

Reduce patient wait times by 63% with asynchronous digital pathways

Streamline patient pathways with Bleepa®'s end-to-end elective care solution that provides a digital alternative to traditional outpatient services, with upfront diagnostic tests and remote access to NHS specialists. This results in faster care with a **63%** reduction in wait times against the 18-week referral to treatment target, **90%** reduction in unnecessary appointments and **30%** increase in productivity, reducing dependency on outsourced clinical resources.¹

¹ Figures from CDC pathway programme data September 2022-December 2023



"The vision from the beginning was to redesign the model of care so that once referred, patients went straight to diagnostics, thereby reducing the need for a first outpatient appointment and reducing the risks of bouncing patients back to GPs for further referrals to different specialties."

"With Bleepa as the technology enabler, this has optimised and automated multiple steps on the pathway with greater visibility of where the patient is on their care journey to multiple people across the clinical teams."

Dr Matthew Lees, Deputy Chief Medical Officer / Clinical Lead for Pathways and Physiological Studies, Queen Victoria Hospital NHS Foundation Trust CDC

201 Temple Chambers
3-7 Temple Avenue
Temple
London
EC4Y 0DT

+44 (0) 20 3997 7634
sales@fbkmed.com
feedbackmedical.com



Improving productivity through efficient patient pathways

Bleepa connects clinicians across care settings and enables them to review patients asynchronously individually or as a multi-disciplinary panel. It supports clinical teams to redesign services from analogue to efficient digital pathways, bringing the diagnostic information together with clinical communication for an enhanced view of the patient record.

Tests can be carried out sooner, if needed, to enable better and faster clinical decisions to be made on the basis of diagnostic evidence. The model optimises the use of clinical time and removes unnecessary outpatient appointments, improves productivity and significantly reduces wait times enabling healthcare organisations to hit their 18-week referral to treatment targets and reduce their waitlists.

Bleepa can be used to facilitate any pathway, flexible to the clinical and operational needs of each specialty and care setting. It is an evidence-based, adoption-ready solution for healthcare organisations.

The collaboration enables a fully connected digital pathway – linking clinicians, diagnostic teams and patients – to deliver faster, safer and more personalised care.

A unified experience for clinicians and patients

By integrating Bleepa with leading personal health record and patient engagement solutions such as Patients Know Best ensures that clinicians can manage referrals, review documentation, and access patient-submitted information within a single workflow in Bleepa, while patients receive clear communication, questionnaires, and pathway updates through their platform, including via the NHS App.

By combining Bleepa's secure clinical collaboration tools with trusted patient-facing services, organisations can reduce duplication, streamline communication, and empower patients to take an active role in their care.

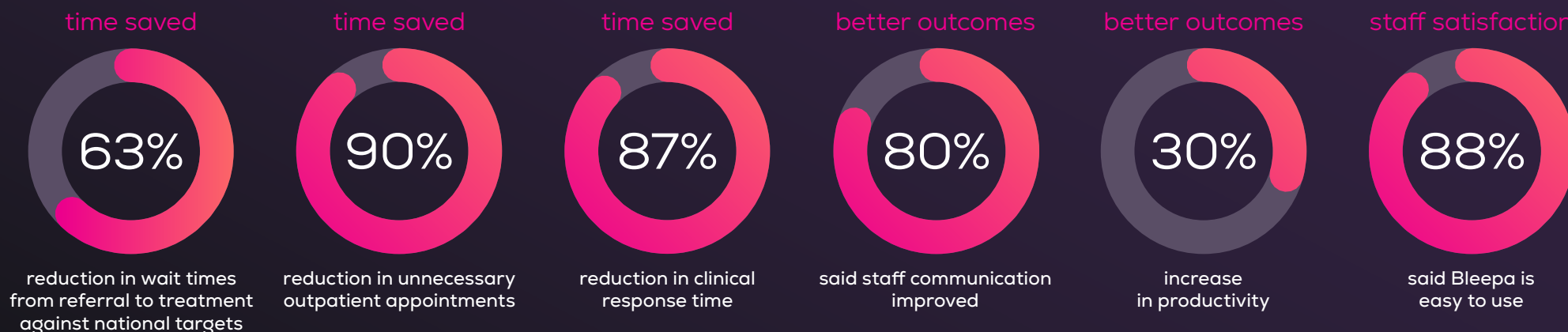
"As part of the QVH Breathlessness Pathway steering group, we provided the GP's perspective to the team from the beginning. Our feedback was key to shaping the end-to-end process which is now streamlined, straightforward and well executed."

