

Reduce clinical response time by 87% with Bleepa[®]



Improve clinical communication and collaboration with Bleepa's easy-to-use platform for instant messaging and medical image review

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Improving clinical communication and collaboration

Bleepa® is an easy-to-use collaboration platform for all patient referrals, diagnostic requests, clinical communication and referral pathways. It is a secure, fully compliant UKCA-marked medical device certified for review of medical grade images.

By linking different clinical systems together into a seamless view of the patient, we enable clinical teams to refer patients, share and review patient data and discuss cases collaboratively for better, faster, more cost-effective delivery of patient care.

As the only communication platform to be certified as a medical device for clinical results display, Bleepa® enables providers to achieve compliance with ICO, CQC and MHRA requirements for clinical communication.

Virtual multi-disciplinary team working

Clinicians can access diagnostic test results immediately for fully informed, collaborative decision making. Discussions can happen flexibly on a fully auditable platform that captures them as part of the patient record.

Junior staff are able to contact senior stakeholders for advice and guidance, getting better, faster decisions for patients and ensuring optimal care is delivered to patients. Patient management plans can be established without delay, bringing in a variety of specialist expertise as required, from outside the provider organisation if needed.

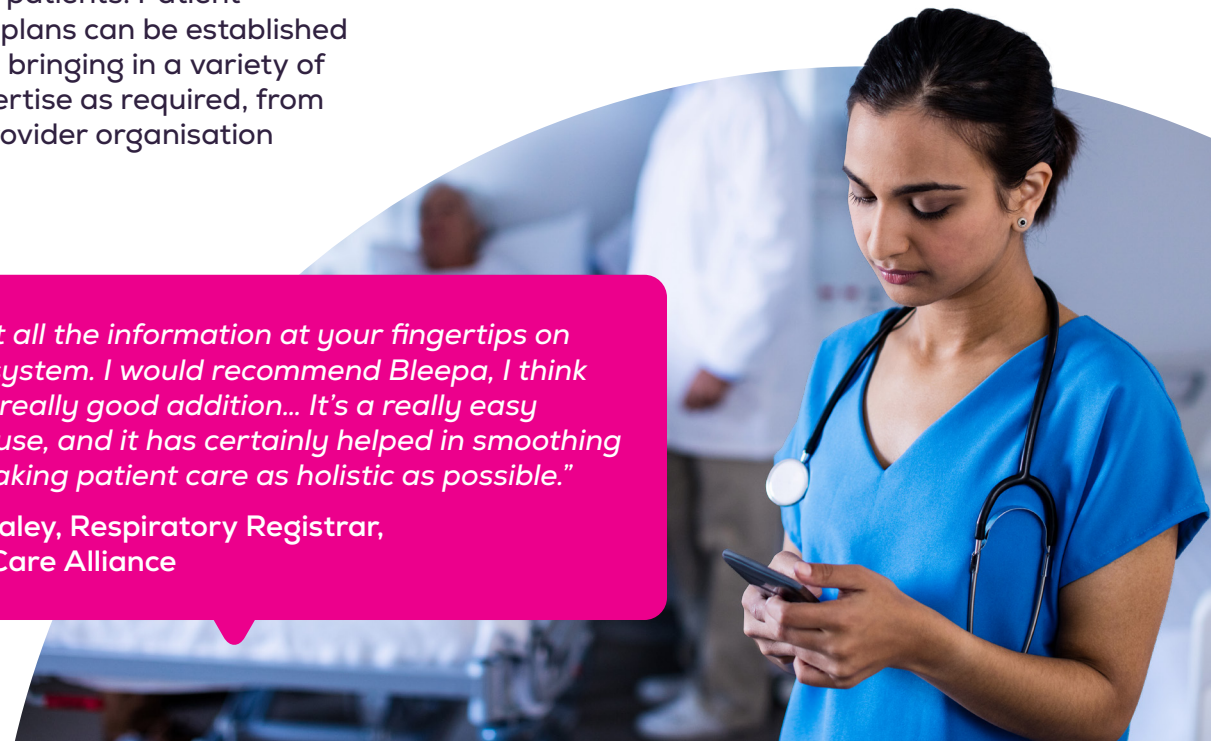
"You've got all the information at your fingertips on the same system. I would recommend Bleepa, I think it's been a really good addition... It's a really easy system to use, and it has certainly helped in smoothing out and making patient care as holistic as possible."

