# How we work with
Patients Know Best

Partner Introduction

The Patients Know Best platform empowers individuals to better manage their health and wellbeing more effectively including supporting patients to self-care, wait well, and follow up with their healthcare professionals when required.

For health and care professionals and the wider economy, the PKB integrated care record enables greater efficiencies with the potential to release cash savings. Remote management, monitoring and symptom tracking allow professionals to support patients before symptoms escalate, specifically supporting programmes such as (but not limited to):

1. Elective recovery (PIFU, PFSU and Waiting Well and Waitlist Validation)
2. Outpatient transformation
3. Long term condition-management
4. Patient empowerment, supporting self-care, self-management and prevention
5. Making every contact count
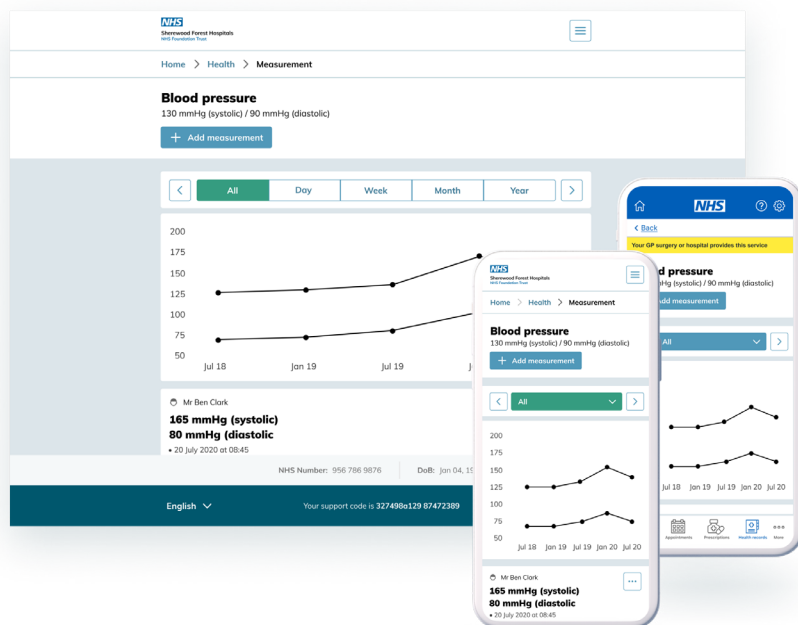
Synertec and Patients Know Best

PKB have worked in partnership with Synertec since 2017, and as of January 2024 are jointly supporting 15 organisations with the digital delivery of letters, and registrations of patients to the PKB Personal Health Record. In this time over 2 million letters have been delivered to patients within PKB by Synertec, avoiding postage and saving Trusts print costs, reducing their carbon footprint and providing enhanced services to their patients.

As well as accessing digital letters provided by Synertec through the PKB portal, these can also be accessed via the NHS App due to PKB's tight integration with the NHS App which launched in 2020.

"It's great to see Synertec working collaboratively and partnering with Patients Know Best to **enable trusts to seamlessly bring together digital and physical communications.** Synertec's ability to capture data from **any host system** ensures patients can receive their letters by their chosen preference irrespective of which pathway they follow through the hospital driving more efficiencies and cost savings than ever before -We share the same goals."

Tina Wood - National Sales Manager at Synertec
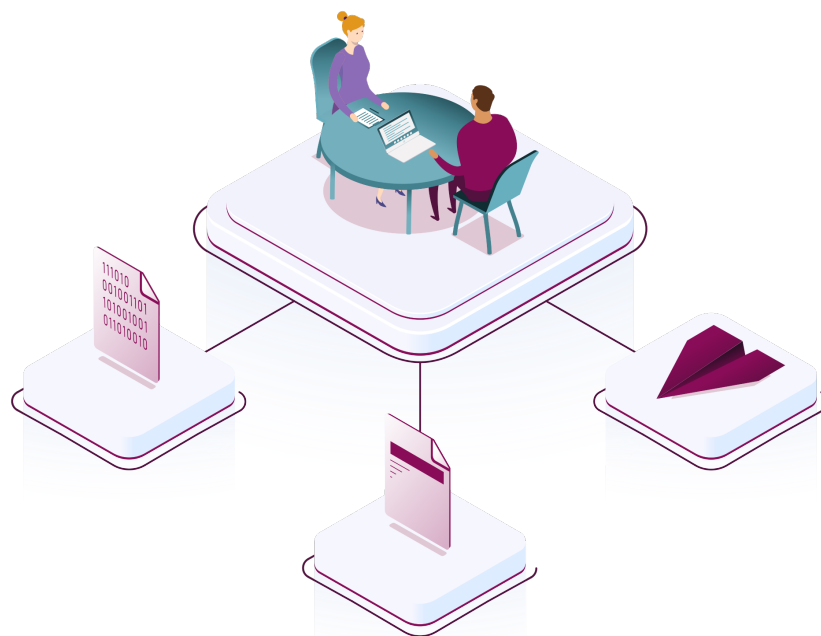
The Power of Prism

Prism

With over 20 years of experience managing communications for the healthcare sector, Synertec uses its unique Prism software to capture, transform and deliver patient communications.