"The pathway coordinator schedules the tests for patients on one day, meaning less trips to hospital and less time to reach a diagnosis. We receive a clear and concise summary of the outcome at the end of the patient episode, informing decisions for ongoing care. The pathway process is more efficient without any additional workload."

**Dr Minesh Patel, GP Partner,
Moatfield Surgery**



Real-world evidence of Bleepa's benefits



Save time and reduce costs

- **63% reduction** in wait times from referral to treatment time against 18-week national target.²
- **45% reduction** in wait times from referral to diagnostic test compared to the national target.
- **90% reduction** in the need for unnecessary outpatient appointments.
- **30%** more outpatient throughput than the traditional outpatient model.

Improve care coordination

- Expedites patient care through more efficient digital pathways and better-informed care coordination.
- Delivers greater productivity to support elective care recovery.
- Greater collaboration across care settings which can support mutual aid programmes to share resources across a geographical area.

Be more sustainable

- Digital results and referrals reduce the use of paper and other print resources.
- Virtual team working and straight-to-diagnostic pathways reduce the need for travel for clinicians and patients.

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.

² Figures from CDC pathway programme data September 2022-December 2023

A redesigned outpatient model

✓ Remove first outpatient appointment; straight to diagnostics

✓ Remove second specialist consultation

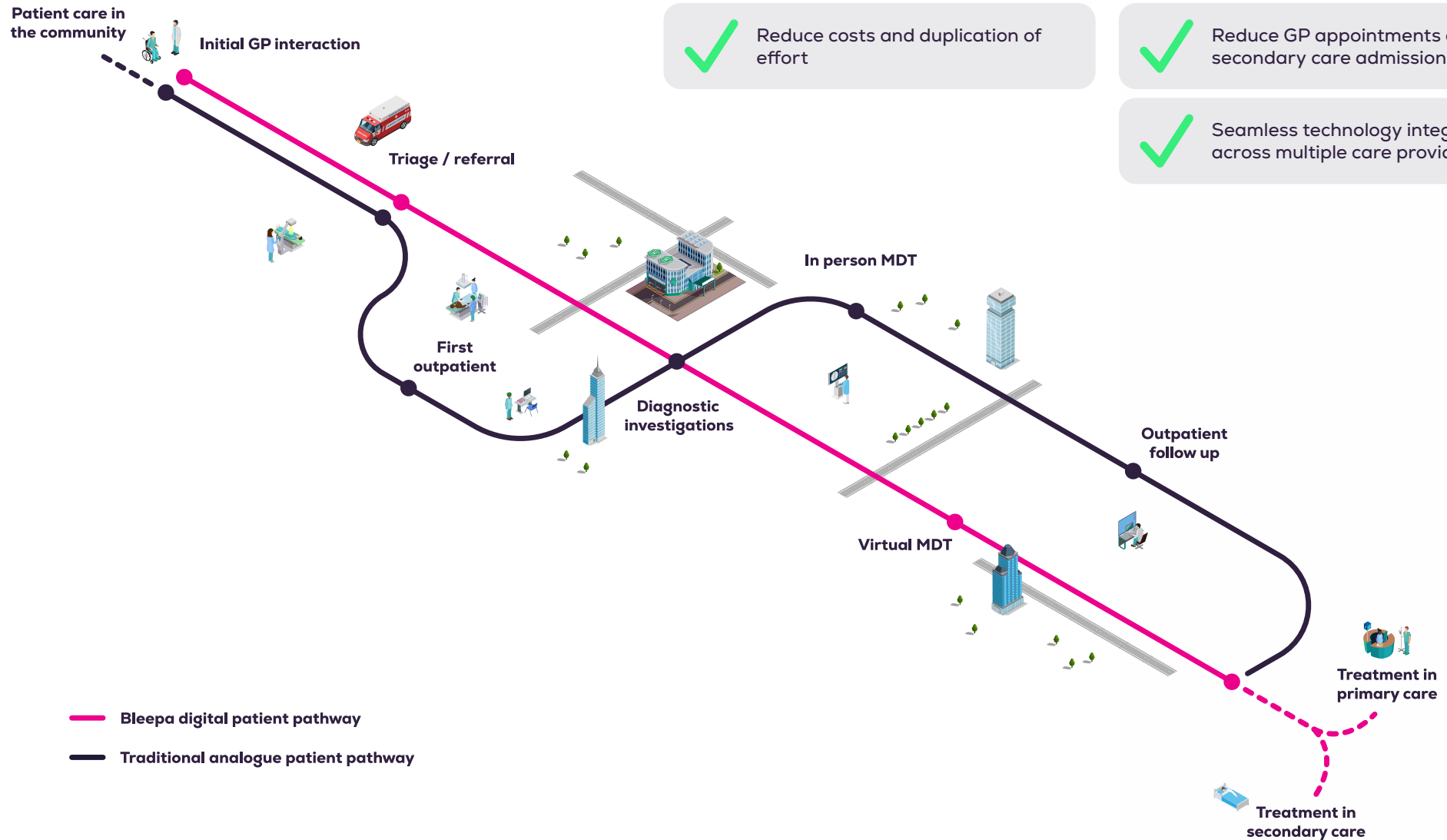
✓ Reduce costs and duplication of effort

