

**Jayex** 

**Webinar 4th December 2024**

# Agenda









- **Jayex Service Operations Centre**
- **Automated Billing**
- **Product Updates**
  - **QView R2**
  - **Business Continuity - ConnectEcho**
  - **NG Display & Patient Calling**
  - **GPLens**
- **Q&A**

# Jayex Service Operations Centre

- **SOC Launched November 2024**
- **Objective - further improvement in Connect uptime & availability**
- **SOC team use active monitoring tools to proactively identify and anticipate issues**
- **Work in conjunction with our helpdesk**

# Automated Billing

- **Connect Subscriptions will be renewed via Stripe**
  - **Multiple payment methods, including DD & credit cards**
  - **Online access to payment history & invoices**
- **Payment portal accessible via Connect**

-  Dashboard
-  Calling
-  Check-In
-  Communications
-  Surveys
-  Appointments
-  Information Hub
-  Admin

## Subscriptions | Manage your subscription

To add or update your card details, please click the blue "Manage Your Subscription" button below.  
If the button is disabled, please contact our subscriptions team for assistance.

At Jayex, we do not collect, gather, handle, or retain any customer financial information, rather we have partnered with Stripe, a global financial payments company, certified to the highest industry standards with regulatory licenses around the world, as a financial partner to process our customer payments.

[MANAGE YOUR SUBSCRIPTION](#)

### To speak with us directly:

**Phone:**  
+44 (0)20 8838 6222

**Subscriptions email:**  
[subscriptions@jayex.com](mailto:subscriptions@jayex.com)

Jayex

Test mode

Jayex Limited partners with Stripe for simplified billing.

← Return to Jayex Limited

## CURRENT SUBSCRIPTION

### Patient Flow Package Annual Subscription

**£1,200.00 per year**

[View details](#) ▾

Your subscription renews on December 2, 2025.

 Visa •••• 4242 

## PAYMENT METHOD

 Visa •••• 4242 Expires 12/2028 

[+ Add payment method](#)

## BILLING INFORMATION

Name 000001 TEST PRACTICE

Email r.hadley@jayex.com

 [Update information](#)

## INVOICE HISTORY



|             |           |                   |  |
|-------------|-----------|-------------------|--|
| Dec 2, 2024 | £1,000.00 | <span>Paid</span> | Patient Flow Package Annual Subscription |
|-------------|-----------|-------------------|--|

# Product Updates

# **QView R2**

- **New scenes based on initial feedback**
- **First tranche of operational dashboards**



# Checked in ●

| #   | To See                     | Time  | Status  |
|-----|----------------------------|-------|---------|
| 004 | Dr Ben Belgacem Ep Hamaoui | 15:00 | Delayed |
| 003 | Dr Pain                    | 15:00 | Delayed |
| 005 | Dr Ben Belgacem Ep Hamaoui | 15:30 | Delayed |
| 006 | Dr Pain                    | 15:30 | Delayed |
| 008 | Dr Ben Belgacem Ep Hamaoui | 16:00 | Delayed |
| 007 | Dr Pain                    | 16:00 | Delayed |
| 010 | Dr Ben Belgacem Ep Hamaoui | 16:30 | Delayed |

| #   | To See                     | Time  | Status  |
|-----|----------------------------|-------|---------|
| 009 | Dr Pain                    | 16:30 | Delayed |
| 012 | Dr Pain                    | 17:00 | Delayed |
| 011 | Dr Ben Belgacem Ep Hamaoui | 17:00 | Delayed |
| 014 | Dr Pain                    | 17:30 | Delayed |
| 013 | Dr Ben Belgacem Ep Hamaoui | 17:30 | Delayed |

See Reception ▶▶

015

**15:01** Thursday  
28th November

## Checked in ●

Page 1 of 1

|                               |     |     |     |     |
|-------------------------------|-----|-----|-----|-----|
| Dr Ben Belgacem Ep<br>Hamaoui | 002 | 004 | 005 | 007 |
| Dr Pain                       | 006 | 008 |     |     |

\* Please note that early check-ins may only show closer to the appointment time

See Reception ▶▶

15:47 Monday  
2nd December

# Appointments / Page 1 of 2

**14:50** Thursday  
28th November


| #   | Doctor                     | Time  | Status               |
|-----|----------------------------|-------|----------------------|
| 009 | Dr Pain                    | 16:30 | On-Schedule          |
| 012 | Dr Pain                    | 17:00 | On-Schedule          |
| 011 | Dr Ben Belgacem Ep Hamaoui | 17:00 | On-Schedule          |
| 014 | Dr Pain                    | 17:30 | On-Schedule          |
| 013 | Dr Ben Belgacem Ep Hamaoui | 17:30 | On-Schedule          |
| 015 | Dr Pain                    | 18:00 | Please see reception |