Prism has been proven to be able to take data from any host system in a wide variety of formats without asking the customer to make costly changes. This ensures that we can deliver and provide a full audit trail for all of the Trust's outbound patient appointment and clinical correspondence seamlessly and in one uniform way

Prism
capture


Prism
transform

Prism
deliver

Examples of host systems that Synertec work with:

- RIO EPR by Servelec
- Medway PAS
- Medical Office
- Mosaiq
- IP Optimise
- Allscripts PAS
- EPIC
- Big Hands
- CAMIS
- Carenotes
- Cerner Millenium
- Lorenzo
- Medisoft
- Medway

- Cerner
- Prism
- Dawn
- Inform/Climate
- CRIS
- ClinDocs
- NBSS
- NCMP IT System
- RIO
- Silverlink
- System C
- Winscribe

How can a partnership help?

- Creates a digital and physical communication solution within one workflow
- Ability to encompass all patient communications irrespective of data host systems
- Minimal change to administrative processes
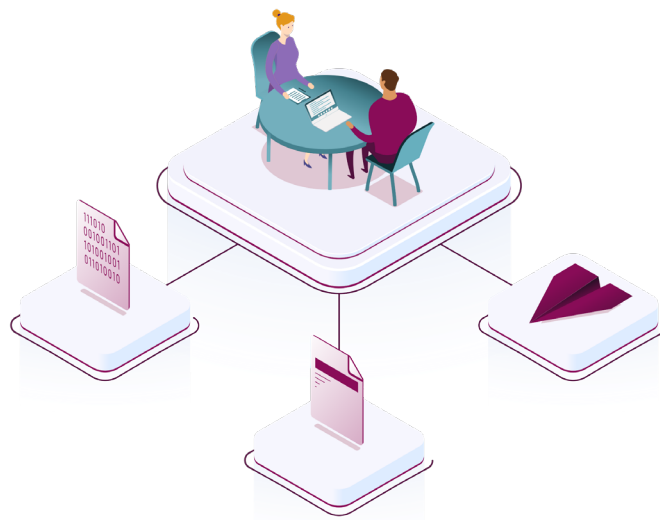
Tom Gausden Head of Sales at Patients Know Best, explains how PKB's partnership with Synertec is supporting the NHS:

"**eMeet&Greet** stands as a prime example of how our partnership with Synertec is helping us lead the rollout of a significant NHS England initiative. Our joint customer, Sussex ICS, was chosen as one of the pilot sites for **eMeet&Greet,** a programme designed to proactively notify and swiftly engage patients upon their referral to NHS Services. By reassuring patients that they are in the system and providing them with support tools while they wait, the aim is to reduce unnecessary phone calls and optimise pathway efficiencies.

We have collaborated with Synertec to deliver the all-important referral phase which is the springboard to engage patients across the pathway. Using Synertec's hybrid mail solution, PKB immediately notifies patients that their referral has been received alongside a copy of the referral letter for them to access (as a fallback, if the electronic letter remains unopened after three days a printed version is dispatched). Patients are then automatically added to the correct PKB speciality team to engage in their care management, accessing information regarding their condition with a library of content and frequently asked questions.

This automated process then allows Trusts to use PKB to keep in touch with their patients at every stage including:

- Upcoming appointment notifications and letters
- Regular Waiting List Validation (WLV)
- Early health screening questionnaires and Waiting Well advice
- Preparation for procedures with Shared Decision and Prehab care plans

Since starting **eMeet&Greet**, along with WLV, Sussex has seen a 7% rise in patient registrations, demonstrating how positive outreach is encouraging patients to engage in their care management. Sussex ICS is the first and only region to have successfully launched the model, and we are now working with Synertec on extending it to other Trusts."
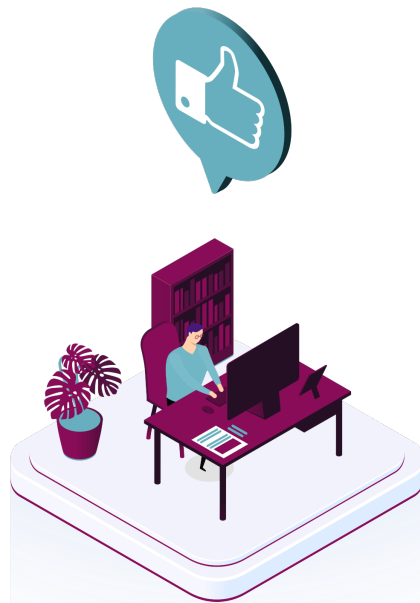
Partner Process

Day 1

1. Trust send a letter to Prism.

2. Prism checks the bespoke rules agreed by the Trust and any urgent or excluded documents are sent to Synertec PAYM for printing and posting that day.

