

**Think you know Jayex?**  
**Think again.**



# Agenda

- Introductions
- Facilitating Modern General Practice
- Product update
- Product roadmap
- Q&A

## Speakers:

**Rob Hadley**

CEO

**Michael Wong**

Commercial Director

**Jonathan French**

Strategic Business Development Manager

# Introductions



**Time:**  
Using automation to  
delivery key functions



**Information:**  
Providing the information  
to manage patient flow  
and report ROI



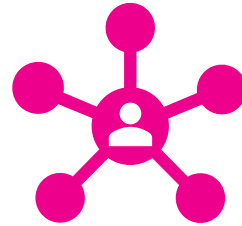
**Patient Satisfaction:**  
Improving patient  
management/helping  
them to make informed  
decisions

# Facilitating Modern General Practice



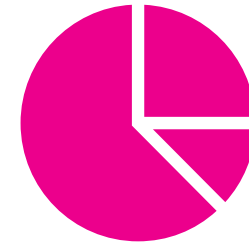
## Challenges

- Huge demand on and in General Practice
- Lack of joined-up systems
- System unreliability
- Little or no increase in resourcing



## Tackling the 8am rush

Does Modern General Practice Access Model improve the patient experience?



## Data, analytics and monitoring

- Identifying opportunities for improvement and access for particular population groups
- Reviewing capacity and demand management.

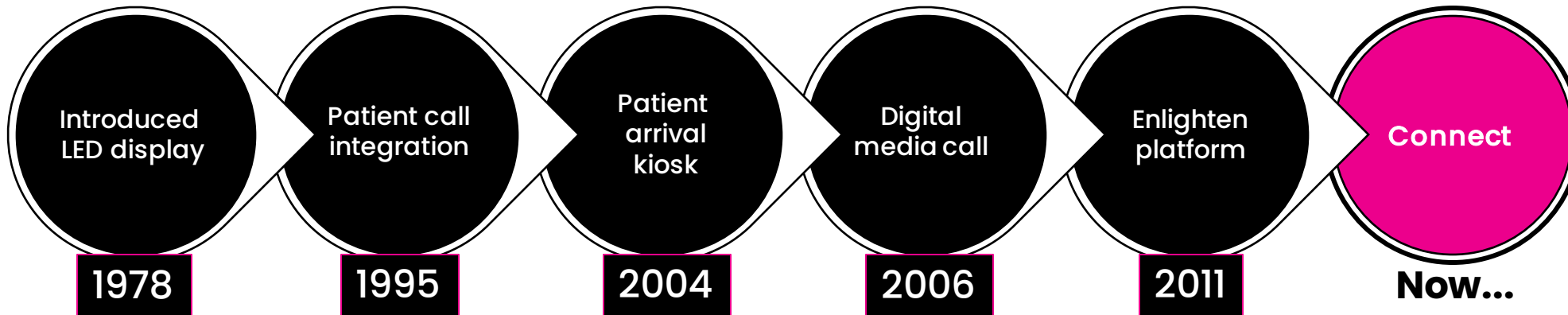
# Supporting PCN/ICS/Health Board

- Enhancing productivity and value for money
- Improving outcomes in population health and healthcare
- Tackling inequalities in outcomes, experience and access
- Helping the NHS support broader social and economic development

A black and white photograph of a woman from the waist up. She is wearing a herringbone-patterned blazer over a light-colored, textured top. She is holding a smartphone in her left hand and has her right hand touching a large, reflective digital display. The background is a blurred office or modern interior setting.

**Product update**

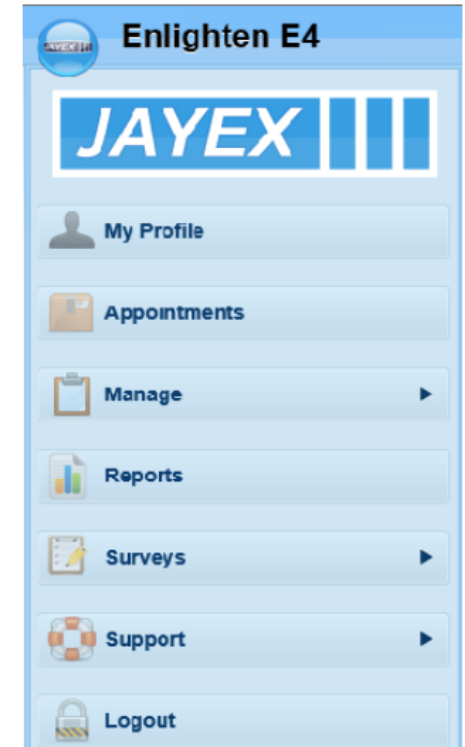
# Development & improvement journey



- Win10 (Win11 ready)
- AWS cloud-based platform
- Best in class PMS integrations

