



Cinapsis 
SmartReferrals

Teledermatology

020 3858 0124 | hello@cinapsis.org





“

The portability of Cinapsis is one of the things that we were impressed by - we can actually see patients and not be stuck working at the desk.

”

DR CHRIS CUSTARD
CONSULTANT IN GENERAL MEDICINE

CASE STUDY

Prior to Cinapsis, only 10% of 2-week wait referrals had an image attached. Now, 100% of cases are complete with images and clinical information.

“

Saw patient with suspicious skin lesion. Sent summary and 3 photos via app to dermatology team. Diagnosis and management back within 1 hour. Impressed.

”

Dr Mark Porter
GP and anchor for BBC Radio 4's
Inside Health

Gloucestershire ICS

Challenge

One Gloucestershire Integrated Care System (ICS) wanted to improve the triage of dermatology referrals. Despite the CCG buying digital cameras for all GP practices, 90% of 2-week wait referrals were sent without an image attached.

One problem was that the digital cameras were often left in one consulting room and weren't easily available when they were needed by GPs during a consultation in another room.

Gloucestershire ICS wanted **a platform that made it easy for GPs and nurses to take photos securely using only their smartphone and share them with dermatologists at the local hospitals.**

At the same time, the dermatologists reported that they found the system that they were using was slow and cumbersome. **They wanted a faster platform that allowed them to work from anywhere and provide advice quickly.**

Solution

The CCG commissioned Cinapsis to develop a mobile app that solved problems for GPs, nurses and specialists. The Cinapsis SmartReferrals app allows GPs and nurses to use their mobile phone to capture images in a quick and secure way. **Prior to Cinapsis, only 10% of 2-week wait referrals had an image attached. Now, 100% of cases are complete with images and clinical information.** Also, consultants are working remotely for the first time and are completing Advice & Guidance cases in minutes or hours rather than days. GPs get notified when a response is complete and 70% of patients are managed without a face-to-face outpatient referral.



IN-YEAR SAVINGS FROM EFFICIENT TRIAGE

“

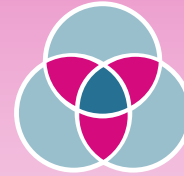
It's made a huge difference from a rural practice point of view and we really benefit from and value the service provided by Cinapsis.

”

Dr Hywel Furn Davies
GP Mann Cottage Surgery

£675k

Cost of outpatient appointments
per year before Cinapsis*



Face-to-face
appointments

↓ 70%



YEAR 1

£472k

Net in-year
savings

688%
ROI

Estimated savings by year 5: £2.36 million net with 688% ROI

*All figures based on existing data for dermatology on a patient population of 400K with an expected uptake of 100% in the first year

GIVING GPs AND NURSES QUICKER ACCESS TO SPECIALISTS

“

Cinopsis is not only quick, it also sorts out image compression, GDPR and helps with audit.

”

Dr Alan Gwynn
GP Board Member
Gloucestershire CCG

Get specialist advice within hours

Take photos with your own phone using the enhanced editing functions with or without a dermatoscope. We'll automatically store them securely for you

All advice received (including pictures) is sent to a chosen NHS mail inbox and uploaded into the patient's record



MAKING IT EASY FOR SPECIALISTS TO GIVE ADVICE

“

Cinopsis is a pleasure to use: it's all in one and laid out really simply. I find it much quicker and simpler than the painful process of Advice and Guidance in e-RS.

”

Dr Tom Millard
Consultant Dermatologist

Complete cases within seconds at a time that is convenient for you

Manage workload by sharing cases with colleagues

Work from wherever is convenient for you using our secure web platform or mobile app



HOSPITAL CLINICIANS CAN CONNECT WITH PATIENTS DIRECTLY



Video call



Telephone call
(direct and call back)



Secure messaging



Image-sharing

Remote and safe video consultations

Providing Advice & Guidance has never been easier. Cinapsis SmartReferrals acts as a single point of access for GP A&G queries and patient consultations.

Carry out face-to-face appointments safely via video call and manage first and follow-up appointments quicker.

Secure image sharing from any personal device

Patients or their GP can also share photos taken securely using their own mobile phone.

You can work from the hospital or your own home using your personal desktop or mobile device securely.

Consultants working together with their team in this way are managing A&G cases 25% quicker compared to other platforms while driving down waiting lists.



NHS
DERMATOLOGY
REFERRALS
WITHOUT
DIGITAL TRIAGE

Referrals from
primary care



50%
routine referrals

18 week RTT
completion target

MISSED

50%
2-week wait
referrals

2-week wait
(cancer suspected) target

MISSED

IMPACT OF CINAPSIS DIGITAL TRIAGE

Referrals from
primary care



15%
routine referrals

Patients triaged to the
right outpatient clinic
first time, removing
unnecessary
follow-ups

15%
2-week wait
referrals

2-week wait appointments
reserved for the patients
who need them

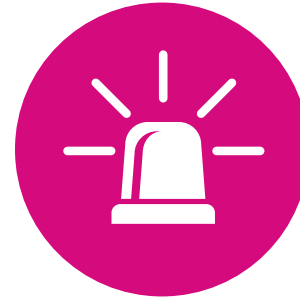
70%
treated in primary
care following advice

Two thirds fewer face-to-face
outpatient appointments
by managing most patients
in the community

WHAT HAVE OUR NHS PARTNERS DELIVERED WITH CINAPSIS?



Reduced numbers of face-to-face outpatient appointments by rolling out a digital triage platform across an Integrated Care System.



Reduced pressure on urgent care services by decreasing the number of patients attending local Accident and Emergency Departments.



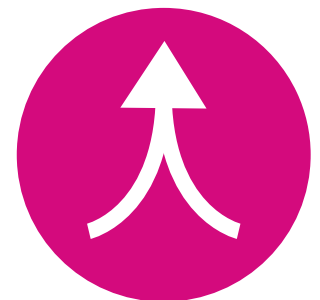
Delivered in-year return on investment by removing unnecessary referrals and triaging patients to the right service first time.



Joined up referral data with population health data to allow resources to be focused on prevention.



Joined up clinical data along the whole patient journey from primary to secondary care with outcome and financial data held by the CCG.



Improved patient pathways between primary and secondary care in line with local and national guidelines and data collected through Cinapsis.

“

Cinapsis is very intuitive and easy to use!

”

Dr Chin Whybrew
GP Stoke Road Surgery

GET STARTED
QUICKLY WITH
24-HOUR
SUPPORT
ON HAND

“

The responsiveness to clinician feedback is second to none with suggested development improvements sometimes implemented within days.

”

Dr Tom Millard
Consultant Dermatologist

9.2 / 10



based on feedback
from 400 users



Once you decide to join Cinapsis, we will onboard users and go live within days.



We're here when you need us to make sure you get the best out of Cinapsis.



When you join Cinapsis, you will get bespoke training and access to helpful online resources so that you're ready to use the service from Day 1.

WORKING IN PARTNERSHIP WITH THE NHS

GIVE US A
RING

020 3858 0124

EMAIL US YOUR
QUESTIONS

hello@cinapsis.org

FIND OUT
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Selected to take part
in the Digital Triage
sandbox by the



Featured at the 2019
Teledermatology course
organised by



PUBLIC

