

Reducing clinical response time by 87% with Bleepa[®]



Improve clinical communication and collaboration with Bleepa's easy-to-use platform for instant messaging and medical image review.

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Improving clinical communication and collaboration

Bleepa is an easy-to-use collaboration platform for all patient referrals, diagnostic requests, clinical communication and referral pathways. It is a secure, fully compliant UKCA-marked medical device certified for review of medical grade images.

By linking different clinical systems together into a seamless view of the patient, we enable clinical teams to refer patients, share and review patient data and discuss cases collaboratively to reduce clinical response times and improve patient care.

It integrates with both NHS England national systems and local hospital systems to ensure efficient, safe and patient-centred digital healthcare delivery.

Virtual multi-disciplinary team working

Clinicians can access diagnostic test results immediately for fully informed, collaborative decision making. Discussions can happen flexibly on a fully auditable platform that captures them as part of the patient record.

Junior staff can contact senior stakeholders for advice and guidance, getting better, faster decisions for patients and ensuring optimal care is delivered to patients. Patient management plans can be established without delay, bringing in a variety of specialist expertise as required, from outside the provider organisation if needed.

Referral management and care coordination

From the moment patients are registered, Bleepa can enable smoother and swifter transfer from one medical team to another, from referral to decision, treatment and discharge.

Bleepa's connectivity and data sharing enables greater care coordination which supports faster discharge and ongoing patient management including virtual wards.

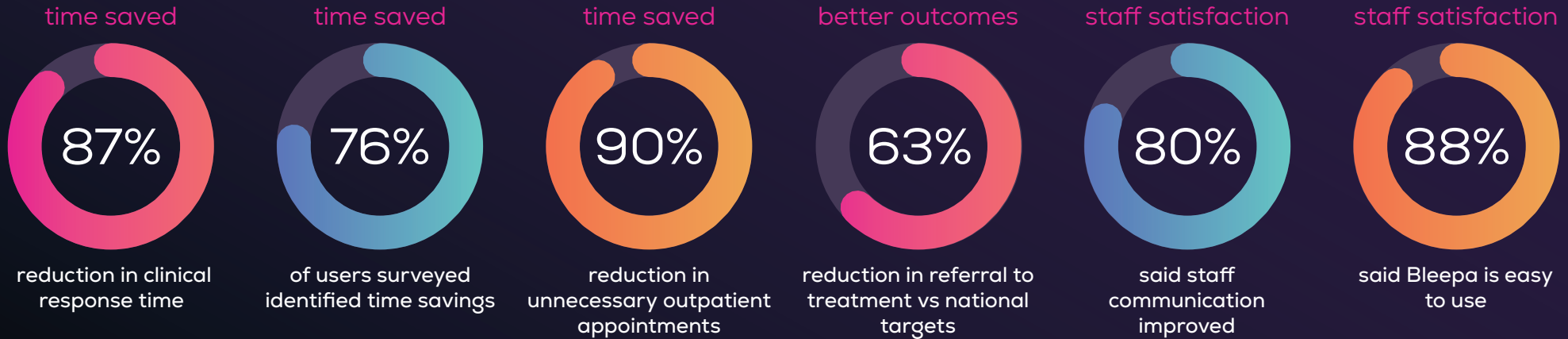
"The redesigned pathway has really helped to improve communication and collaboration between clinicians. Bleepa has enabled us to review the results rapidly and have multi-disciplinary discussions virtually to expedite decision making.

It is easy to refer patients onto the pathway and to discuss and respond to the GPs with our recommendations."

Mark Jackson, Consultant in Sleep and Respiratory Medicine, Queen Victoria Hospital NHS Foundation Trust



Real-world evidence of Bleepa's benefits



Save time ¹

- At the Northern Care Alliance, using Bleepa resulted in a reduction of **87%** in referral response time in respiratory.
- In respiratory, cardiology and gastroenterology it resulted in a **74%** reduction in time from submission of a referral to first review.
- At Queen Victoria Hospital NHS Foundation Trust, Bleepa has helped reduce patient wait times by **63%** against national targets in a digitally enabled breathlessness pathway.
- Improved communication and pathway management supported a **90%** reduction in unnecessary outpatient appointments.

Reduce costs

- Can achieve estimated savings of **£819,000** over five years for a trust by improving clinical communication, enabling faster referrals and reducing length of stay for patients.
- If adopted across the whole integrated care board, it could **free up to £7.7 million in savings.**

Be more sustainable

- Digital results and referrals reduce the use of paper and other print resources.
- Virtual team working reduces the need for travel for clinicians.

Easy to implement

- Quick to deploy at any healthcare organisation and is interoperable with multiple healthcare IT systems.
- Easy and intuitive to use with only minimal training required.

"Bleepa was really easy to use, I was able to get up and running with hardly any training, just a quick conversation with a colleague who had already used it and the in-app help was enough.