**Dr Anna Haley, Respiratory Registrar,
Northern Care Alliance**

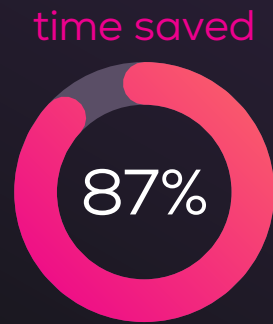
Referral management and care coordination

From the moment patients are registered, Bleepa® can enable smoother and swifter transfer from one medical team to another, from referral to decision, treatment and discharge.

Bleepa®'s connectivity and data sharing enables greater care coordination which supports faster discharge and ongoing patient management including virtual wards.



Real-world evidence of Bleepa®'s benefits



reduction in clinical response time



reduction in time from referral to review



of users surveyed identified time savings



said staff communication improved



said Bleepa® is easy to use

Save time ¹

- At the Northern Care Alliance, using Bleepa® resulted in a **reduction of 87%** in referral response time in respiratory.
- In respiratory, cardiology and gastroenterology it resulted in a **74% reduction** in time from submission of a referral to first review.
- Delivers greater productivity to support elective care recovery.

Reduce costs

- Can achieve estimated **savings of £819,000** over five years for a trust by improving clinical communication, enabling faster referrals and reducing length of stay for patients.
- If adopted across the whole integrated care board, it could free up **£7.7 million in savings**.

Be more sustainable

- Digital results and referrals reduce the use of paper and other print resources.
- Virtual team working reduces the need for travel for clinicians.

Easily implement

- Quick to deploy at any healthcare organisation and is interoperable with multiple healthcare IT systems.
- Easy and intuitive to use with only minimal training required.

"Bleepa was really easy to use, I was able to get up and running with hardly any training, just a quick conversation with a colleague who had already used it and the in-app help was enough.

"I would really recommend Bleepa to other hospital trusts and clinical teams and I will thoroughly miss it when I go to work in other hospitals who don't have it!"

Ayman Kasir, Locum Gastroenterology Registrar

¹ Figures from independent evaluation of Bleepa® <https://bleepa.com/bleepa-independent-evaluation-report>