✓ Streamline patient pathway; accelerate patient care

✓ Increase productivity; reduce wait lists

✓ Reduce GP appointments and secondary care admissions

✓ Seamless technology integration across multiple care providers



Digital breathlessness pathway with Queen Victoria Hospital

In 2021, Queen Victoria Hospital NHS Foundation Trust (QVH) became an early participant in the Sussex Community Diagnostic Centre (CDC) programme, enabling it to play a key role in shaping the clinical approach to the breathlessness pathway for the region (based on NICE guidance and clinical best practice).

QVH partnered with Feedback Medical to initiate a pilot exploring Bleepa's capabilities to optimise the breathlessness pathway.

The purpose of the pilot was to demonstrate the effectiveness of the redesign of the pathway. The project's scope was clearly defined, which helped avoid any changes or unnecessary additions.

By streamlining the sharing of diagnostic information and enabling timely collaborative decision-making, Bleepa helped to ensure more rapid diagnosis and improved access and coordination of care, along with improved primary and secondary care consultation and collaboration.

For patients, the benefits were clear – the project streamlined care by ensuring that all diagnostic information was gathered and shared quickly in Bleepa, leading to faster treatment decisions and more coordinated care.

A significant proportion of patients had all their initial investigations completed on the same day, which minimised delays and reduced the number of repeat appointments. Additionally, the proportion of patients who could be managed back in primary care, versus those needing referral to secondary care, reflected the success in managing cases efficiently at a local level.

Leveraging digital infrastructure through Bleepa, this approach has achieved remarkable efficiency gains, releasing £4,230 per 100 respiratory referrals without requiring extra staff or community diagnostic centre expansion. If these benefits were achieved more widely it could save Sussex ICS £314,880 or even £16.9 million nationally with one pathway.

"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."

Dr Mark Jackson, Consultant in Sleep and Respiratory Medicine, Queen Victoria Hospital



Prioritise patients against diagnosis targets

We provide visibility of the status of patients and where they are in their care journey at any stage. Our simple, dashboard view provides clear monitoring against faster diagnosis and other national targets to prioritise patients and speed up care.