- Calling ▼
- Check-In ▼
- Communications ▼
- Surveys ▼
- Admin ▼
- Training 🔗
- Symbia
- Subscriptions
- Support

Total attended appointments

**4**


↗ vs 0 of previous month



Total DNA

**0**

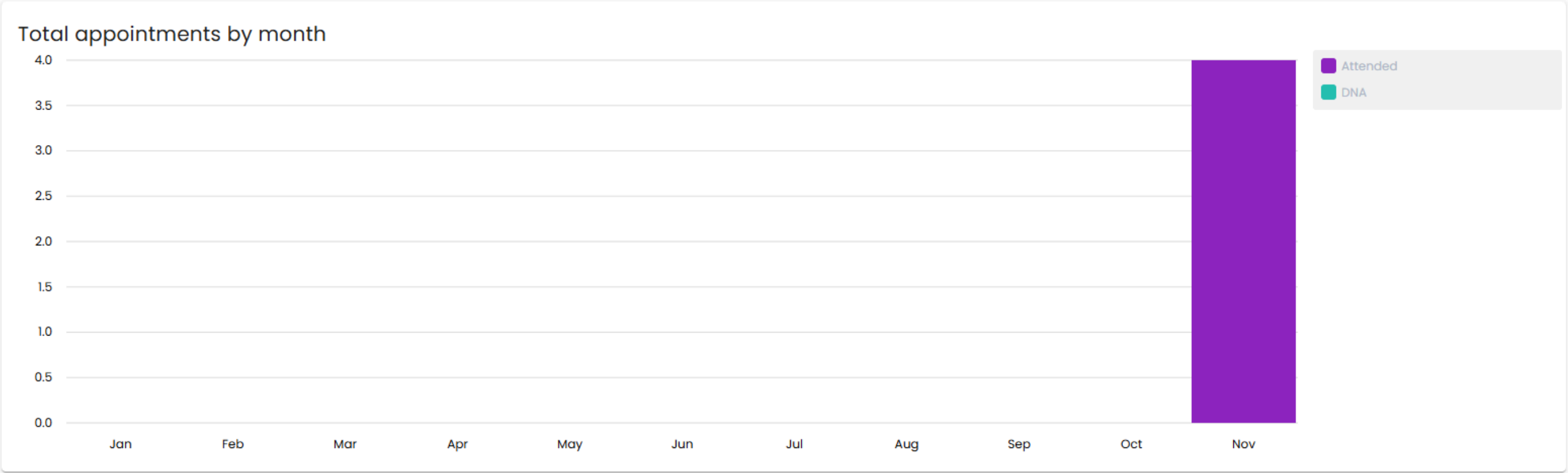

→ vs 0 of previous month



Average patient wait time minutes

**8.96**

0.00 previous month





Month ▾

Overview

Appointments

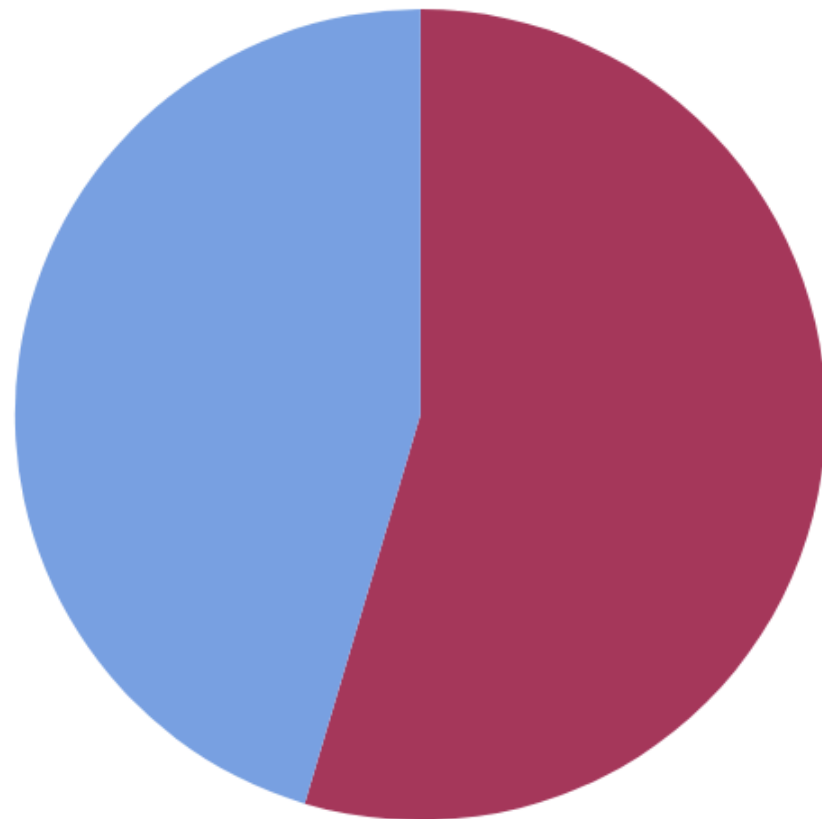
Appointment reminders

Survey

Patient



### Appointments



| Name          | Attended | DNA | Total |
|---------------|----------|-----|-------|
| Will Brown    | 30       | 20  | 50    |
| Jayex Connect | 20       | 22  | 42    |
| Test DoctorVL | 17       | 21  | 38    |
| Helen Pain    | 3        | 1   | 4     |
| Jane Pain     | 7        | 0   | 7     |
| Api User      | 0        | 0   | 0     |

Total number patients

**65**

Average time for GP's to call patients

**9.3 minutes**

|  |  |  |  |
|--|--|--|--|
|  Commercial<br>Commercial<br>14.25<br>minutes |  Adri Dunn<br>4.35<br>minutes |  Northern<br>Ireland<br>0 minutes |  Jeffrey<br>Morgan<br>0 minutes |
|--|--|--|--|