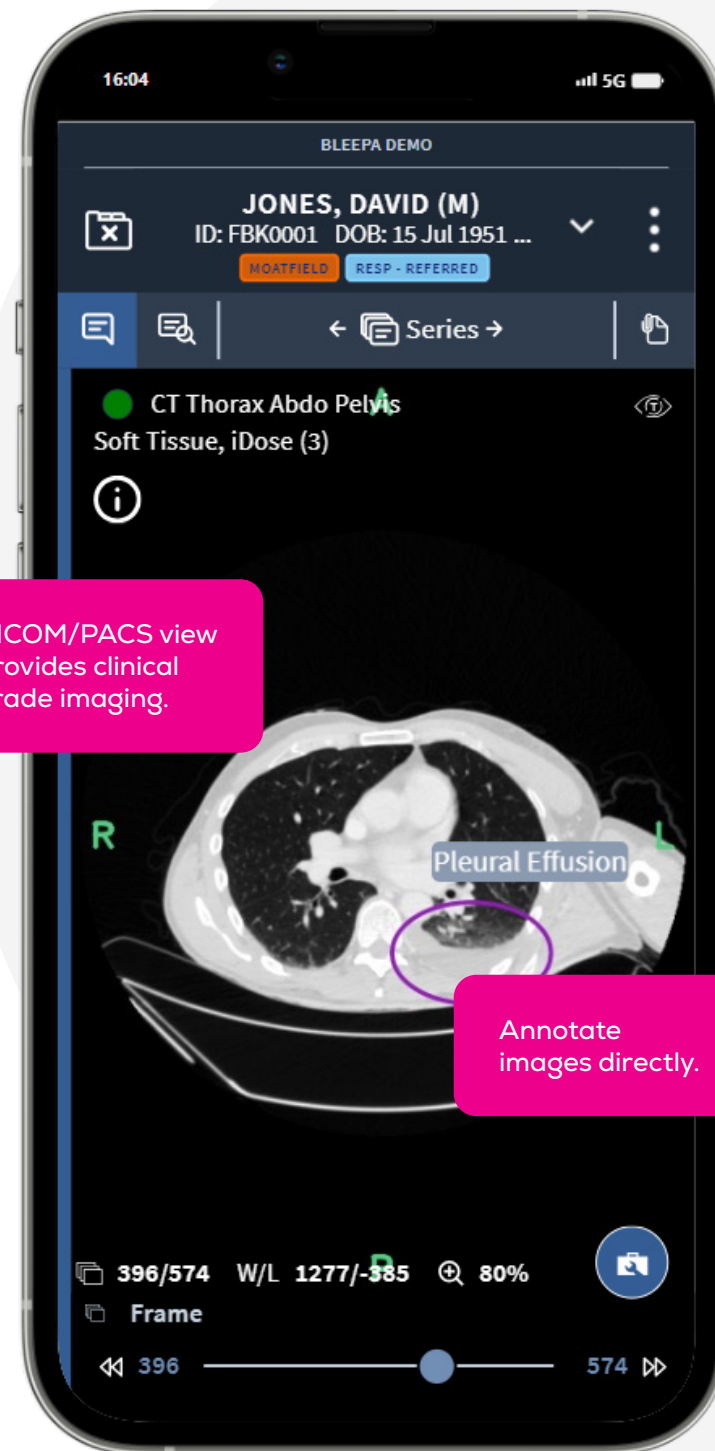
How Bleepa[®] works

Core functionalities

- Patient-centred communication – single view of relevant clinical information for review and discussion.
- Versatile and interoperable – integrates with EPR, PACS, LIMS and other healthcare IT systems.
- Fully auditable – discussion becomes part of the patient record.
- Safe, secure, compliant – zero footprint with no data stored locally on any devices.
- Integrated with hospital systems to allow single-sign on.
- Ease of access – launch link from electronic patient record.
- Web application – accessible from any device for access on the go.

