



# Cinapsis

SmartReferrals

Acute and Emergency Care

GET IN TOUCH

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020 3858 0124  
[hello@cinapsis.org](mailto: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.<sup>1</sup>

This increased workload is also affecting staff, many of whom are suffering with burnout, and is contributing to vacancies. Between 8 and 12% of A&E full-time positions are currently unfilled.<sup>2</sup>

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

Avoiding 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.

<sup>1</sup>NHS Digital. 2019. *Hospital Accident & Emergency Activity 2018-19*

<sup>2</sup>Nuffield Trust. 2019. *The NHS workforce in numbers*

<sup>3</sup>NHS Digital. 2019. *Non-urgent A&E attendances*



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

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Referrals from  
primary care  
and ambulance  
services



17% of patients seen in A&E

53%

of patients seen in  
Specialist Assessment Unit

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

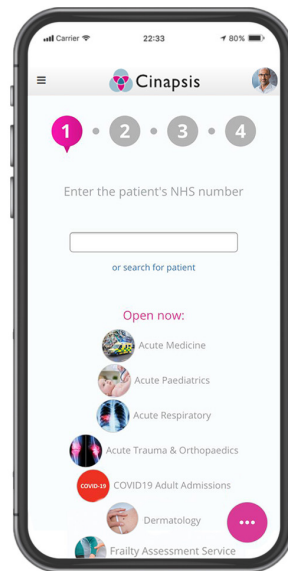
## Primary Care and Community Services

More patients managed in  
Primary and Community Services

# COMMUNICATE WITH ALL TEAMS THROUGH ONE APP

“  
Cinapsis is very  
intuitive and  
easy to use!  
”

Dr Chin Whybrew  
GP Stoke Road Surgery



Acute  
Medicine

Acute  
Paediatrics

General  
Surgery

Trauma  
and  
Orthopaedics

Acute  
Respiratory

Mental  
Health

Covid-19



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



Video call



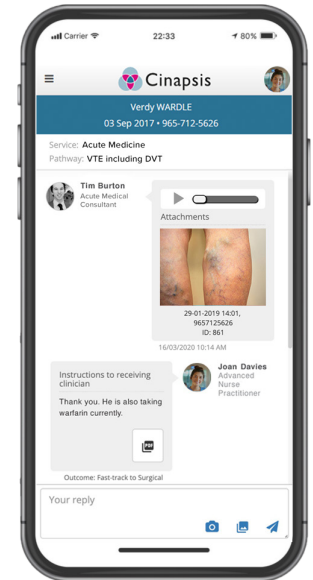
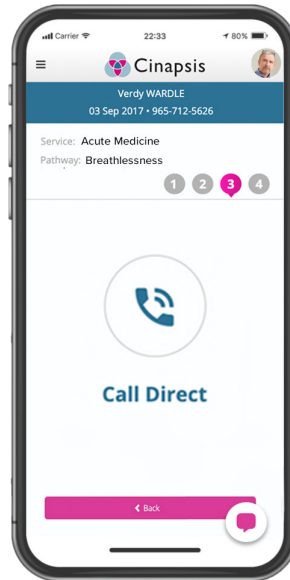
Telephone call  
(direct and call back)



