



Cinapsis 
SmartReferrals

Acute and Emergency Care

020 3858 0124 | hello@cinapsis.org





“

Not only are we helping to reassure and better manage our patients by giving them the benefit of specialist advice, we are also reducing demand on busy hospitals by making properly informed decisions.

”

DR MALCOLM GERALD
GP and CCG Clinical Lead for IT

A&E PERFORMANCE IS AFFECTED BY POOR PATIENT FLOW

“

Cinapsis enables us to turn Emergency Care into Urgent Planned Care, setting up the beginning of the patient journey for a whole range of acute medical conditions before they even arrive at the hospital.

”

Emma Wylie
Clinical Lead for Acute Medicine

Emergency Departments are struggling to cope with demand

Challenge

Patients are waiting longer than ever in A&E. For the past six years, the 4-hour target has been missed in hospitals across England. 330,000 patients waited longer than 12 hours in A&E in 2018.¹

This increases the workload for an already understaffed healthcare workforce, contributing to burnout and vacancies. Between 8 and 12% of full-time positions are currently unfilled in the NHS.²

Data from NHS Digital shows that at least 11% of first time attendance in A&E could have been avoided.³

Preventing non-urgent A&E attendances has never been more crucial than now. Maintaining social distancing is a logistical challenge that hospitals must be able to meet in order to prevent virus transmission between patients and healthcare staff.

Solution

Cinapsis SmartReferrals is a brilliantly simple Advice & Guidance platform that removes non-urgent attendances to A&E.

Generalist clinicians can make joint decisions with specialists about their patients who stay in the community or get referred into the appropriate assessment unit.

¹NHS Digital. 2019. *Hospital Accident & Emergency Activity 2018-19*

²Nuffield Trust. 2019. *The NHS workforce in numbers*

³NHS Digital. 2019. *Non-urgent A&E attendances*



IMPACT OF ADVICE & GUIDANCE THROUGH CINAPSIS FOR AN NHS FOUNDATION TRUST

Referrals from primary care and ambulance services



17% of patients seen in A&E

53%

of patients seen in specialist clinics or units

30% of patients managed outside of hospital

Acute and Emergency Care

Improved flow through Acute Services

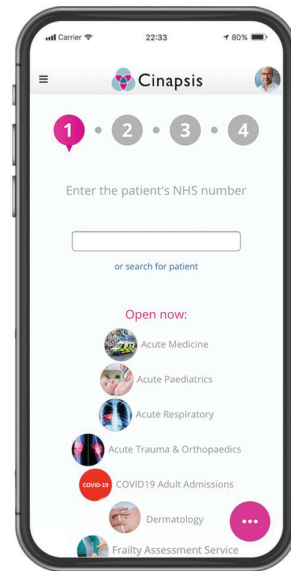
83%

of patients bypass A&E to receive care in the community or a planned clinic

Primary Care and Community Services

More patients managed in Primary and Community Services

COMMUNICATE WITH ALL TEAMS THROUGH ONE APP



Acute
Medicine

Acute
Paediatrics

General
Surgery

Trauma
and
Orthopaedics

Acute
Respiratory

Mental
Health

Covid-19



“

Cinapsis is very
intuitive and easy
to use!

”

Dr Chin Whybrew
GP Stoke Road Surgery

CONNECT USING THE BEST CHANNEL FOR YOUR NEEDS FROM WITHIN THE APP



Video call



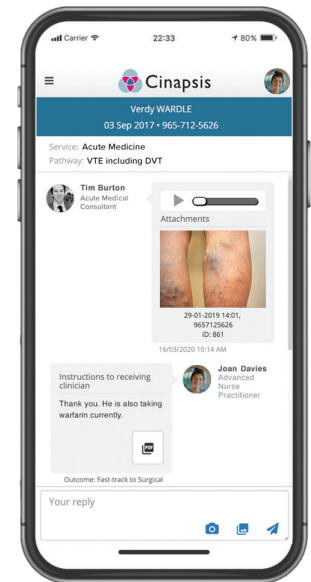
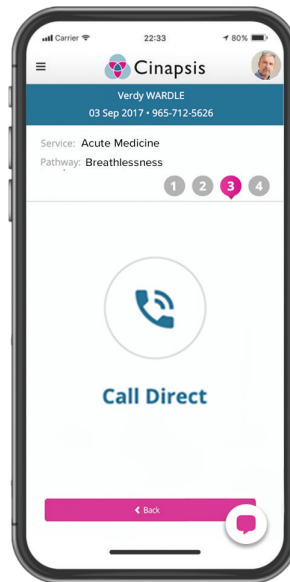
Telephone call
(direct and call back)