# Jayex Enlighten E4.

- Traditional on-premise
- Supported through on-site and RDP
- Functional and robust
- Win10
- Limited development opportunity

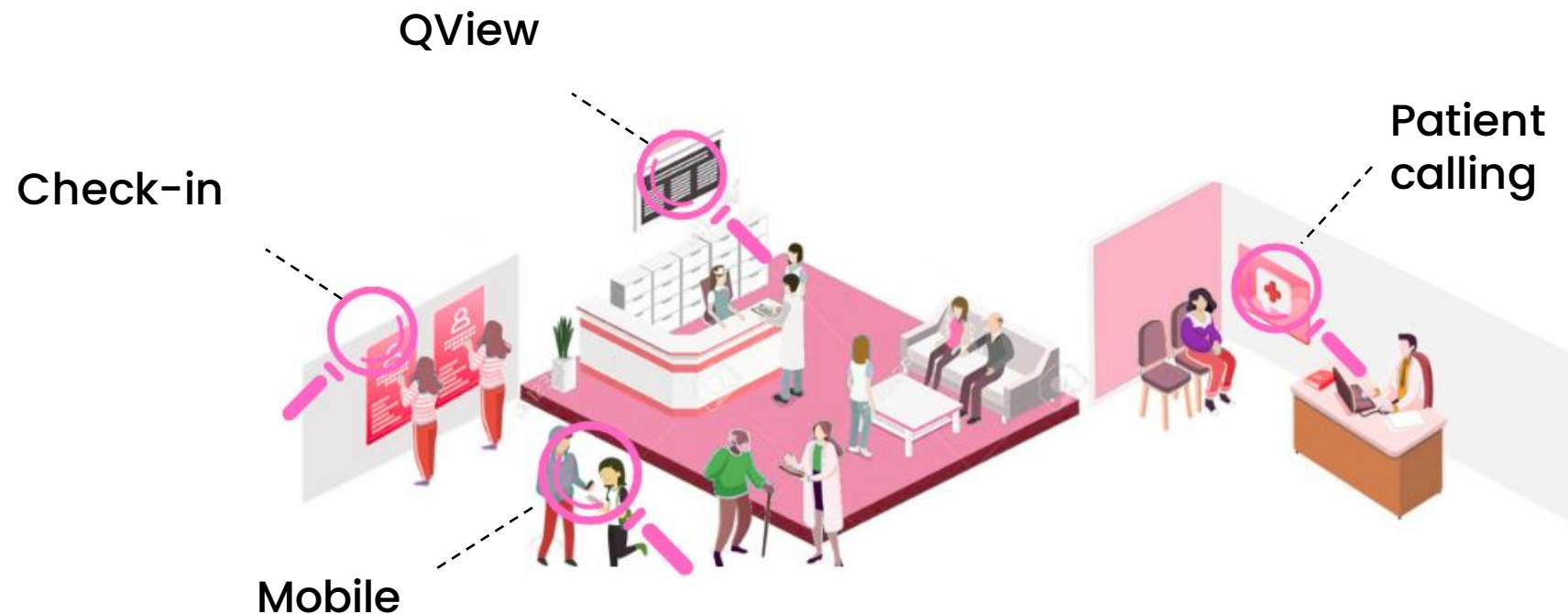




# What is **Connect?**

One **easy-to-use** interface for the patient and practice.

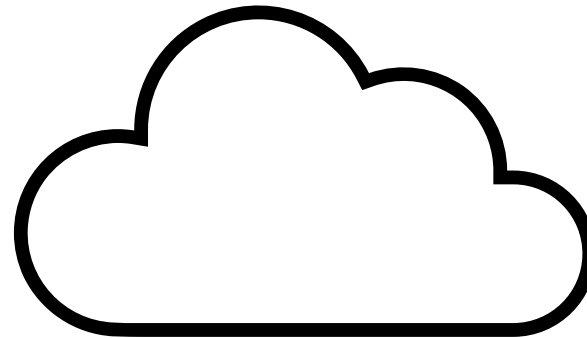
All in one patient flow management from check-in to patient calling and more..



# Why Connect?

Jayex customers can realise the benefits from using our cloud-based platform now and in the **future.**

- Improved security
- Improved scalability
- Mobile services
- Reducing long-term costs
- Robust performance
- Software development & remote deployment



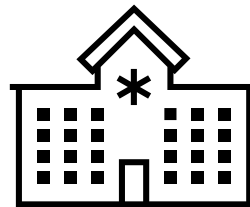
# PCNs & Federations

**29.8 million appointments** were estimated to have been delivered by Practices and Primary Care Networks in March 2024.