Secure messaging



Image-sharing



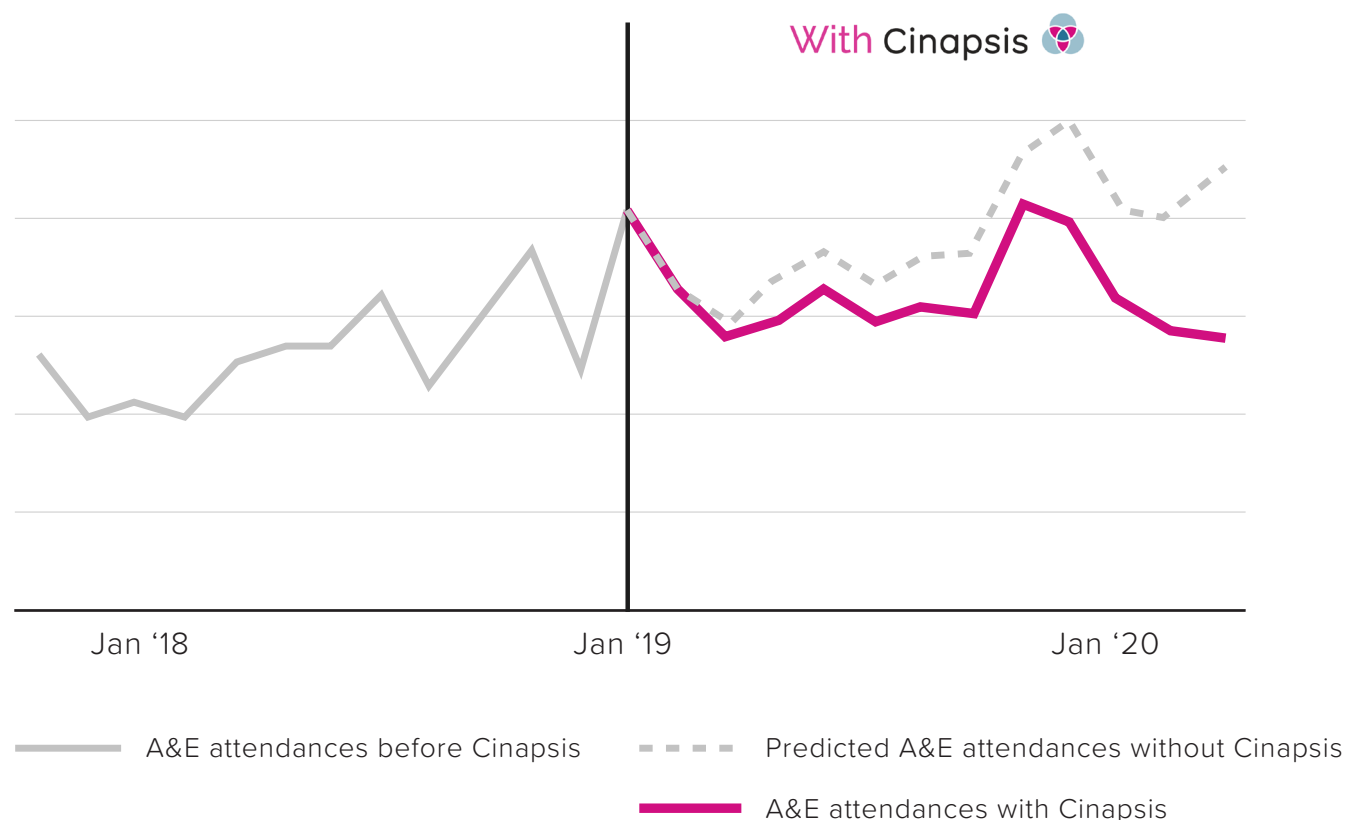
# REDUCE A&E ATTENDANCES AND DELIVER IN-YEAR SAVINGS

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 or a planned clinic.**



# CONNECTING GPs, NURSES AND HOSPITAL CLINICIANS IN SECONDS

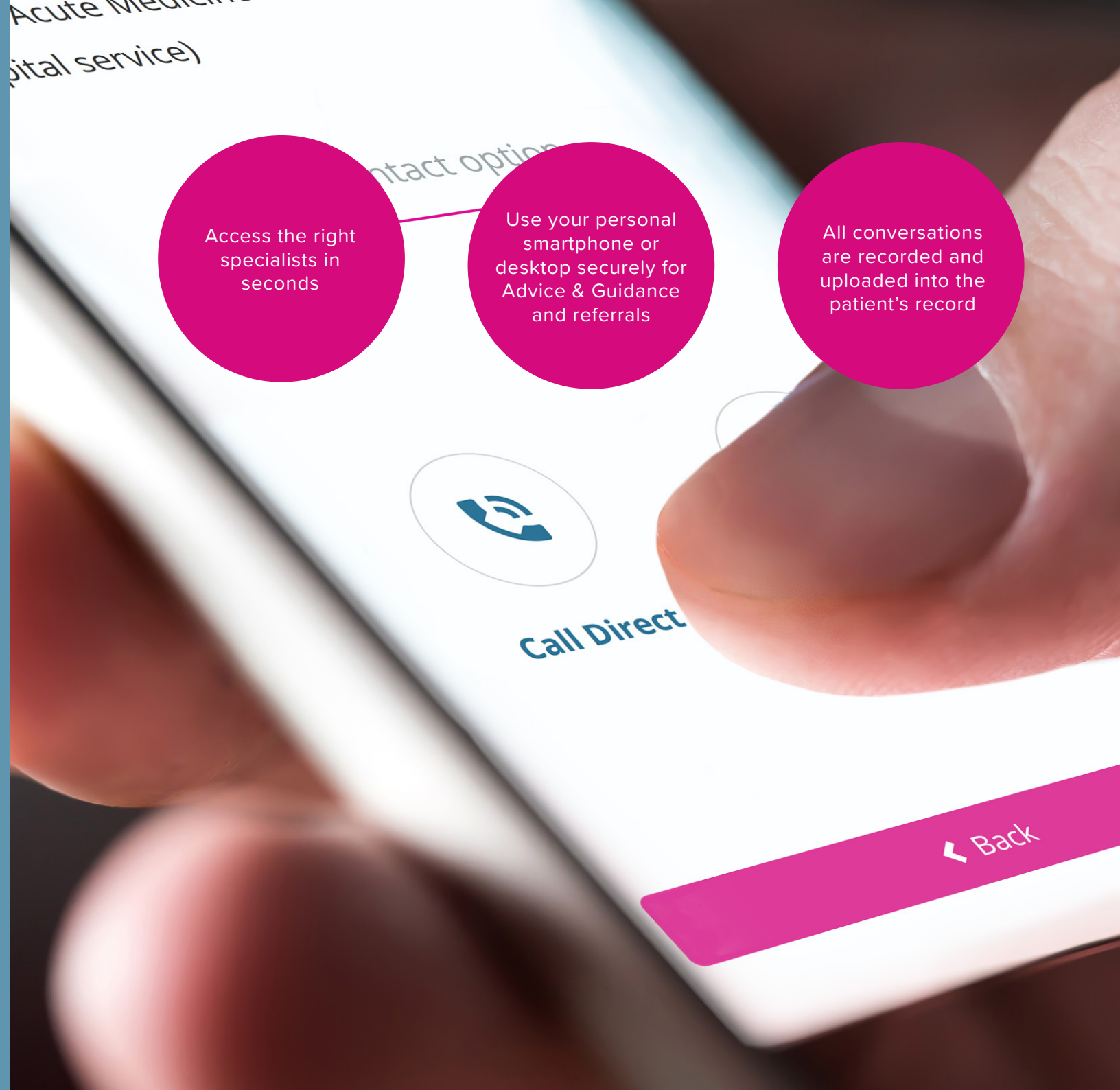
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“

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





# SAVING TIME FOR HOSPITAL CLINICIANS

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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.

”

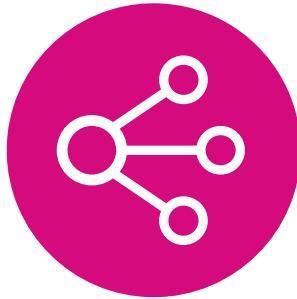
Dr Chris Custard  
Consultant In Acute Medicine



# WHAT HAVE OUR NHS PARTNERS DELIVERED WITH CINAPSIS?

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

Dr Alan Gwynn  
GP Board Member  
Gloucestershire CCG



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.



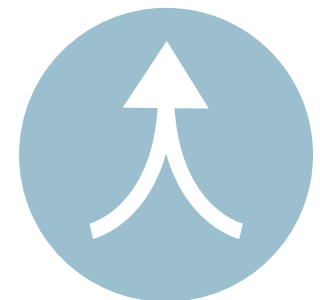
Delivered in-year return on investment by removing unnecessary A&E attendances and hospital admissions and enabling clinicians to work more productively.



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.

GET STARTED  
QUICKLY WITH  
24-HOUR  
SUPPORT  
ON HAND

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“

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

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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**