Secure messaging



Image-sharing



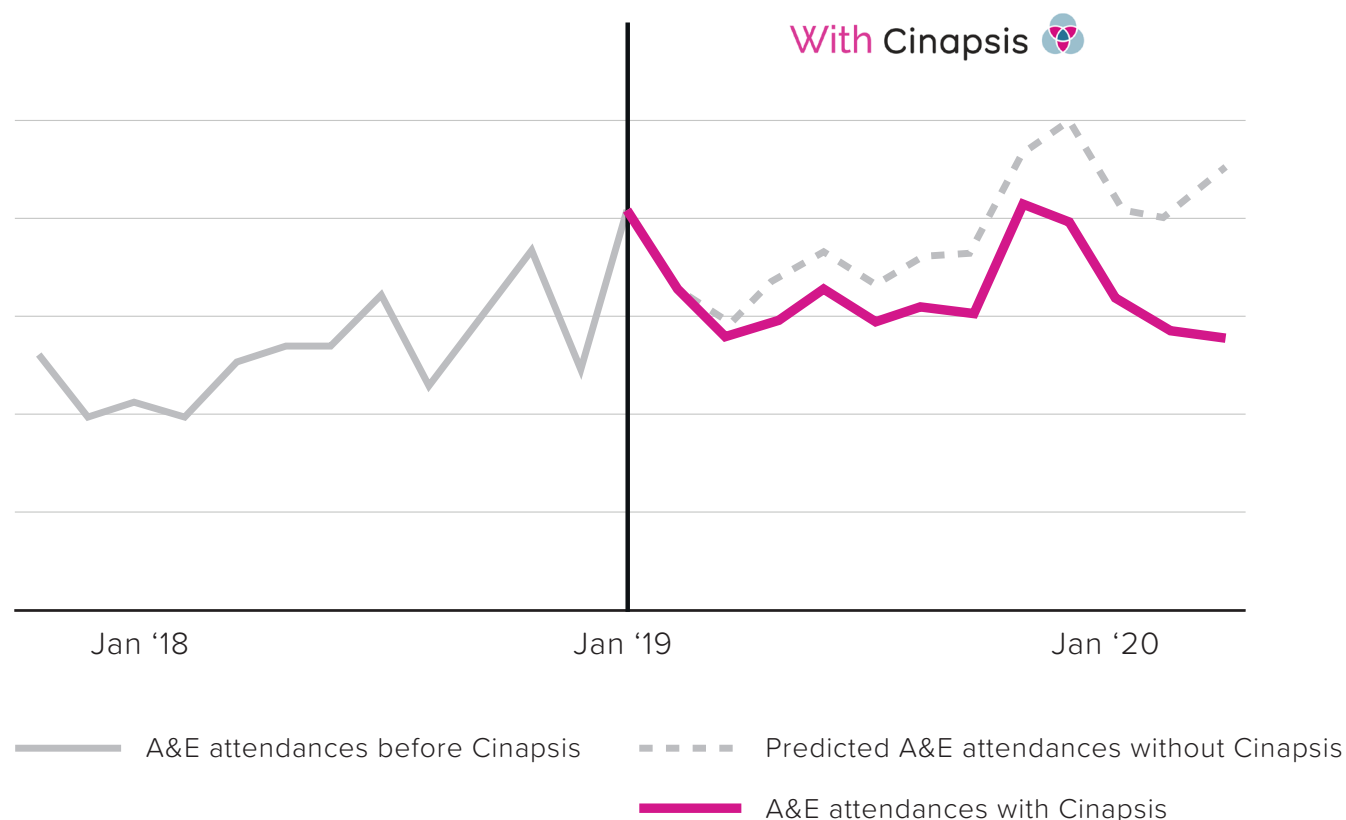
REDUCE A&E ATTENDANCES AND DELIVER IN-YEAR SAVINGS

The system allows clinicians to manage patients together, which translates to faster clinical decision making and better patient flow.

This means that hospitals and commissioners can drive down costs by slashing demand for face-to-face services and design the delivery of specialist healthcare services using their own triage data.

By switching to Cinapsis SmartReferrals, Trusts have transformed the way they work

Analysis performed by One Gloucestershire ICS



83% of patients bypass A&E to receive care in the community (30%) or a same-day emergency care unit or clinic (53%).