An additional **870,000 appointments** that were delivered in March 2024 were recorded in Primary Care Network appointment systems.



Federated and Practice appointment books



Support for multi-occupancy larger scale health centres



Connect allows PCNs and federations to push specific content to constituent practices

A black and white photograph of a woman in a herringbone blazer. She is holding a smartphone in her left hand and has her right hand hovering over a large, reflective digital display. The background is a blurred office or modern interior.

# Product Overview

# Why QView?

- Poor patient experience
- Patients needing reassurance, not knowing if they're checked in
- Lack of clarity around wait times
- Need to improve patient flow further
- Reporting challenges



## Checked in •

Please have a seat and relax.

●	001	Philip
●	002	Tom
●	003	Tommy
●	004	James

## See reception ▶

Please go to reception now.

▶	005	Peter
▶	006	Rachel

09:31

Friday  
17th May

## Arrival confirmed.

You have been checked in, please take a seat

Your check-in number is

**001**

Please note that it may take a few minutes for your number to appear on the calling screen.

 **RESTART**

**14:05:05**

[www.jayex.com](http://www.jayex.com)



# 3 Initial Scene/Display Options

- Patient Check-in number
- Check-in number and first name
- Check-in number and clinician

**Checked in** •

Please have a seat and relax.

● 001
● 002
● 003
● 004

**See reception** ▶

Please go to reception now.

▶ 005
▶ 006

**09:32** Friday  
17th May

**Checked in** •

Please have a seat and relax.

● 001	Burgess
● 002	Burgess
● 003	Burns
● 004	Burns

**See reception** ▶

Please go to reception now.

▶ 005	Burgess
▶ 006	Jayex

**09:34** Friday  
17th May

**Checked in** •

Please have a seat and relax.

● 001	Philip
● 002	Tom
● 003	Tommy
● 004	James

**See reception** ▶











Please go to reception now.

▶ 005	Peter
▶ 006	Rachel

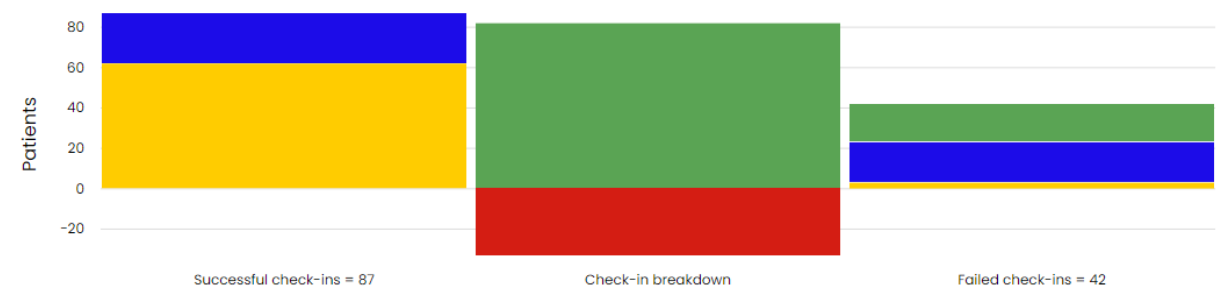
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17th May








# Reporting

-  home
-  touchscreens
-  clinicians info
-  waiting room
-  contact info
-  changes
-  questions
-  responses
-  reports
-  support

Date from:   SEARCH



<u>TOUCHSCREEN</u>	DATE QUERY	TIME TAKEN (SECONDS)	PATIENT NAME	DOCTOR NAME	<u>LANG</u>	LAST STATE	ARRIVED	CHECK-IN #	DATE
E8:80:88:8...	01/01/1980	69	Colin Williams	Jack Greyson	en	User has completed the check in process.		003	18/04/2024 11:17 AM
E8:80:88:8...	01/01/1980		Colin Williams	Jack Greyson	en	Appointment(s) identified		003	18/04/2024 11:16 AM
E8:80:88:8...	01/01/1980	39	Leslie Oliver	Cliff Barton	en	User has completed the check in process.		001	18/04/2024 11:14 AM
E8:80:88:8...	01/01/1980	30	Emelia Maynard	Cliff Barton	en	Request made to integration, Integration Queue Request ID is 661e6fe88458b44da626b71d		003	16/04/2024 01:32 PM
Connect O...	01/01/1980	2	Marcel Hampton	Natasha Romanova	en	Appointment(s) identified		N/A	16/04/2024 01:14 PM

# Practice Appointments

**Jayex**

Jayex UAT
Matthew Support

- home
- business
- integration
- users
- branch settings
- diary
- patient admin
- sms config
- audit logs
- change logs
- support

