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Patient gets initial phone call in their birthday month:

- Onus isn't on the patient who can find it daunting
- Introduce myself as **their** Care Co-ordinator
- One point of contact with the surgery
- Helps to build relationships between surgery/carers/patients
- Better understanding of needs
- Help to reduce any anxieties

Info Pack Sent out:

- Confirmation letter written in cross between standard and easy read text
- Has text & visuals, e.g. picture of clock and calendar with time & date printed on, picture of who they're seeing
- Summary of health check including brief explanation and visuals of e.g. blood pressure monitors, heart rate etc
- Health info pack for patient to take with them to any further appointments
- Patient has opportunity to fill in additional info e.g. how best to communicate with them/additional needs

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What more...?



- **Visualisation**
- **Familiarisation**
- **Experience**

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ANNUAL HEALTHCARE CHECK

INTERACTIVE



WALKTHROUGH

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Interactive Video



The patient can go through an interactive annual healthcheck from start to finish.

The difference from existing videos and guides is that it's personalised to OUR surgery, meaning the patient can familiarise themselves with the building, surrounding, staff and process.

Interactive Video



The patient will start outside the building and can pan around surrounding area.

They will then be guided into reception where they can choose to sign in by interacting with our virtual receptionist or use the self service sign in screen.

(the staff avatars in the video will be based on actual staff to increase familiarisation)

They will be able to tap on various parts of the screen to get a description, either by voice, text or both. E.G the self service sign in screen.

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Interactive Video



- They can then go “take a seat” in the waiting room or choose to explore it.
- We are hoping we can have the waiting room tv and the patient notice board have live notices that the patient can further explore and save anything of interest e.g.

- Groups
- Events
- Notices



Interactive Video



- Our Virtual Nurse will call them in, where they will take part in their virtual healthcheck.
- Before the healthcheck section starts, they can explore the room and tap on items for a description of what it is, what it does, why it does it E.G.
 - Blood pressure monitor
 - Will give brief description of what blood pressure is, how we monitor it and why it's important

If the patient has any questions about any of the equipment or procedures, they can select and save these or make notes that they can save and or print at the end of the walkthrough.

Interactive Video



- Available in several languages
- Ability for patient to take notes
- Anything not answered can be sent through to the clinician beforehand
- Patient can go through at their own pace
- Can revisit as many times as necessary

Interactive Video



- Patient & Clinician maximise appointment time
- Can be adapted for other procedures/services
- Used as a training tool for new clinicians
- Expanded upon to be part of an app
- Virtual reality

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**THE ONLY LIMITATIONS ARE
OUR IMAGINATION**

THANK YOU FOR LISTENING

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Interactive Video



Questions?