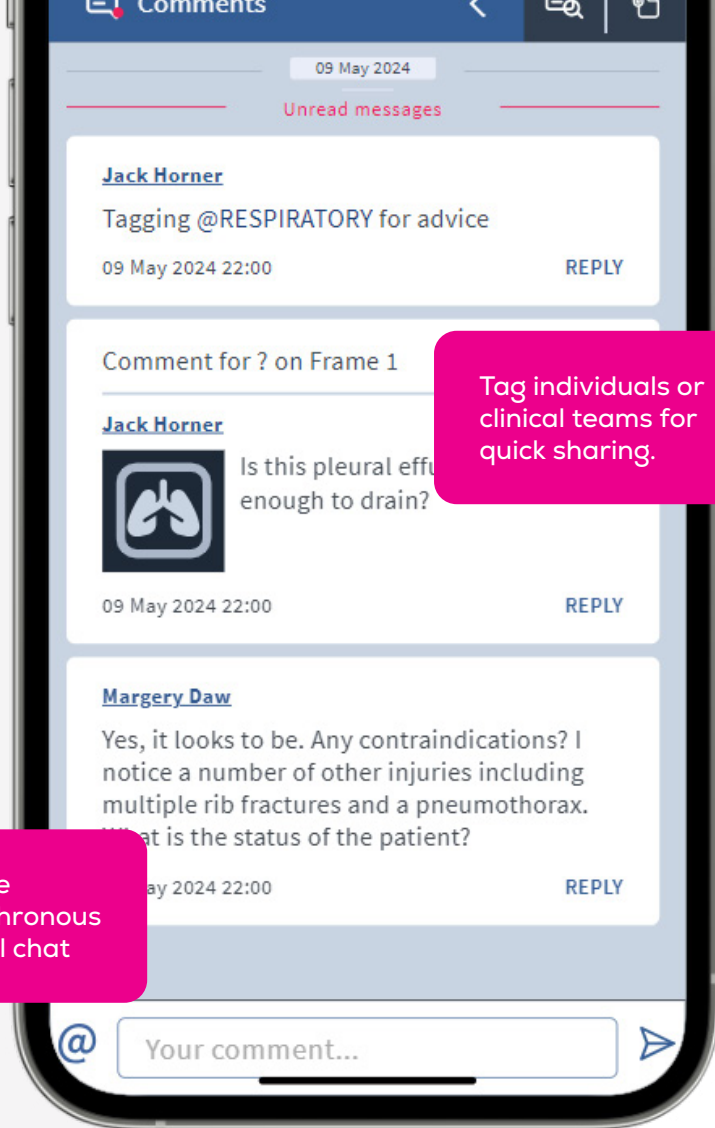
Medical imaging

- DICOM/PACS view provides clinical grade imaging.
- Annotate images directly.
- Deep dive into case notes and test results.



DICOM/PACS view provides clinical grade imaging.

Annotate images directly.



Tag individuals or clinical teams for quick sharing.