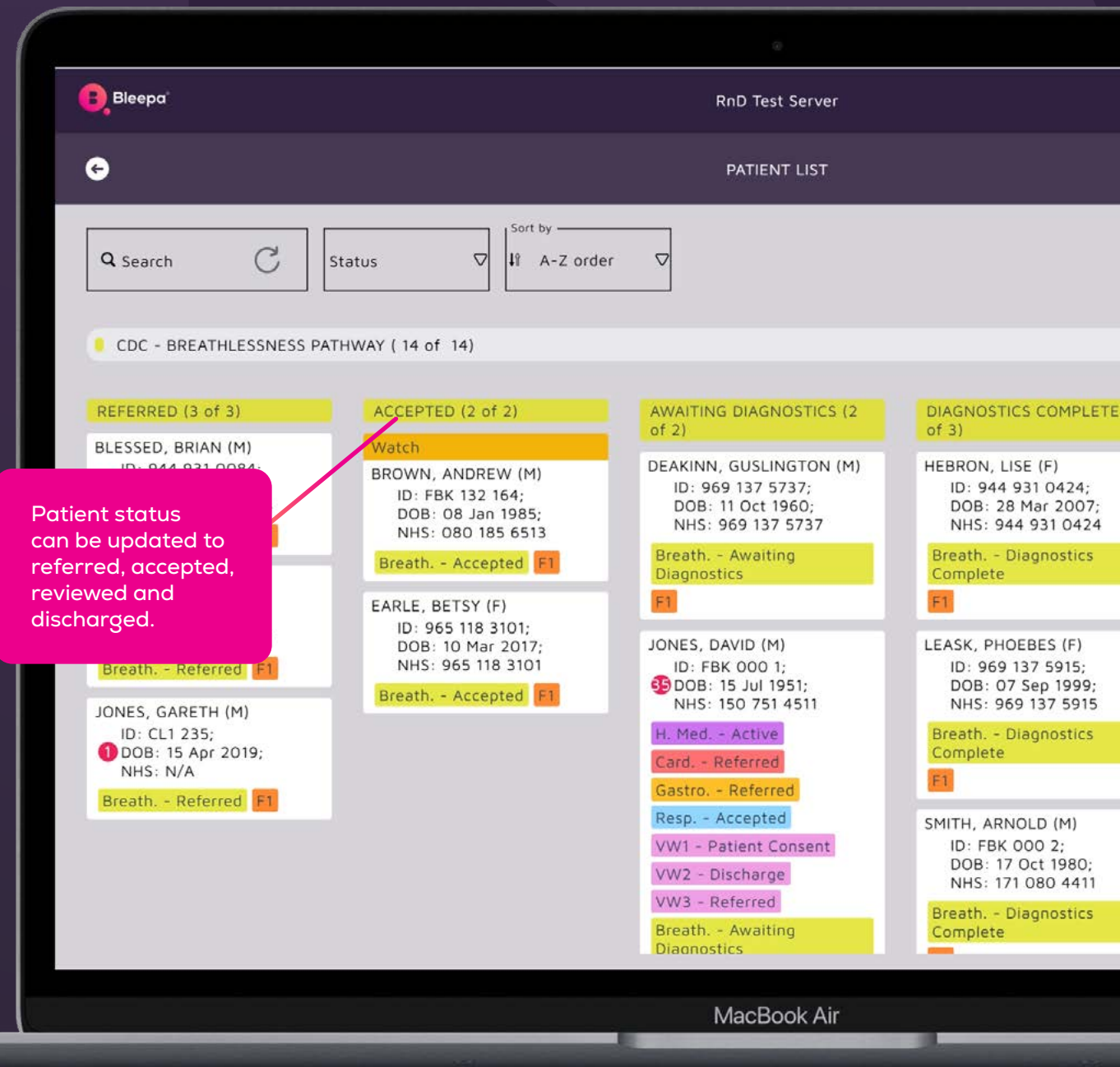
Bleepa uses labels, linked to pathway stages, to track the patient's progress along care journeys, highlighting to local and regional stakeholders when patients are likely to breach stages of the care pathway, allowing early intervention to reduce breaches and ensure optimum care is delivered.

Patient status can be updated to referred, accepted, reviewed and discharged.

"Bleepa has streamlined the referral process enabling our teams to both refer and respond to referrals in a more responsive and agile manner."

"Patients remain on an active worklist so that follow up instructions and advice can be given. Clinical messages can be downloaded into the automated letters system at point of discharge to provide a full audit trail."

