

# The key to PCN success

Doctrin's care navigation platform

## What is a care navigation platform?

Our NHS-proven platform digitally supports the patient through the entire patient journey. It enables patients to book an appointment with their GP online and complete an online questionnaire at a time and place that suits them. Primary Care Network (PCN) or practice staff use it to determine the best course of action – ensuring patients see the right healthcare professional from the outset, which can often be a nurse, pharmacist or physiotherapist rather than a GP. The platform's collaboration hub also enables multi-disciplinary teams to support the patient in the long-term, should they need referrals to other services such as the third sector and social care.

Adopting this digi-physical model can help staff manage service pressures more effectively, whilst ensuring patients receive enhanced care. Using the integrated data dashboards in the platform can also help PCNs move to a more predictive approach to managing scarce resources whilst demand continues to increase.



“We have seen an improvement in staff retention rates and have more money available to re-invest in services and recruit employees from across the UK.”



**Lakeside Healthcare**  
2023

## Case study

### Improving clinical outcomes and efficiencies at Capio Ringen (Part of Ramsay Santé)

Capio Ringen is one of Stockholm's largest healthcare centres, serving a patient population size akin to a PCN. Faced with similar challenges to the NHS, the provider had a busy, overcrowded clinic, limited telephone availability for patients with a 4-6 week waiting time for appointments, and an unsustainable staff workload.

To better manage and prioritise its patients, it moved completely from a physical walk-in practice to appointment-based, triaged contacts using Doctrin's platform. It replaced the first contact, which was previously handled as a physical walk-in or by telephone - both for triage and administrative matters. The healthcare centre also set up a contact button on its website and offered the same link via the telephone switchboard. In addition, a targeted communications campaign meant the clinic team redirected the walk-in visits from the physical waiting room (which it closed) to the platform overnight.

## Results

### Improved medical quality

**+31%** Same day access from 73% to 95%

**+45%** More patients got to see their GP or nurse

### Increased efficiency

**33%** More patient contact per clinical hour

**-39%** Reduction of frequent attenders

### Workforce experience

**56%** Reduction in staff turnover

**31%** Reduction in phone calls

## Dispelling Digital Myths: Factors to Consider When Exploring Digital Solutions for Your Healthcare Environment

**Digital telephony is the answer** – digital solutions encompass far more than telephony. And whilst these types of evolutionary changes can offer some tangible benefits (and meet national objectives), primary care needs more comprehensive solutions to tackle the current-day challenges.

**Consultation tools are the same as care navigation platforms;** consultation tools tend to provide ‘another road on the motorway’ – they simply create a digital channel for patients. Whereas a care navigation platform provides ‘network modality’; effective triage and management of patient flows so that patient see the right HCP from the outset. In turn, managing pressure on GPs and ensuring the wider network of providers is effectively utilised – in line with the government’s Recovery Plan for Primary Care.

**One size fits all;** different PCNs and practices will have different needs, requirements and budgets. A more tailored solution – like Doctrin’s platform - which has customised solutions and localised signposting can meet these specific needs whilst still being cost-effective for the NHS.

**An ecosystem is the answer;** there are comprehensive solutions available that encapsulate triage, consultations, referrals, HCP collaboration and real-time business intelligence analytics, which enables frictionless patient flow. Plus, robust interoperability enables technology to integrate with solutions in other care settings to create a seamless ecosystem. that suits the specific needs of different providers (unlike a ‘one size fits all’ solution).

### What to prioritize when searching for a supplier:

1. **Focus on a digi-physical approach** - it’s not all or nothing when it comes to digitisation
2. **Choose a supplier that will work as a partner,** to ensure your needs are met and that they work with you every step of the way
3. **Consider solutions** that have localisation baked in from the outset
4. **Make sure the company is accredited with the information security certification** ISO27001, Cyber Essentials Plus, ORCHA
5. **Consider tools that are accredited as a medical device** to ensure quality of care and patient safety

### Why choose Doctrin as your care navigation platform?

#### Key benefits for healthcare providers

- Reduction in telephone calls
- Increase numbers of consultations
- A better work environment for employees
- ‘Frequent flyer’ attendees reduced
- Diverting patients to other more appropriate services and self-care

#### Key functionality in Doctrin

- Digital entry point in combination with information about the solution in incoming calls
- Automatic questionnaires for patients to complete
- Communicate with colleagues within and across units
- Hand over patients to another unit directly with the help of NHS number

#### Contact details

For further information, please contact  
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