



# FootFall

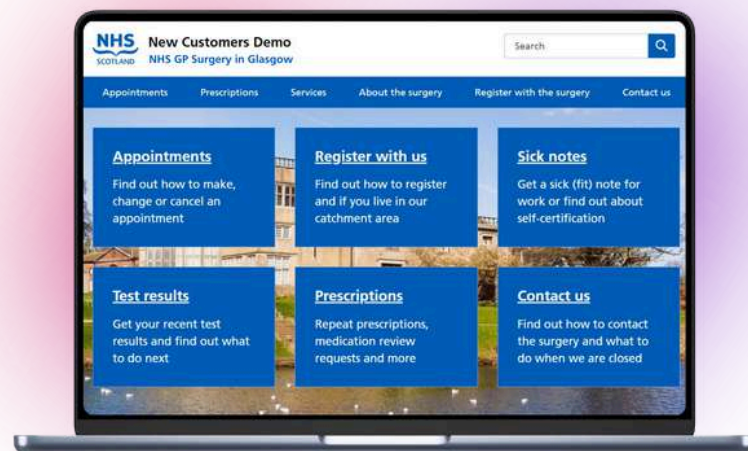
## FootFall: all-in-one solution for modern practices

Welcome to FootFall, your digital healthcare partner, designed to elevate your practice to new standards. As the gateway to your healthcare facility, our patient-centric online platform seamlessly integrates with your practice, providing an array of over 50 distinct request patient form types, from requesting help online to reviewing a long term health condition. Empowering patients to interact effortlessly with all facets of your practice in a virtual space, FootFall is renowned for its adaptability to scale alongside the evolving needs and digital capabilities of your practice.

With a proven track record in over 1,000 practices, FootFall is the result of collaborative efforts between healthcare professionals and patients. Meticulously designed, it transforms the patient care landscape, improving patient access to healthcare services and helping practices manage demand more efficiently.

At the heart of our development philosophy is a commitment to incorporating feedback from patients and practices, resulting in a comprehensive system tailored to meet the demands of modern healthcare. The first point of contact with a practice is our new patient-facing website – Foundation, which is included with the all-in-one FootFall solution.

Foundation stands out with its mobile-first design, ensuring optimal performance across various devices – mobiles, tablets, laptops, or desktops. Patients benefit from an uncluttered interface that facilitates swift and efficient task completion. Our user-friendly main menu prioritises essential patient tasks, creating a seamless user experience.





When a patient completes an online request via the Foundation website, FootFall ensures a seamless process that benefits both patients and practices. All patient requests converge on a secure dashboard, the nerve centre of your digital practice.

This dashboard acts as a central hub, meticulously tracking every request to eliminate the risk of oversights. The system facilitates the routing, assessment, tracking, and monitoring of patient requests. Furthermore, it provides the flexibility to assign requests to another clinician, when necessary, who can then decide on an appropriate response – be it an online reply, a text, a phone/video call, or a face-to-face appointment.

A notable advantage is monitoring when patients view the practice response, offering transparency in communication and the ability to notify the practice if the patient has not read a response in a certain timeframe. Additionally, the system maintains a searchable audit trail for future reference, ensuring a comprehensive record of interactions.

Clinicians responding to patients enjoy the convenience of using pre-set practice responses or opting for free text replies. Furthermore, the system allows for the attachment of documents or leaflets to enrich communication.

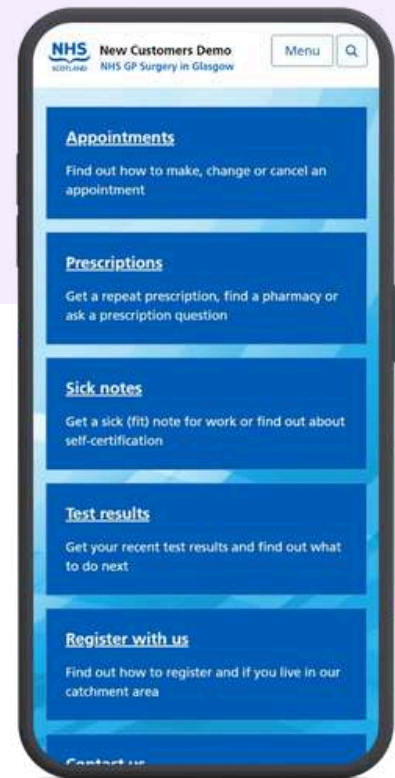
At its core, this streamlined process not only enhances the efficiency of practice operations but also ensures that patients receive timely and appropriate responses, fostering a positive and responsive healthcare experience for all parties involved.

Our approach is about providing tangible benefits to both patients and practices, enhancing the overall healthcare experience. Choose FootFall as your comprehensive solution, setting the standard for an enhanced patient experience and streamlined practice operations.