"I would really recommend Bleepa to other hospital trusts and clinical teams and I will thoroughly miss it when I go to work in other hospitals who don't have it!"

Ayman Kasir, Locum Gastroenterology Registrar

¹ Figures from independent evaluation of Bleepa <https://Bleepa.com/Bleepa-independent-evaluation-report>

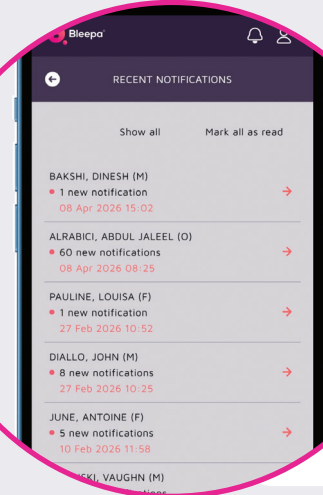
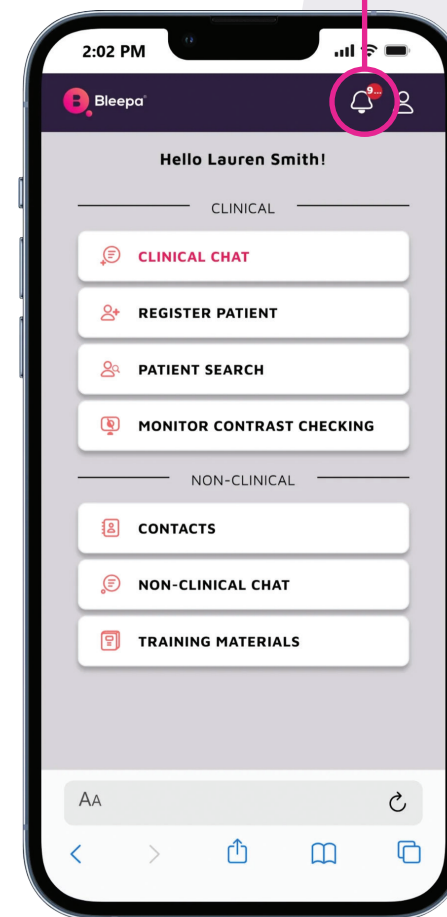
How Bleepa works

Bleepa Core

- Patient-centred communication with a single view of clinical data.
- Asynchronous chat, tagging colleagues/teams, for multi-disciplinary team support.
- Integrates with both NHS England national systems such as personal demographics service (PDS), e-referral service (e-RS), GP Connect and local hospital systems.
- Fully auditable, forming part of the patient record.
- Web-based, accessible from any device; supports single sign-on.
- Ease of access – launch link from electronic patient record.

Chat

- Secure asynchronous clinical chat with colleagues that can fit around other clinical work.
- Tag individuals or clinical teams for quick sharing.
- Delivery and read notifications.



"You've got all the information at your fingertips on the same system. I would recommend Bleepa, I think it's been a really good addition... It's a really easy system to use, and it has certainly helped in smoothing out and making patient care as holistic as possible."

Dr Anna Haley, Respiratory Registrar, Northern Care Alliance

Search

Labels

Status

Sort by

ALRABICI, ABDUL JALEEL (O) ID: 944 931 0548; DOB: 24 Jan 1978; NHS: 944 931 0548 F1
BAKSHI, DINESH (M) ID: 213 123 12; DOB: 13 Apr 1980; NHS: N/A VW1 - Referred F1
BADOWICZ, BLAZEJ (M) ID: 944 931 0084; DOB: 20 Oct 1973; NHS: 944 931 0084 Breath. - Referred F1
Watch
BROWN, ANDREW (M) ID: FBK 132 164; DOB: 08 Jan 1985; NHS: 080 185 6513 F1
CHAPMAN, SUSAN (F) ID: 668 731 3258; DOB: 21 May 1938; NHS: 668 731 3258 P. Take - Completed Card. - Referred Gastro. - Referred Completed
CONVA, EVANS (M) ID: 969 137 5648; DOB: 16 Mar 1986; NHS: 969 137 5648 F1
DAVITTE, NORMA (F) ID: 973 091 5423; DOB: 17 Feb 1973; NHS: 973 091 5423 F1
DIALLO, JOHN (M) ID: 944 931 0300; DOB: 02 Apr 2011; NHS: 944 931 0300 Gastro. - Referred Resp. - Referred F1
DEAKINN, GUSLINGTON (M) ID: 969 137 5737; DOB: 11 Oct 1960; NHS: 969 137 5737

Rule based tagging to manage patient lists.

Patient management

- Rule based tagging to manage patient lists.
- Fully configurable, structured referral forms.
- Track patient status: referred, accepted, reviewed, discharged.
- Flags urgent patients and breaching targets.
- Enables efficient transfer between teams from referral to decision and discharge.
- Dashboard view of patient status for monitoring against national targets.

