

Information Sheet Booking Centre



Public Health Screening Administration

Telehealth Solutions can provide a full booking service for NHS Health Checks and other public health outreach programmes.

We will contact residents by phone and post to offer them health checks, and run a 24-hour booking centre that can receive and process incoming requests for health checks.

We use a multi-faceted approach: sending letters to inform residents about the checks, calling them to follow-up, and operating a booking centre to process incoming calls.

Residents can call between 8am and 8pm to speak to one of the booking team, or call any other time to leave their details and request a booking slot.

Once users are booked, they receive a confirmation text within 15 minutes and are sent a second reminder text on the day of their appointment.

Callers get a choice of locations, surgeries and pharmacies across the area, and can call the booking centre, or the health check provider, to cancel or reschedule.

Practices and pharmacies can arrange their own appointments in an online program, so our centre can co-ordinate their schedules and avoid double booking.

We'll pre-screen callers for conditions that preclude them from getting an NHS Health Check, like Warfarin use for example, which saves providers time.



Benefits to the Commissioner

PCTs reach targets faster, with less effort, at lower cost.

THSL estimates that it can offer 10,000 NHS Health Checks in 12 months, and 8,000 of those completed with target residents.

Booking is handled by an independent entity, the programme doesn't require input from PCT staff to organise, book or generate interest in NHS Health Checks

Benefits to Providers

Clinical staff can focus on assessing and advising residents, instead of losing time to booking appointments and investigating callers' eligibility.

Pharmacies and surgeries deliver more checks, which mean larger subsidies from the PCT, and healthier, happier residents.



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Benefits to Patients

Patients get a more accessible public health programme, that's easier to contact and better at arranging appointments.

Patients can call the centre and confirm their eligibility, cancel an appointment and book a new one from a list of locations – in one phone call, that doesn't take up clinicians' limited time.

Example Process

A member of the team visits each GP surgery in the PCT catchment area, and uses contact data from their practice lists for a direct mail-drop regarding the Health Check – or other outreach screening programme.

The booking centre will then pro-actively attempt to contact residents who have received the letter, to offer them a check.

The centre will process inbound calls as well, and screen both for ineligible residents – in the Health Checks' case, those are already diagnosed with hypertension or diabetes.

Residents can decide the location of their check, attending at a pharmacy or surgery of their choice (assuming availability).

"I'm very happy with the amount of bookings coming through"

Pharmacy Manager, NHS Kensington & Chelsea

"The system for the online bookings... makes it easier to monitor DNAs, and is reducing them"

Practice Manger, NHS Kensington & Chelsea

"It gives clinical staff more time to do what they do best"

Kelly Irving, Public Health Consultant, Telehealth Solutions

Active Periods

8am-8pm Monday-Friday, booking centre personnel directly contactable

Automated service available at all other times

Software

Online booking form – accessible by surgery and pharmacy staff

Text message reminder service – post-call and same-day notification

Pre-Screening

Ensuring medical eligibility with checks

Confirming identity

Software

Online booking software – accessible by surgery and pharmacy staff

Text message reminder

Automated letter generator, integrated with booking centre call system

Uptake

Offering 12,000 checks in 12 months

Enabling 8,000 checks in the same period

Typical Programmes

NHS Health Checks

Smoking Cessation

Diabetic Retinopathy

Sexual Health/Chlamydia

Alcohol

Mental Health