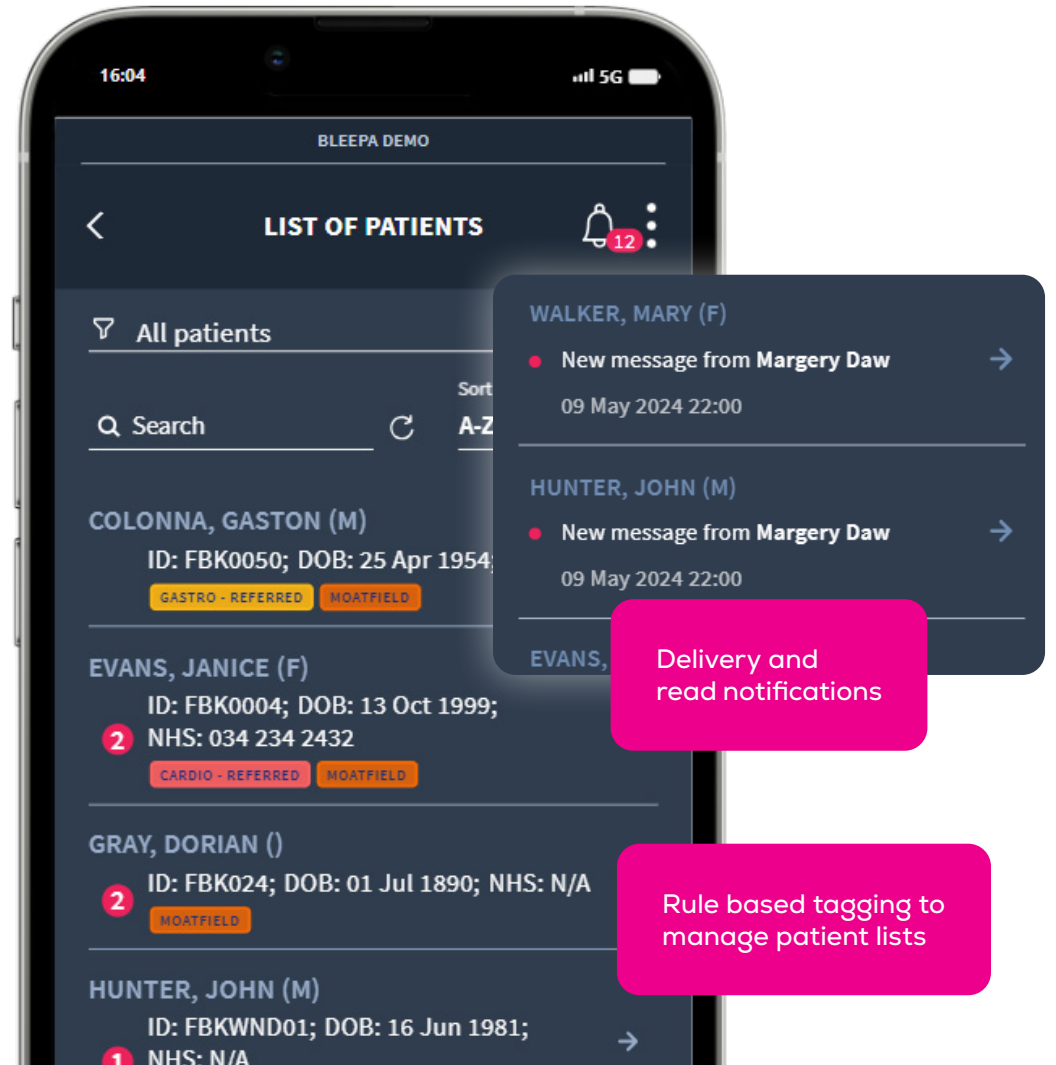
Secure asynchronous clinical chat

Clinical communication

- Secure asynchronous clinical chat.
- Tag individuals or clinical teams for quick sharing.
- Flexible multi-disciplinary team discussions.
- Delivery and read notifications.

Pathway workflow

- Manage patient lists with rule-based tagging.
- Fully configurable structured referral forms.
- Update patient status to referred, accepted, reviewed and discharged.
- Tag patients as urgent or breaching customer-defined targets.



