

FOOTFALL SAVES OVER 34,700 PHONE CALLS OR VISITS TO BLACK COUNTRY PRACTICE RECEPTIONS IN ITS FIRST YEAR

WITH KATIE BULLIMORE, DIGITAL FIRST PROJECT MANAGER, NHS BLACK COUNTRY ICB

BLACK COUNTRY ICB BACKGROUND

Katie Bullimore, Digital First Project Manager for NHS Black Country, shares her experience of using FootFall and Foundation across practices in her ICB has helped support both practices and patients. There are 29 practices using Silicon Practice products in an area serving **1.26 million residents**.

THE CHALLENGE

The initial challenge was that the 29 practice websites were not to NHSE mandated standards. In addition some of the practices were not implementing online consultations to their patients, thus increasing in-person appointments that contributed to a long backlog.

THE IMPLEMENTATION

Online Consultation



Comprehensive Forms



Customisation



User-Friendly Interface



Patient Digital Triage



Footfall Connect



"Personally, I feel that Silicon Practice are professional and offer a well-managed service. Their products and services are well designed and well supported. When they introduce a solution, the implementation is managed and controlled, every aspect is thought about."

Katie Bullimore, Digital First Project Manager.

"Footfall has an easy to use and intuitive staff portal. I like the quick responses as they save time. Footfall connect is so useful for sending the data to EMIS directly."

Sam, Clinical Administrator, Eve Hill Medical Practice.

"I think this is a brilliant system. Each time I have used it I have had a reply within a very short time"

Patient, Eve Hill Medical Practice.

RESULTS

- 342, 658 forms completed across the ICB in one year, saving on average 34, 749 phone calls or physical visits to the practice reception
- 77, 729 forms completed over the winter months, taking pressure off the practices at their busiest time
- Most Practices within the ICB experienced a 20% increase in completed forms, showing a large rise in patients adopting digital healthcare solutions and so taking the strain off of the reception

Digital Requests breakdown

