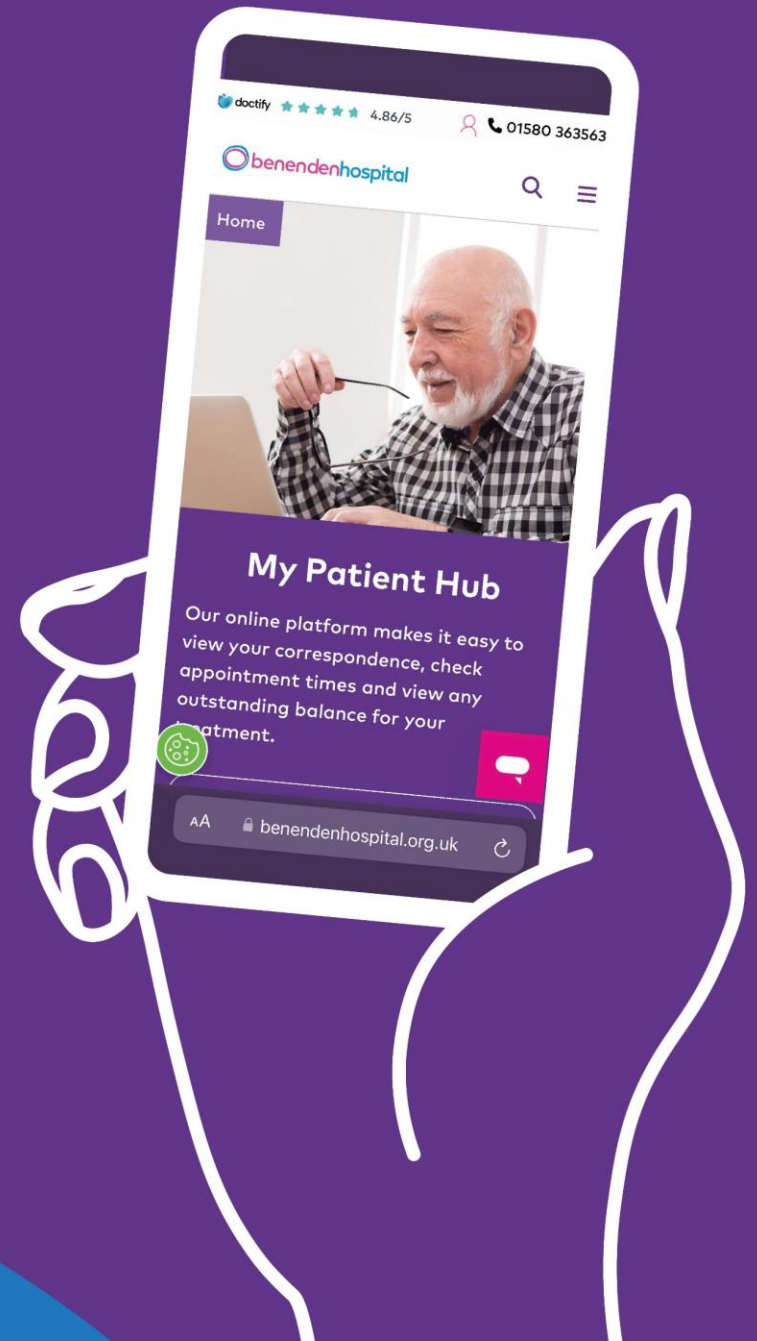




Benenden Hospital:

My Patient Hub

October 2024





Tony Read – Technical Lead
Cherie Brightling – Test Lead
Robert Taylor – Training/Support Lead

Mark Wilkinson – Supplier –
Streets Heaver



The Project

Transforming our patient experience: Establishing online access for viewing correspondence, managing appointments, paying balances, and updating personal details



94,000 letters sent via surface mail in 2022 - reduced to 45,000 in 2023



In 2024 hospital saved just over £50,000



Testing phase

- Just under 2,000 tests executed
- Utilised staff within the hospital to carry out UAT
- Two-week soft launch



Support for staff and patients

- Training for staff to support patients
- Standard Operating Procedures (SoPs) hosted on hospital engagement platform
- Super Users