3. The remaining letters are either uploaded to PKB or held overnight depending on the patient's status.

Overnight

1. Patient Registration status is checked for those letters held overnight and any enrolment codes are obtained from PKB.

2. Read Receipt depository is checked for any letters that have reached their decision to print date without being read.

Day 2

1. Any letters held overnight are either uploaded if the patient is registered or sent out via Synertec PAYM with an enrolment letter or an SMS depending on the Trust requirements asking the patient to register for digital letters.

2. Any letters unread after the agreed timeline agreed by the Trust will also be sent to Synertec PAYM.

Delivering ongoing service and support

Dedicated account team

Our dedicated team of professionals provide a best-in-class level of customer service and support throughout your journey with Synertec.

From understanding your initial requirements, through to implementation and day-to-day customer service, our Business Development team is with you every step of the way.

Future-proof flexibility

The inherent flexibility of Prism enables it to continually adapt to meet the changing needs of your business.

- Your dedicated Synertec team is always on hand to help and support you through any such changes.

Security accreditation

We take our responsibilities for data security extremely seriously. To provide the reassurance you need, we've implemented an Information Security Management System (ISMS) policy which governs our policies and procedures in this regard.

- This policy is compliant with the ISO27001 principles and written with careful consideration to GDPR.
- Our full security credentials are available on request.

Disaster recovery

Synertec operates a comprehensive and well-drilled Disaster Recovery and Business Continuity Plan. Our processes are designed to keep your business running, no matter what.

# How Synertec supports the public sector

Distributed Print Production (DPP)

Through Synertec's DPP offering, we can manage and send your communications through our bespoke Prism software. This will then be assigned to one of three of our state-of-the-art production centres. Prism uses built in logic to smartly route your documents in the most efficient and environmentally friendly way possible.
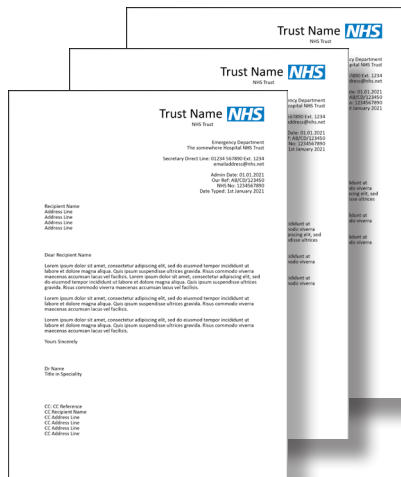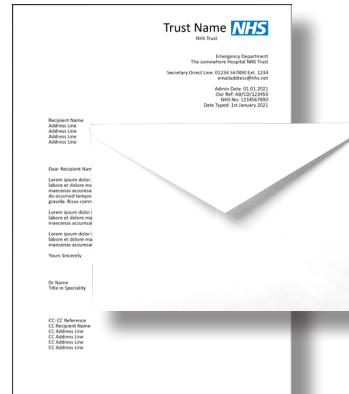
Large scale communications

Our one-off large scale mailouts offering helps our customers who need to fulfil large, one-off bulk letter mailings. This provides customers with a flexible and cost-effective solution to the important distribution of ad hoc and short notice requirements.
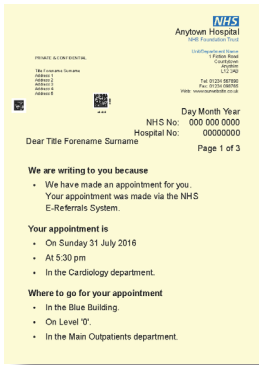
The Accessible Information Standard

Synertec offer a free of charge solution to adhere to the Accessible Information Standard. Through one of our smart and flexible capture methods, we can ensure that you are able to consistently meet the needs of your patients.

eDistribution

Our eDistribution methods enable the ability to send seamless multichannel digital communications. These can be set up for specific requirements to ensure that you can achieve your business objectives. The following methods are available to meet your communication needs:

- Portal Uploads
- SMS
- Email
- Local File Save
- Web Services
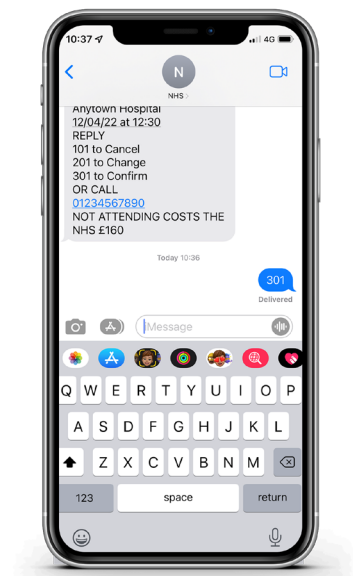
Whatever your interest, make it ours.

We will explore how you currently work, and what your requirements are. A free, no obligation consultation will unearth your business' pain points. We will suggest the solutions and strategy that will work for you, and deliver a tailored roadmap to ensure you achieve your goals with confidence.

For more information please contact: queries@synertec.co.uk