Georges Ng Man Kwong, Chief Clinical Information Officer (Bury, Rochdale and Oldham), Northern Care Alliance

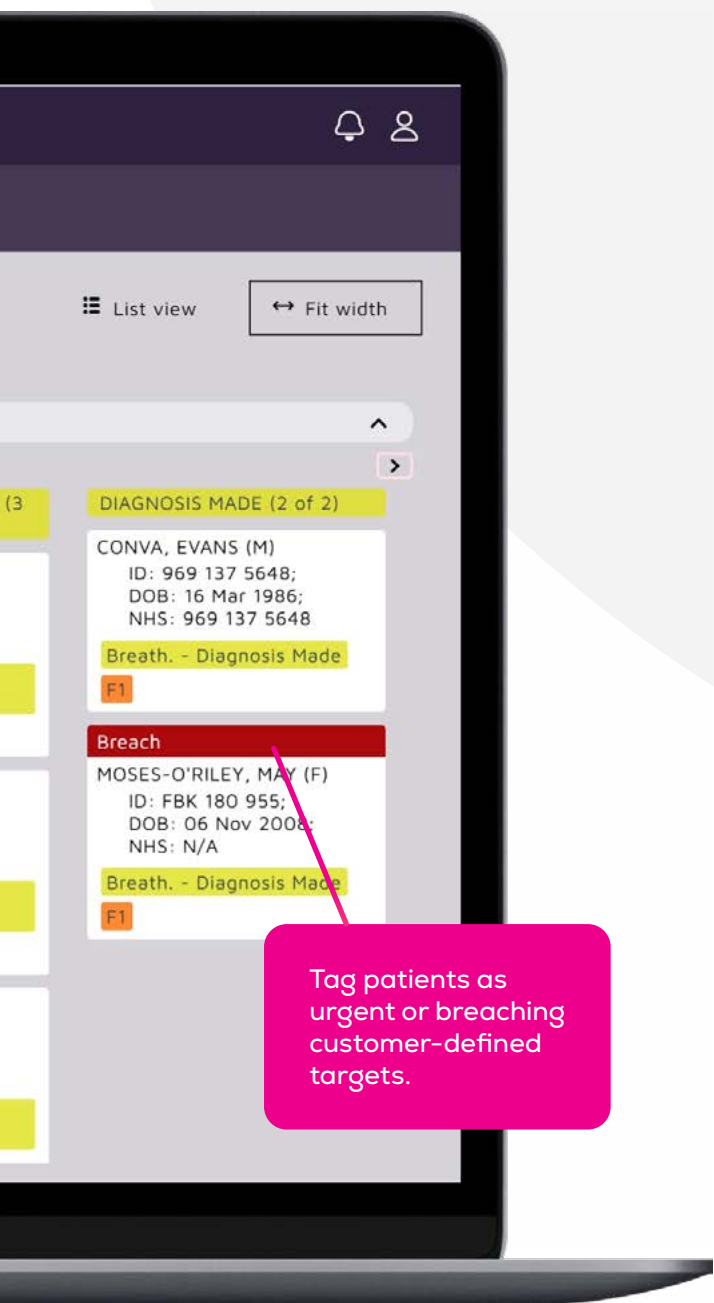


Integrating with national NHS systems

Our integrations with national systems - such as NHS England's e-Referral Service (e-RS), personal demographics service (PDS) and GP Connect - support interoperable, secure data exchange, accelerate pathway deployment and enhance clinical decision making for both providers and patients across the NHS.

- **e-RS integration** - clinicians benefit from streamlined digital referrals and reduced manual workflow steps, improving productivity and user experience.
- **PDS** - Synchronisation ensures accurate patient identification and up-to-date demographic information, reducing duplication, misidentification and communication errors across organisations.
- **GP Connect** - enables clinicians in secondary care to securely share documents back to GP systems to support safer, faster and more coordinated care.

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



Tag patients as urgent or breaching customer-defined targets.



Secure and compliant

Bleepa is a UKCA marked communications platform incorporating medical image display, actively in use by the NHS.

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.

We offer secure cloud deployment as standard, with flexible options depending on an organisation's infrastructure and governance requirements. It is scalable and cost efficient, enabling unparalleled flexibility, storing data at an individual patient level.

"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

"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