Diary // View patient appointments

### Today's appointments

Local time of site is 3/19/2024 3:38:53 PM

All Day

\* for dob search ex: dob='1999-01-01'

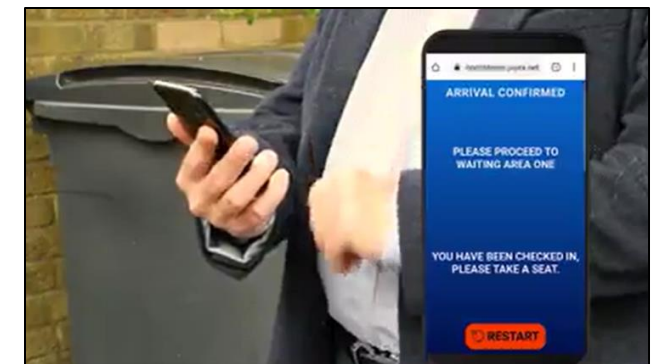
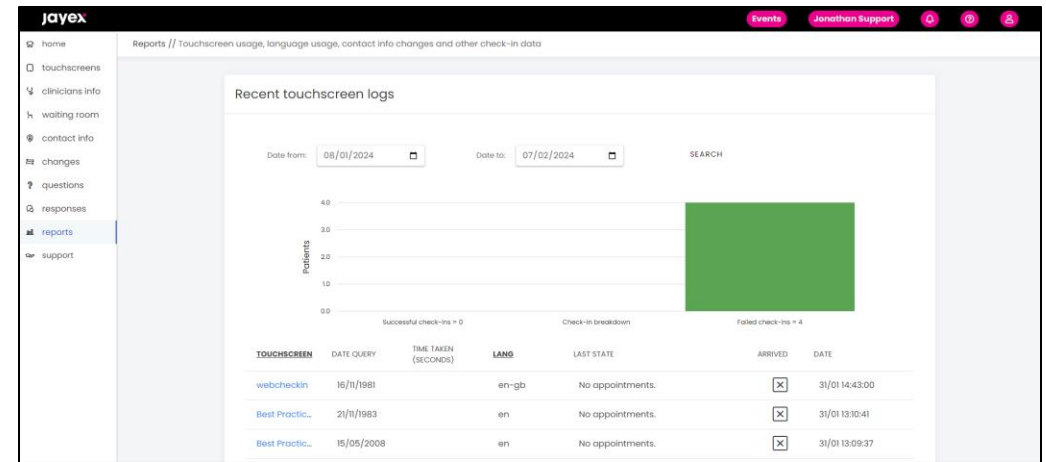
START TIME	PATIENT NAME	DOB	DOCTOR NAME	LOCATION	STATUS	ACTIONS	TOUCH IN @	CHECK-IN #	
09:00	Rachel Frey	1980-01-11	Helen Pain	Partner Test CDB29391[MAIN]	arrived		No touch	006	
09:00	Ahmed Montgomery	1972-01-26	M James	Partner Test CDB29391[MAIN]	arrived		11:15	001	
09:00	Emelia Maynard	1980-01-01	Role Testing	Partner Test CDB29391[MAIN]	arrived		11:53	005	
09:15	Mischa Gentry	1990-07-02	Test DoctorVL	Partner Test CDB29391[MAIN]	booked		Not arrived	N/A	
09:15	Rohan Stein	1985-06-19	M James	Partner Test CDB29391[MAIN]	arrived		11:27	002	
09:15	Kira Lambert	1974-04-23	M James	Partner Test CDB29391[MAIN]	arrived		11:45	003	

# How do you get access to QView?

- Available now for Jayex Connect customers with Patient Calling and Check-in
- Jayex Enlighten and WebMedia customers should contact us to discuss upgrading options

# Available now:

- Integrate care navigation and OC tools e.g AccuRX, Floreys, eConsult...
- Remote monitoring and support
- Check-in reporting and audit
- QView with Jayex Connect (Check-in and Calling solution)
- Standard; 45 languages, mobile check-in with QR code and proximity



# Coming soon:

- **Notification centre**
  - Providing real-time alerts in your practice portal
- **Informatics and Dashboards**
  - Useful insight into waiting times, patient cohorts and more
- **Failover for Clinical System**
  - Allowing practices to provide continuity of service



# Supporting the Network Contract DES

- Supporting data collection for Local Capacity and Access Improvement Payment
- Capacity and Access Support Payment
- Impact and Investment Fund

A black and white photograph of a woman from the waist down. She is wearing a herringbone-patterned blazer over a light-colored, textured top. Her right hand holds a smartphone, and her left hand is touching a large, reflective digital display. The background is a blurred office or modern building interior.

# Questions

# Jonathan French

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**Jayex**

**simply invaluable.**