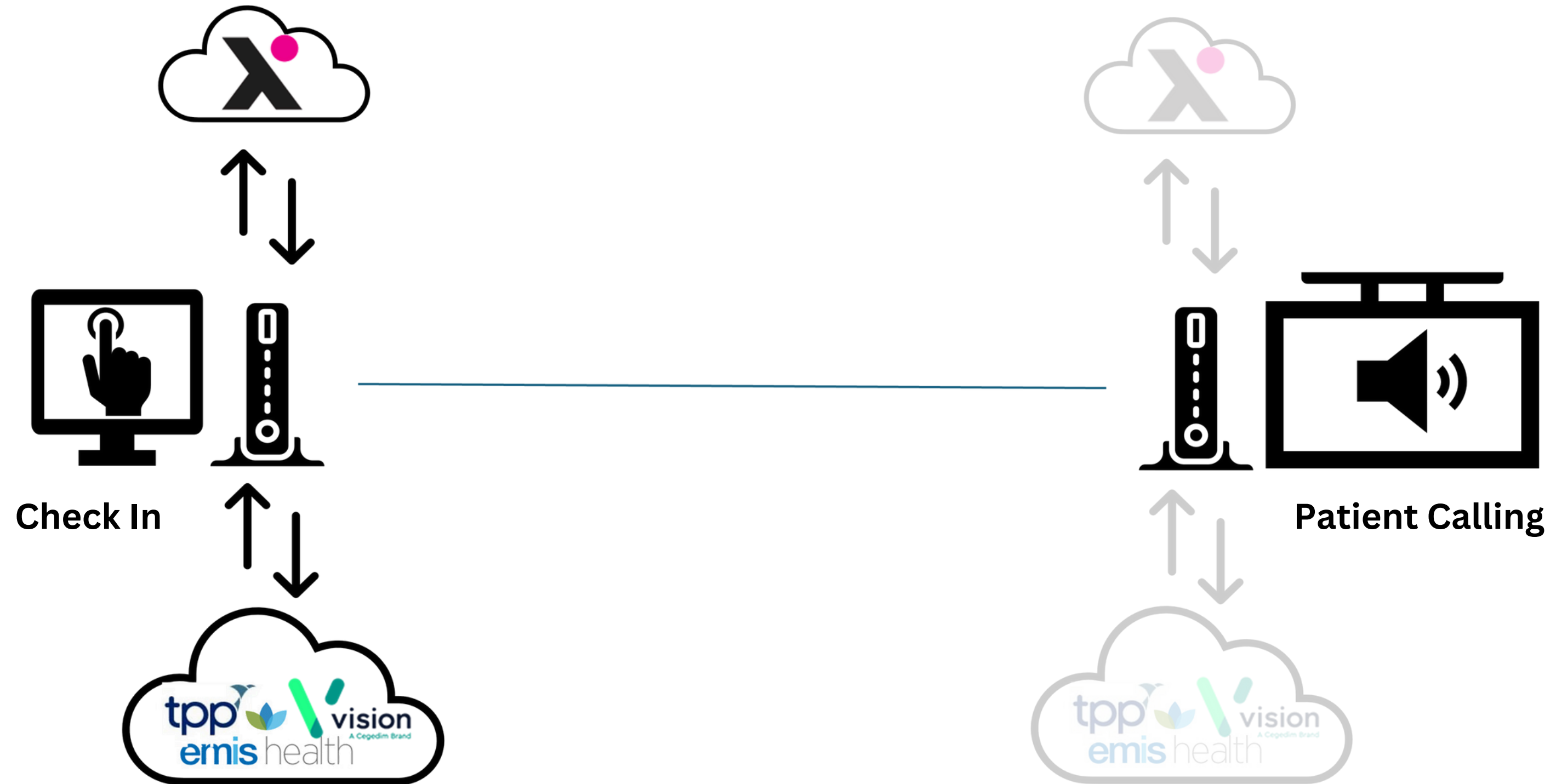
# Business Continuity

- **Loss of EMIS / S1 / Vision / Rio etc.**
- **Loss of internet connection**

# **ConnectEcho**



# Connect Patient Flow On-Premise Infrastructure



# ConnectEcho

- Patients can continue to check in and be called (GPs will call patients via Connect portal)
- GPs can access a clinical summary for each patient
- GPs can take notes digitally, posted into the PMS when back online
- Release - end Q1 2025
- Cost - no additional cost (requires Patient Flow subscription)

# NG Display & Patient Calling

# Next Generation Display & Patient Calling

- Updated user interface
  - Focus on ease & speed of use
- Revenue generating content
  - Practices will have the option to select & display content that will generate revenue for them
- Smart playlists