Summary of key benefits

For patients

- ✓ Improved level of ease
- ✓ Completion of online forms
- ✓ 24/7 access to correspondence and payment options, updated in real time

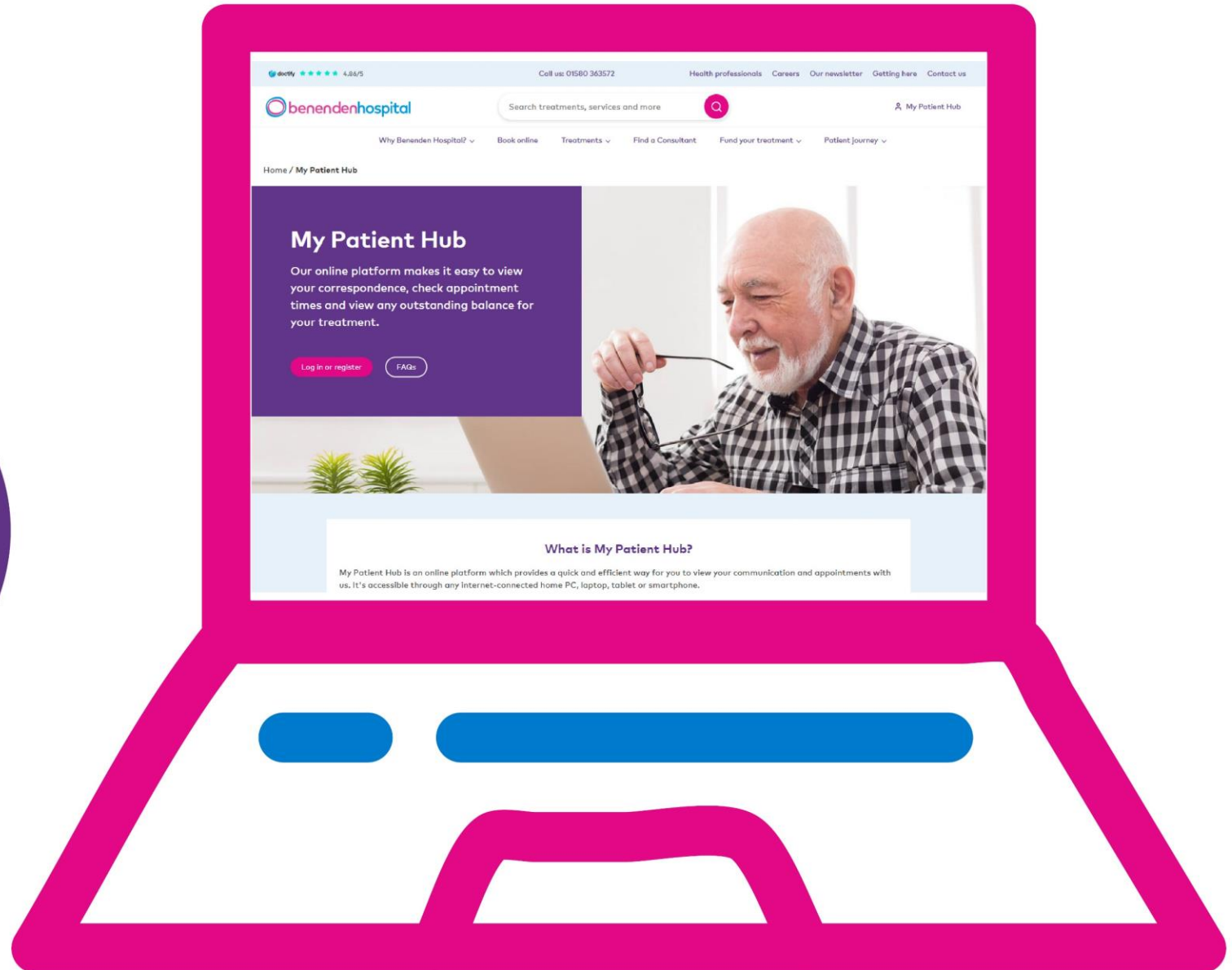


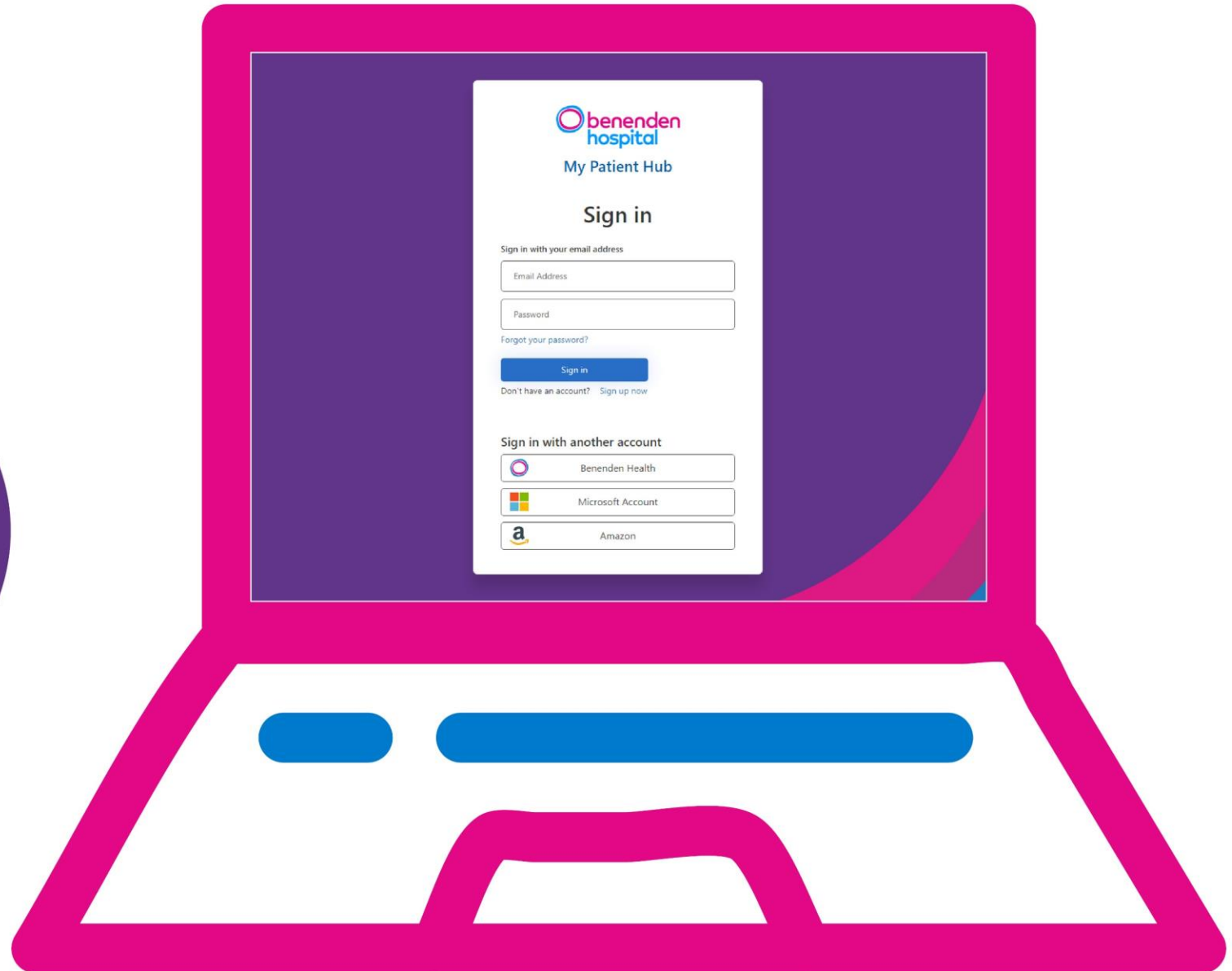
Summary of key benefits

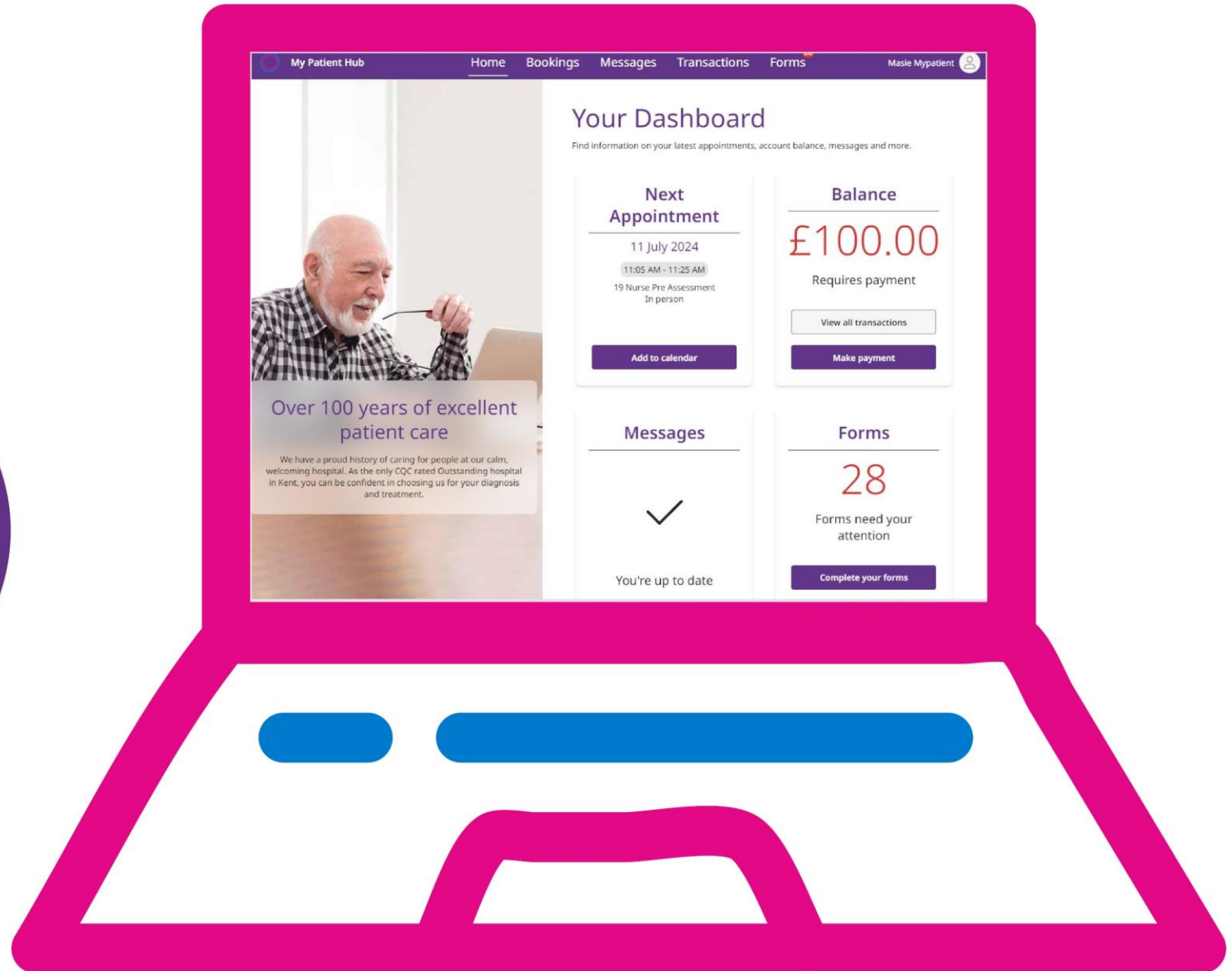
For Benenden Hospital

- ✓ Reducing the hospital's paper use as part of its wider sustainability programme
- ✓ Streamlined overall patient administration experience – fewer missed appointments
- ✓ Improved efficiency in sending correspondence









Dashboard



Check
appointments



View entire correspondence
history



Review
balance



Complete
clinical forms



Make any outstanding
payments



Patient feedback

Patient A	"I was surprised that even at my age of 85, I was able to log in so easily."
Patient B	"Fast, efficient and easy to access."
Patient C	"Clever facility and very accessible."
Patient D	"A great gateway to information and follow-ups."
Patient E	"Extremely useful facility."



Orders



**Online
booking**

