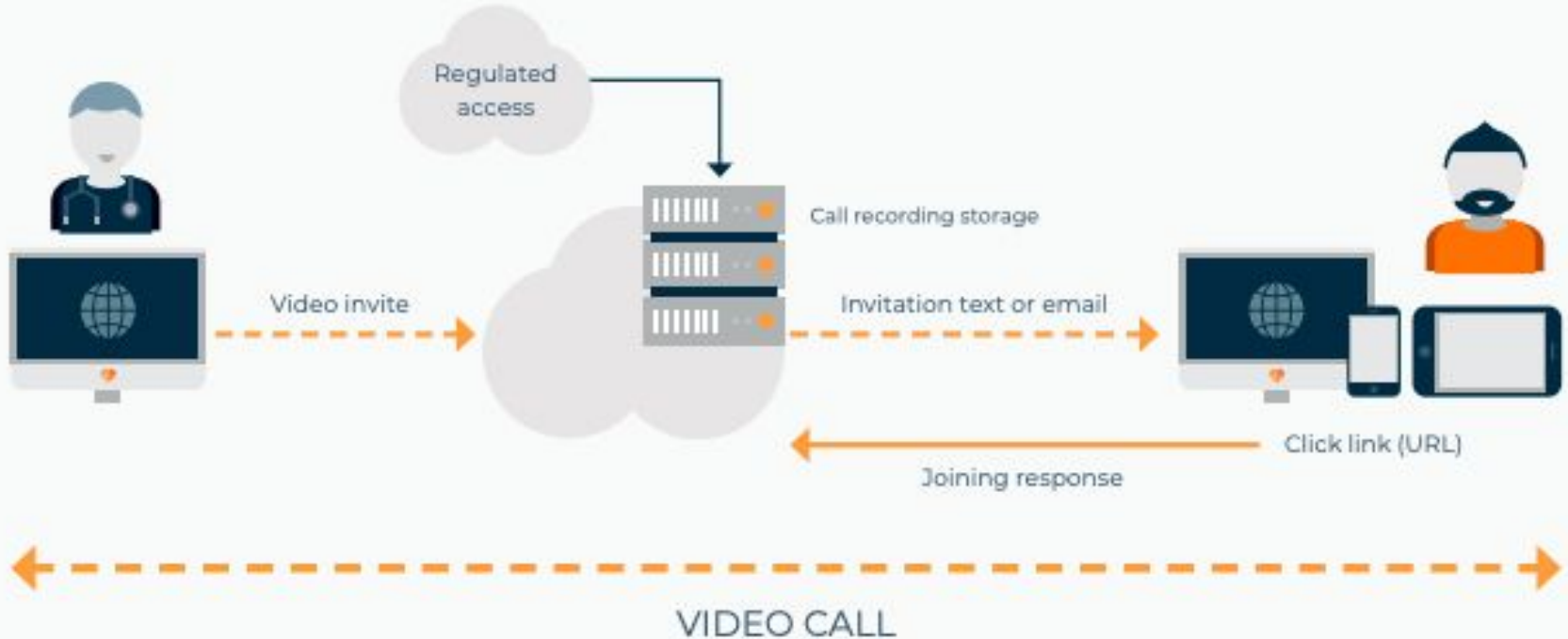
Sesui video consultation service was designed to be simple for the patient to connect.



Remote working in COVID-19



Video Consultation Process



Remote working in COVID-19

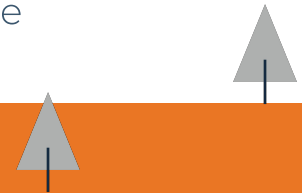


During COVID we had the added issues of clinicians working from different locations.

This impacted the success rate of connecting call because of:

- different types of laptop/PC,
- no camera,
- no mic,
- poor broadband,
- restriction broadband due to VPN.

Identified 80% of all triage calls to the patient's mobile (over 80% of these are smart phones)





New remote video solution

Created the ability to add one-way, patient only, while still on the call with the patient.