  - Display playlists can be configured to adapt depending upon the profile of patients in the waiting room
- Release - H1 2025
- Cost - no additional cost (requires Patient Flow subscription)

**GPLens<sup>TM</sup>**

**Jayex**

# GPLens

- Suite of analytical tools
  - Chronic condition management
  - QOF prevalence
  - more
- Automation
- Patient communication
  - sms / email / check-in screens / calling screens / smart questionnaires
- Backed by managed service
  - Symbia joint venture with Morph Clinical Services
  - Support with clinical reviews, patient recalls, etc
- Commercial models

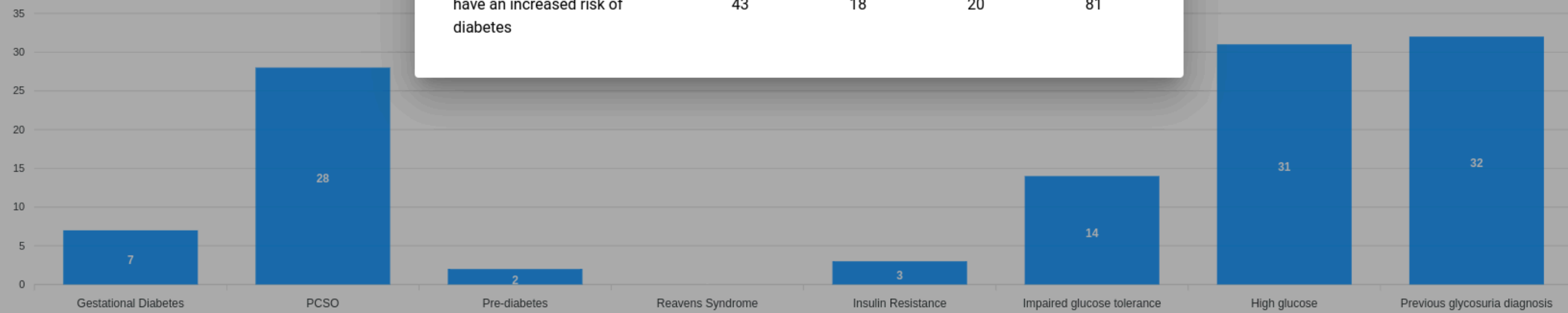
# Diabetes

## Prevalence

### Possible missing Diabetes diagnosis

- Non-standard diagnostic recoding
- Diabetes monitoring codes
- Diabetes medication
- HbA1c diagnostic levels
- Fasting glucose diagnostic levels
- Blood glucose level