Delivery and read notifications

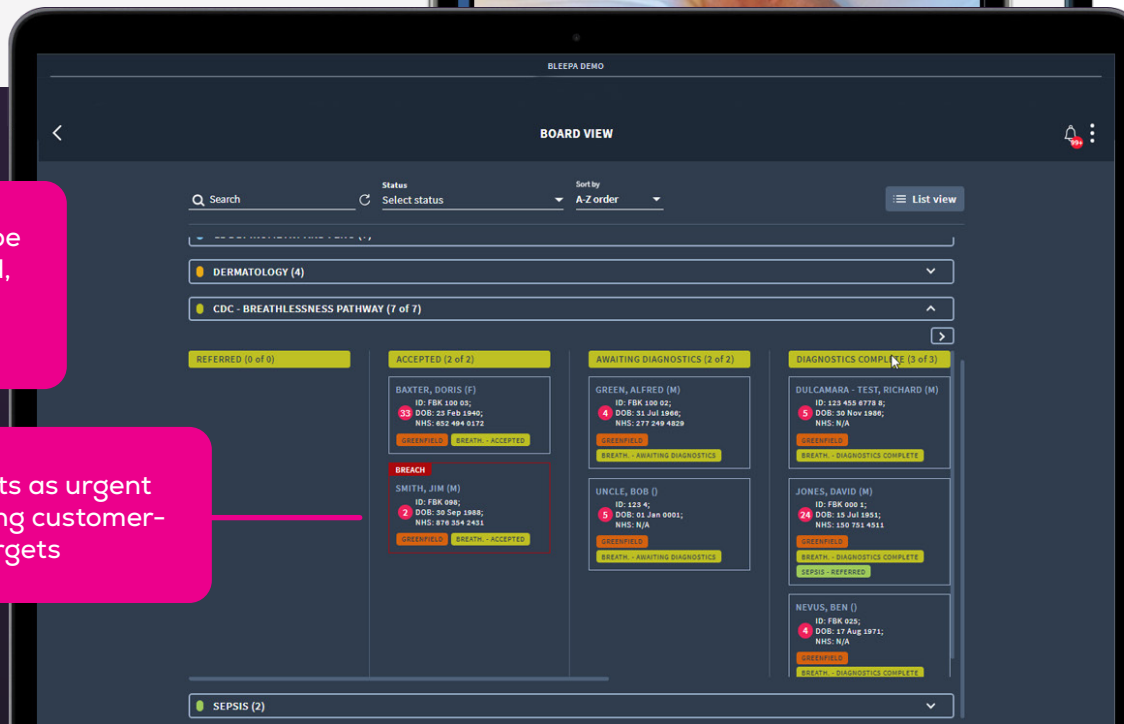
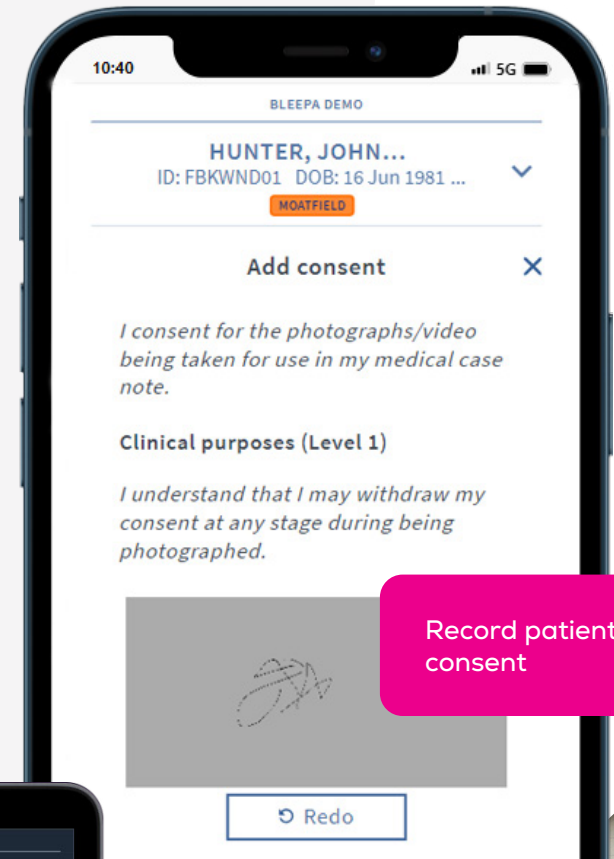
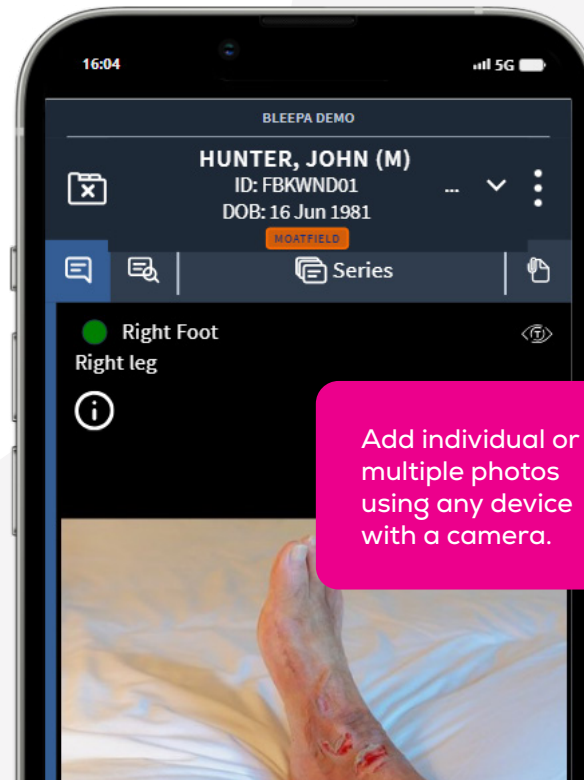
Rule based tagging to manage patient lists

Photocapture

- Full privacy compliant photo capture functionality with associated notes and sign off process.
- Add individual or multiple photos using any device with a camera.
- Take a series of images to show changes to a patient's condition over time.
- Record patient (or parent, legal guardian or clinician) consent.