- 1. Clinician sends text message to the patient's mobile**
- 2. Patient clicks the link in the text, opening the browser on the mobile**
- 3. Patient clicks to enter the secure video consultation room**

Benefits:

- No downloads | No Registration | No Logins
- Continuity for the patient and clinician through the triage call
- The call is recorded but NOT the video
- The details of the triage call and video are logged in a single location



New remote video solution



The interface is divided into several sections:

- CALL CONTROL:** Displays call details such as Op Name (DA Demo), CLI (Presenting: 02003008834), DN (07979530908), DN name, Service (Global operator outdial service), Queue (Outbound call settings), and Call ID (508226148).
- VIDEO CONTROL:** Shows a live video feed of a man wearing glasses and a headset. A red 'Leave Call' button is overlaid on the video.
- OPERATOR STATUS:** Shows Operator: DA Demo, In/out state: IN, Call state: In outbound call, No cost centre selected, Auto log-out at: None today, and buttons for Log in, Log out, Start, and Update # (02031420522).
- TEXT/SMS CONTROL:** Includes fields for FROM (Your registered mobile number: sesul), TO (A contact's mobile, An operator's mobile, or Specific number), and a BODY field with a character count (160 characters left).
- IN CALL:** A central status area with a call icon, 'IN CALL' text, and 'In outbound call with 07979530908'. Below it are buttons for HOLD, 3-WAY, TRANSFER, and ENQUIRY.
- CONNECTION:** A bottom status bar with a 'Click here to send the message' button.

Secure,
recorded
phone
trriage



IN CALL

In outbound call with 07979530908



CONNECTION

ink bear logo to show that we know they are signed-in, and also to show the coaches out in the field which

Upscale to one-way,
patient only video



SMS feature for follow up
advice



CALL CONTROL

Op Name	DA Demo
CLI	Presenting: 02003008834
DN	07710104284
DN name	
Service	Global operator outdial service
Queue	Outbound call settings
Call ID	271899807



IN CALL

In outbound call with 07710104284

HOLD	3-WAY	TRANSFER
		ENQUIRY



not recording

VIDEO CONTROL

Click here to start video call

OPERATOR STATUS

Operator: DA Demo

In/out state: **IN**
Call state: **In outbound call**
No cost centre selected
Auto log-out at: None today

TEXT/SMS CONTROL

FROM: Your registered mobile number: 07733448208

TO:

- A contact's mobile: -- Choose an entry ---
- An operator's mobile: -- Choose an entry ---
- Specific number:

BODY:

You have 160 characters left

Impact of the change

- More than 50 different clinicians using video consultation each week
- From less than 125 successful video consultations in March to over 1100 in July
- In March $\frac{1}{3}$ of all video consultations failed to connect
- In July 91% of all video consultations were successfully connected
- Peak use on Saturdays
- Ave call length of a video consultation went from 2m30s to 6m31s

“A continuously evolving situation”



Delivery in the COVID-19 crisis has been about iterating and adapting - being flexible



Seeing this in other service we provide:

- 111 First Pilot in London
- Phone and Video triage for SCAS paramedics

Sesui Remote working can be put over the top of any existing service it can start to give you flexibility and adaptability that will be required

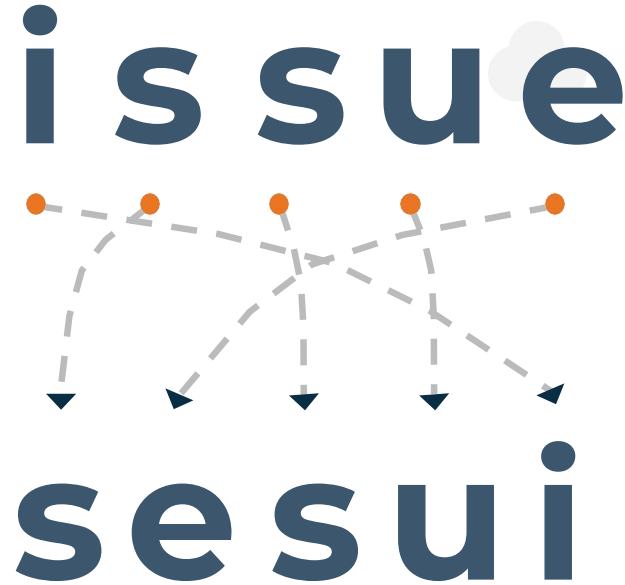


Join us at the interactive panel sessions:

11.40 - Q&A from this talk

12.45 - What's had the biggest impact on Digital Transformation in the NHS?
Answers a) NHSX, b) STPs, c) COVID-19 -
Discuss?

13.50 “Ask the CTO” – Join us for an opportunity to ask Sesui CTO, Manveer Mangat, any questions you have on the use of cloud services in the NHS





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