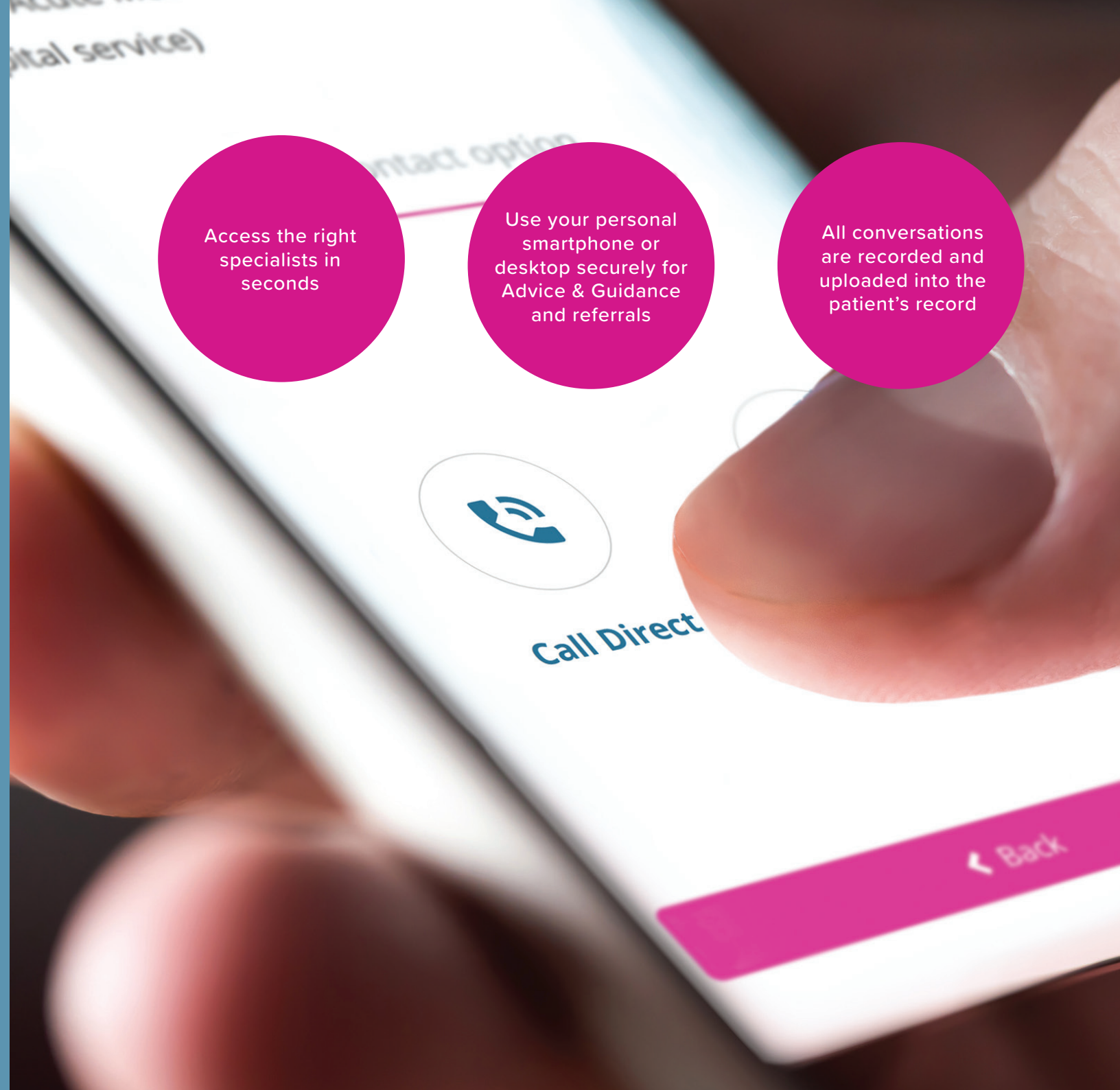
CONNECTING GPs, NURSES AND HOSPITAL CLINICIANS IN SECONDS

“

Cinapsis is a great platform for seeking direct advice and managing patients, often helping to avoid admissions. Being able to get advice and discuss management plans has been invaluable during COVID to help manage the demands on the NHS.

”

Dr Elisha Beg
GP



Access the right
specialists in
seconds

Use your personal
smartphone or
desktop securely for
Advice & Guidance
and referrals

All conversations
are recorded and
uploaded into the
patient's record

Call Direct

← Back

SAVING TIME FOR HOSPITAL CLINICIANS

Use the App on
the move from any
device, securely

Turn off
notifications,
so you're never
disturbed when
not at work

Work as a team
and hand patients
over to colleagues
easily

No need to
remember patient
information – it's
always recorded for
you in patient lists

“

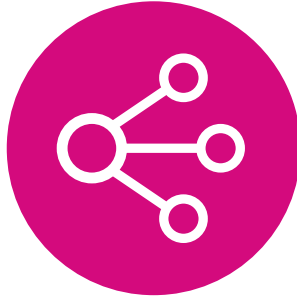
The portability of
Cinopsis is one of
the things that we
were impressed
by - we can actually
see patients and
not be stuck working
at the desk.

”

Dr Chris Custard
Consultant In Acute Medicine



WHAT HAVE OUR NHS PARTNERS DELIVERED WITH CINAPSIS?



Joined up healthcare silos by rolling out a personalised A&G platform that connects healthcare professionals across primary, secondary, tertiary and emergency care.



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 A&E attendances and hospital admissions and enabling clinicians to work more productively.



Reduced gaps in consultant rotas by enabling them to organise it according to peak in demand and complete patient cases quicker and easier.



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

”

Dr Alan Gwynn
GP Board Member
Gloucestershire CCG

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 Thomas Kus
Consultant Paediatrician

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
MORE

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company/cinapsis.org

Selected to take part
in the Digital Triage
sandbox by the



Featured at the 2019
Teledermatology course
organised by



PUBLIC