Total Patients at Risk **157**



## Population

## BMI

- Patients possible missed diagnosis **44**
- Patients with increased risk **81**

| BMI  |             |             |        |       |
|--|-------------|-------------|--------|-------|
| Latest BMI Values  | 25.0 > 29.9 | 30.0 > 34.9 | 35.0 + | Total |
| Number of patients   | 12          | 5           | 3      | 20    |
| Percentage of practices  | 60%         | 25%         | 15%    | 100%  |
| Number of patients who also have a possible missing diagnosis  | 15          | 7           | 10     | 32    |
| Number of patients who also have an increased risk of diabetes | 43          | 18          | 20     | 81    |

- Dashboard
  - Calling
  - Check-In
  - Communications
  - Surveys
  - Appointments
  - Information Hub
  - Symbia**
    - Overview
    - Searches
    - Uploads
  - Admin
- Version: 3.16.0-8.14.0

Symbia | Diabetes

Diabetes

Latest Upload Date: Jul 22, 2024

- Overview Patients Clinicians

Metformin



Gilclazide / Sulfonylurea





- Dashboard
- Calling
- Check-In
- Communications
- Surveys
- Appointments
- Information Hub
- Symbia**
  - Overview
  - Searches
  - Uploads
- Admin

Symbia | Diabetes

01-01-2021

Search

Export to CSV

| <input checked="" type="checkbox"/> | Age | Last Diabetes Review Date | Last Medication Review Date |
|-------------------------------------|-----|---------------------------|-----------------------------|
| <input checked="" type="checkbox"/> |     | 29-Nov-2023               | 12-Jan-2024                 |
| <input checked="" type="checkbox"/> |     | 21-Apr-2023               |                             |
| <input checked="" type="checkbox"/> |     | 27-Mar-2023               | 26-Jun-2024                 |
| <input checked="" type="checkbox"/> |     | 11-Jan-2024               | 30-Oct-2024                 |
| <input checked="" type="checkbox"/> |     | 10-Jun-2024               | 20-Feb-2025                 |

Items per page: 5 1 - 5 of 39

- Dashboard
  - Calling
  - Check-In
  - Communications
  - Surveys
  - Appointments
  - Information Hub
  - Symbia**
    - Overview
    - Searches
    - Uploads
  - Admin
  - Training
- Version: 4.1.0-9.2.0

### Symbia | Diabetes

## Diabetes

Latest Upload Date: Oct 25, 2024

Overview Patients Clinicians

|   |   |  |  |
|---|---|--|--|
| Patients with poor glycaemic control<br><b>355</b> ⓘ 🔍  | Patients with CKD on SGLT2 Inhibitors<br><b>2</b> ⓘ 🔍 | Patients at High Risk of CVD<br><b>128</b> ⓘ 🔍       | Adverse Effects of SGLT2 Inhibitors<br><b>6</b> ⓘ 🔍    |
| Weight Management in Diabetic Patients<br><b>40</b> ⓘ 🔍 | Patients Not Meeting BP Targets<br><b>69</b> ⓘ 🔍      | Patients with Renal Function Decline<br><b>0</b> ⓘ 🔍 | Patients with High Cholesterol Levels<br><b>12</b> ⓘ 🔍 |

Symbia | Diabetes

### Patients with CKD on SGLT2 Inhibitors



Search

| <input type="checkbox"/> | Age | Type 2 Diabetes          | Heart Failure | Chronic Kidney Disease         | HbA1c                           | eGFR                            | Blood Pressure 1 | Blood Pressure 2 | Cholesterol | Smoking Status       | QRISK Score | SGLT2 Inhibitors           | SGLT2 Adverse Effect | BMI  |
|--------------------------|-----|--------------------------|---------------|--------------------------------|---------------------------------|---------------------------------|------------------|------------------|-------------|----------------------|-------------|----------------------------|----------------------|------|
| <input type="checkbox"/> | 76  | Type 2 diabetes mellitus |               | Chronic kidney disease stage 3 | HbA1c level - IFCC standardised | GFR calculated abbreviated MDRD | 136              | 78               |             | Never smoked tobacco | 22.37       | Dapagliflozin 10mg tablets |                      | 28.4 |
| <input type="checkbox"/> | 83  | Type 2 diabetes mellitus |               | Chronic kidney disease stage 3 | HbA1c level - IFCC standardised | GFR calculated abbreviated MDRD | 140              | 70               |             | Ex-cigarette smoker  | 39.7        | Empagliflozin 10mg tablets |                      | 24.5 |

Items per page:

5



1 - 2 of 2



# Q & A