Bleepa Diagnostics

- DICOM/PACS view provides clinical grade imaging.
- Annotate images directly.
- Add clinical information including reports, test results, and handwritten notes.
- Deep dive into case notes and results.

Patient status can be updated to customer-defined pathway stages ie referred, accepted.

The screenshot shows a 'PATIENT LIST' dashboard for 'CDC - BREATHLESSNESS PATHWAY (14 of 14)'. It features a search bar, filters for 'Status' and 'Sort by', and a grid of patient cards. Each card displays patient details and status tags such as 'Referred (3 of 3)', 'Accepted (2 of 2)', 'Awaiting Diagnostics (2 of 2)', 'Diagnostics Complete (3 of 3)', and 'Diagnosis Made (2 of 2)'. A 'Watch' section is also visible.

Tag patients as urgent or breaching customer-defined targets.

Bleepa Photocapture

A privacy compliant module for clinical photography.

- Secure capture of individual or multiple images.
- Longitudinal image series for condition monitoring.
- Consent capture (patient, guardian, or clinician).
- Accessible from any camera enabled device.

DICOM/PACS view provides clinical grade imaging.

Add individual or multiple photos using any device with a camera.

Annotate images directly.

Record patient consent.

Secure asynchronous clinical chat.

Tag individuals or clinical teams for quick sharing.

Northern Care Alliance cuts inpatient referral times by three quarters using Bleepa

The Northern Care Alliance, one of England's largest providers, has seen a dramatic reduction in clinical response times since using Bleepa to digitise paper-based referral systems and improve clinical communication across a range of key specialties.

An independent clinical evaluation identified a reduction of almost **75%** in average referral times across three clinical specialties when compared to previous paper-based referral systems.² Bleepa referral data from July 2021 to April 2023 covering **10,000 patient referrals** found that the average time from submission of a referral to first review across the trust's respiratory, cardiology and gastroenterology specialisms at specific hospital sites was **0.55 days**. This was a **reduction of 1.55 days** compared to the 2.1 day average time lag recorded before the platform's deployment across parts of the Greater Manchester trust.

The evaluation report also identified a raft of staff benefits, including **80%** of users surveyed identifying an **improvement in staff communication** compared to previous referral methods and **76% of staff** interviewed identifying **meaningful time savings** through their use of Bleepa.

What does the Northern Care Alliance say?

Describing the impact that using Bleepa has had on clinical performance, Georges Ng Man Kwong, Chief Clinical Information Officer (Bury, Rochdale and Oldham) at the Northern Care Alliance said:

"Access to the images with the referral has been really key. We worked with the Bleepa team to make sure we had a minimum data set for referral data.

"We've also found it good in terms of asynchronous working – we don't necessarily have to traipse around the hospital with a list of patients to see referrals, we can manage them remotely. We've also then been able to message the team with clear instructions as to what's been going on. The secure messaging has allowed us to progress patient care in a faster way."



² Figures from independent evaluation of Bleepa <https://feedbackmedical.com/case-study/case-study-4/>

Secure, scalable and cost-efficient digital infrastructure

Bleepa's digital infrastructure can be cloud hosted by Feedback Medical or by the customer. Our patient-centric cloud architecture is more secure, scalable and cost efficient. It supports Bleepa's functionality whilst simultaneously creating patient-specific records of care episodes.

It enables unparalleled flexibility and security, storing data at an individual patient level. This means you can manage the cloud roll-out process patient-by-patient, without the stress of mass data migration.

Safe and compliant

Bleepa is a zero-footprint UKCA-marked communications platform incorporating medical image display, actively in use by the NHS. No patient data or images are stored locally on any device, meaning reduced risk for you and your team.

We are compliant with the following standards and accreditations:

- NHS Data Security and Protection Toolkit scheme.
- NHS Digital Technology Assessment Criteria.
- Clinical safety standard DCB0129.
- Medical device manufacture quality standard ISO 13485.
- Information security, cyber security and privacy protection standard ISO 27001.
- Cyber Essentials and Cyber Essentials Plus.

Bleepa integrates with a number of document management, patient management and referral systems in primary and secondary care. We can interoperate with additional healthcare IT systems depending on customer needs.

"Bleepa works very well for us as a 24-hour service in our emergency department... Any reduction in the time taken to review patients and help to improve their journey through the hospital is crucial when every second counts."

Dr Justine Loh, Consultant in Emergency Medicine and Paediatric Emergency Medicine, Digital Health Lead in ED, Royal Berkshire NHS Foundation Trust

"Bleepa is very straightforward and easy to use, it's easy to grasp and navigate around... Being able to track and monitor the discussions and notes which are then captured in the patient record, has saved so much time and energy."

"My favourite thing about Bleepa is that it allows me to more effectively communicate what I want to say or handover to a colleague... It feels very natural to pop any updates into a live chat."

Paul Higgins, Registrar, Northern Care Alliance