# FootFall

Foundation functions as the primary entry point for patients to engage with your practice, featuring meticulous design infused with a healthcare theme. This platform not only provides vital information to patients with exceptional clarity but also grants you significant control. Foundation guarantees a seamless and well-informed experience, serving as the pivotal gateway for patients to connect with your practice. It stands as an indispensable component of the comprehensive FootFall solution.



## Help Patients Help Themselves



Designed to direct patients to the care they need first time, whilst creating a site that is unique to your practice.

## WCAG 2.2 Level AA Compliant



We prioritise meeting WCAG guidelines for full accessibility, ensuring all patients can access our digital resources inclusively.

## Specialised Information Blocks



Web friendly blocks allow you to present pre-set cards of information in concise, eye-grabbing formats and easily group related topics and links together.

## Mobile First Design



Designed as mobile first, but equally at home on tablets, laptops and desktops.

## Integration with NHS 24 Self-Help Information



Optimise patient care with effortless signposting through seamless integration with NHS 24 self-help information.

## Simplified Drag & Drop Editing



Instantly make changes without technical knowledge – these can be reflected across every site in the HSCP and Regional Health Board.

## Easy to Navigate Interface



Uncluttered and proven interface enables patients to complete tasks rapidly.

## Foundation sites are Patient Advice Driven



Foundation sites reflect the latest healthcare advice while having the potential for so much more.



# FootFall

**FootFall dashboard** a central hub for all your patient queries giving complete visibility to all patient queries containing:

- **SNOMED coded forms.** FootFall contains 21 pre-coded review forms.
- **Attachments:** Practice can enable patients to send attachments, including images. The practice replies can also include attachments to be sent back to the patient.
- **Over 50 different form types** which can be customised to the needs of the practice. These include online consultations, admin requests, prescription queries, and self-assessments and reviews.
- **Complete Digital Triage:** Allows the practice to complete phone-in requests on behalf of patients thus enabling all request to come through a single channel for full digital triage.
- **Patient Verification:** all patient requests are automatically checked against the PDS to verify their demographics and retrieve their NHS number.
- **Workflow control:** triage, assign, track and respond to all patient requests.
- **Admin User Control:** Create and manage users and groups, temporarily disable users who are absent and control form access dependent on user and role within the Practice.
- **Two-way conversations:** Practices can allow/request patients to respond to practice replies
- **Alert Automation:** Set expected response times for each type of patient request. This response time is conveyed to the patient at the time of the submission. FootFall will alert the practice if expected response times to patient requests have been exceeded.

- **Patient Form Control:** Temporarily switch off online request forms or signpost and navigate patients elsewhere where appropriate. Can be operate form-by-form or for all forms, and can be set to shut off forms at present times, e.g., evening and weekends.

- **SMS Text Messaging:** FootFall can integrate with your current SMS provider allowing responses to be texted to patients. Patients are also able to reply to messages from the practice and to send documents and images.

- **Equitable assigning:** When assigning requests within the practice the workflow management displays current workload for each clinician allowing requests to be assigned equitably.

- On demand or scheduled **video consultations.**

- **Quick Responses and Automatic Acknowledgements:** Customisable patient auto-acknowledgement responses to be sent whenever a patient completes a form. Create a set of Quick Responses replies to common questions.

- **Insights and Analytics:** The range of analysis tools within FootFall allows practices to improve practice efficiencies by: analysing the patterns of demand so that Practices can allocate resource accurately: analysing and keep track of the team's performance and workload capacity: analysing patient response times to ensure patient expectations can be met.



## Benefits:

- Free up clinician's time for those patients most in need by utilising their time more effectively
- Help practices to manage their workload
- Make collaboration with team members easier for faster resolution of queries
- Foundation sites reflect your HSCP guidelines/recommendations for providing online patient facing solutions whilst promoting the latest healthcare advice.
- Keep track of patient requests through the practice workflow
- Support remote access to the FootFall system, e.g. backup premises or from staff member's homes
- A patient facing accessible website that promotes patient self-help
- NHS style forms built in to reduce calls and increase patient website usage

## Support and Training

Our customer service is exceptional, consistently exceeding expectations. Our dedicated team is known for its prompt, knowledgeable, and friendly assistance. We prioritise customer satisfaction, ensuring a seamless and positive experience. Clients appreciate our efficient problem-solving, personalised approach, and commitment to going above and beyond. We take pride in fostering strong relationships, making us a trusted partner in their journey.

- Full support during and after implementation with a named implementation lead and named website editor
- Telephone and email support
- Online training sessions for administrative staff and clinicians
- Espresso Training Sessions
- Extensive library of online video tutorials

"A big advantage is the Patient Form Control feature, it has been really **helpful** for the practice to have **control** of the forms and has helped us to control the flow of demand."

"We have been actively recommending FootFall to other practices in the area."

*Carolside Medical Centre, Glasgow*

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