Lab view

- Access lab results and pdf reports, eg from histopathology.
- Add clinical information including reports, results such as blood tests, and handwritten notes.



Tag patients as urgent or breaching customer-defined targets

Dashboard view

- View patient status for monitoring against national targets.
- Visibility of where a patient is in their care journey.

Northern Care Alliance cuts inpatient referral times by three quarters using Bleepa®



The Northern Care Alliance, one of England's largest providers, has seen a dramatic reduction in clinical response times since using Bleepa® to digitise paper-based referral systems and improve clinical communication across a range of key specialties.

An independent clinical evaluation identified a reduction of almost **75%** in average referral times across three clinical specialties when compared to previous paper-based referral systems.² Bleepa® referral data from July 2021 to April 2023 covering **10,000 patient referrals** found that the average time from submission of a referral to first review across the trust's respiratory, cardiology and gastroenterology specialisms at specific hospital sites was **0.55 days**. This was a **reduction of 1.55 days** compared to the 2.1 day average time lag recorded before the platform's deployment across parts of the Greater Manchester trust.

The evaluation report also identified a raft of staff benefits, including **80%** of users surveyed identifying an **improvement in staff communication** compared to previous referral methods and **76%** of staff interviewed identifying **meaningful time savings** through their use of Bleepa.

What does the Northern Care Alliance say?

Describing the impact that using Bleepa® has had on clinical performance, Georges Ng Man Kwong, Chief Clinical Information Officer (Bury, Rochdale and Oldham) at the Northern Care Alliance said:

"Access to the images with the referral has been really key. We worked with the Bleepa® team to make sure we had a minimum data set for referral data.

"We've also found it good in terms of asynchronous working – we don't necessarily have to traipse around the hospital with a list of patients to see referrals, we can manage them remotely. We've also then been able to message the team with clear instructions as to what's been going on. The secure messaging has allowed us to progress patient care in a faster way."

² Figures from independent evaluation of Bleepa <https://bleepa.com/bleepa-independent-evaluation-report>

Secure, scalable and cost-efficient digital infrastructure

Bleepa®'s digital infrastructure can be cloud hosted by Feedback Medical or by the customer. Our patient-centric cloud architecture is more secure, scalable and cost efficient. It supports Bleepa®'s functionality whilst simultaneously creating patient-specific records of care episodes.

It enables unparalleled flexibility and security, storing data at an individual patient level. This means you can manage the cloud roll-out process patient-by-patient, without the stress of mass data migration.

Safe and compliant

Bleepa® is a secure, encrypted, zero-footprint application that is a UKCA-marked medical device. As well as displaying imaging directly from PACS, it allows clinicians to securely capture and share clinical photos alongside patient consent. No patient data or images are stored locally on any device, meaning reduced risk for you and your team.

- Complies with European GDPR requirements for secure processing and sharing of personal data.
- Certified as a medical device for secure, compliant display of clinical results.
- Meets the Care Quality Commission's guidelines that communication platforms write back to the patient record to maintain clinical safety and reduce legal risks.

Bleepa integrates with a number of document management, patient management and referral systems in primary and secondary care. We can interoperate with additional healthcare IT systems depending on customer needs.

"Bleepa works very well for us as a 24-hour service in our emergency department... Any reduction in the time taken to review patients and help to improve their journey through the hospital is crucial when every second counts"

Dr Justine Loh, Consultant in Emergency Medicine and Paediatric Emergency Medicine, Digital Health Lead in ED, Royal Berkshire NHS Foundation Trust

"Bleepa is very straightforward and easy to use, it's easy to grasp and navigate around... Being able to track and monitor the discussions and notes which are then captured in the patient record, has saved so much time and energy."

"My favourite thing about Bleepa is that it allows me to more effectively communicate what I want to say or handover to a colleague... It feels very natural to pop any updates into a live chat."

Paul Higgins, Registrar, Northern Care Alliance

