

How we worked with Sutton Health and Care Community to deliver value

Addressing integration and audit challenges with enhanced data capture

Sutton Health and Care Community Service faced ongoing challenges in optimising appointment capacity, mainly due to unreliable data on missed appointments (DNAs) and the inability to automatically save text message communications in patient records. These issues hindered their ability to conduct effective audits and improve service performance.

Just five months after switching to iPLATO's platform, Sutton Health saw remarkable improvements.

Every message sent now records within EMIS. This has improved data accuracy and enhanced management reporting and performance auditing.

The addition of Appointment Reminders significantly reduced DNA rates. This allowed for better appointment cancellation tracking and more efficient diary management across all services.

Digital questionnaires were tailored specifically to suit the trust, enabling patients to submit vital information ahead of their appointment, streamlining the in-person appointment process and saving valuable clinician time.



Since implementing iPLATO's platform within their Community Service...

Sutton Health and Care Community Service has sent over **120,000 messages** in under five months, including **20,000 toolbar messages**.

They have contributed to the development of **four new Patient Questionnaires**, which are now available within iPLATO Connect, and iPLATO Toolbar: PHQ-4, MSK, Pre-assessment and the Keele STarT Back Screening Tool.



Meet the team at Sutton Health and Care Community Service

"The iPLATO development team are extremely responsive and when requested, will always have a meeting to discuss our challenges, potential solutions or their team will work with us to develop something appropriate to meet our requirements."

Marie Coogan - Business Administration Manager
Sutton Health and Care Community Service

Discuss with our team by emailing sales@iplato.com