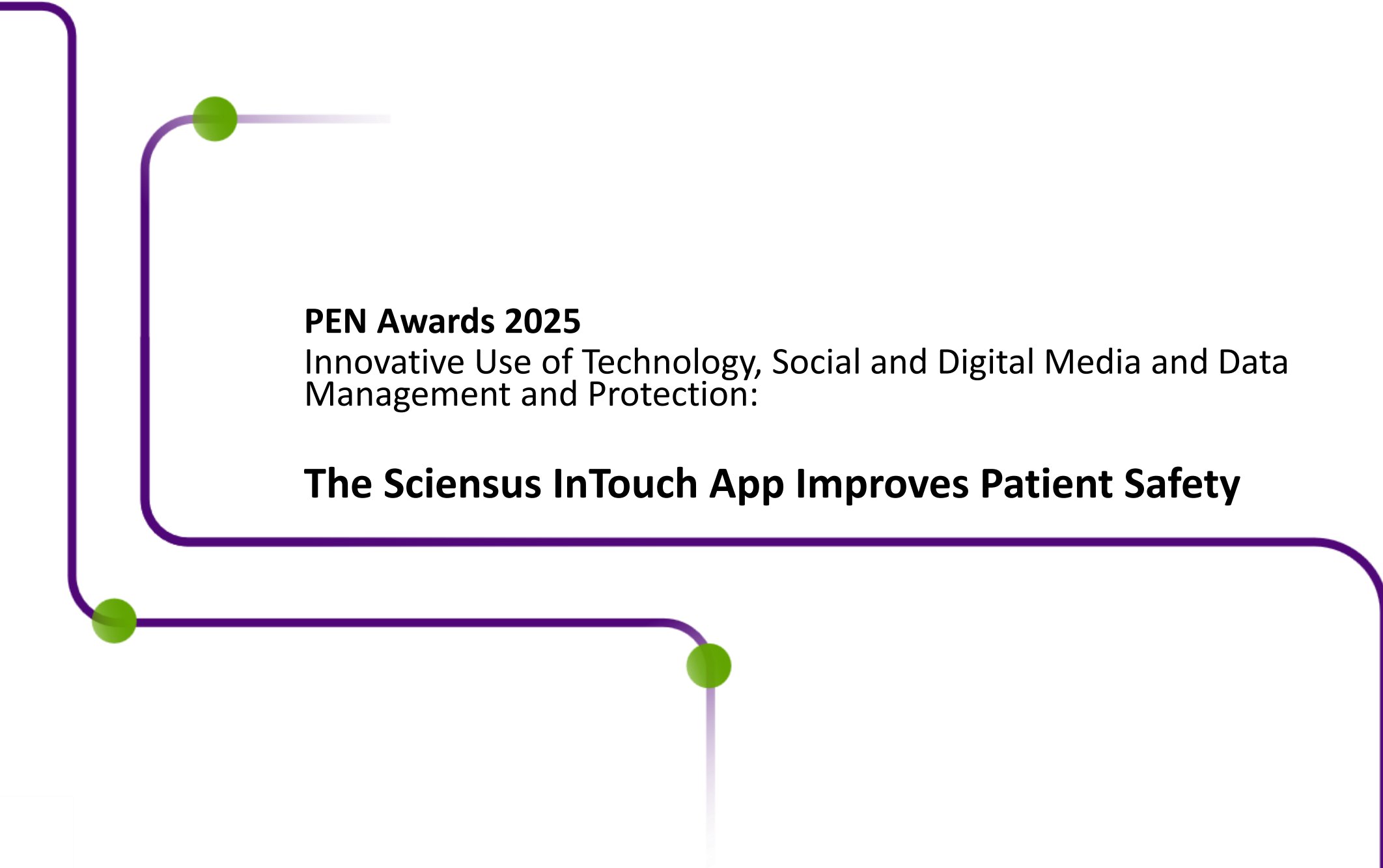




A decorative purple line with three green circular dots. The line starts at the top left, goes down, then right, then down again, then right, then down again, and finally right. The green dots are located at the first, second, and third rightward turns of the line.

PEN Awards 2025

Innovative Use of Technology, Social and Digital Media and Data Management and Protection:

The Sciensus InTouch App Improves Patient Safety

Who is Sciensus Pharma?

European Life Sciences Company

Supplying medicines and ongoing clinical care to 230k+ NHS patients

- Deliver medicines and clinical care at home
- receive 2,000 prescriptions per day
- make 5,000 deliveries of medicines per day
- network of distribution centres



‘Excellent service as always’

‘I found the whole process from the start very professional with the first visit arranged and the second being a telephone call. So, I can't fault it.’



Providing value **beyond
dispense and delivery**,
means helping patients
better **manage their
condition**

(Value Add Patient Support)



Sciensus Intouch App

Originally developed 'in-house' to support patients order their medication and ancillaries

Essential features include:

- Stock management
- Choose Delivery Dates
- Real-time delivery tracking
- Arrange clinical visits
- Tracking prescription status
- Live chat

75% of Sciensus Patients are app onboarded. 171k patients

96% of Sciensus services are supported by the app

3x increase in app order growth over the last 2 years



Supporting patients in managing their condition beyond dispense & deliver

Using user research interviews with our patients to assess their biggest pain points:

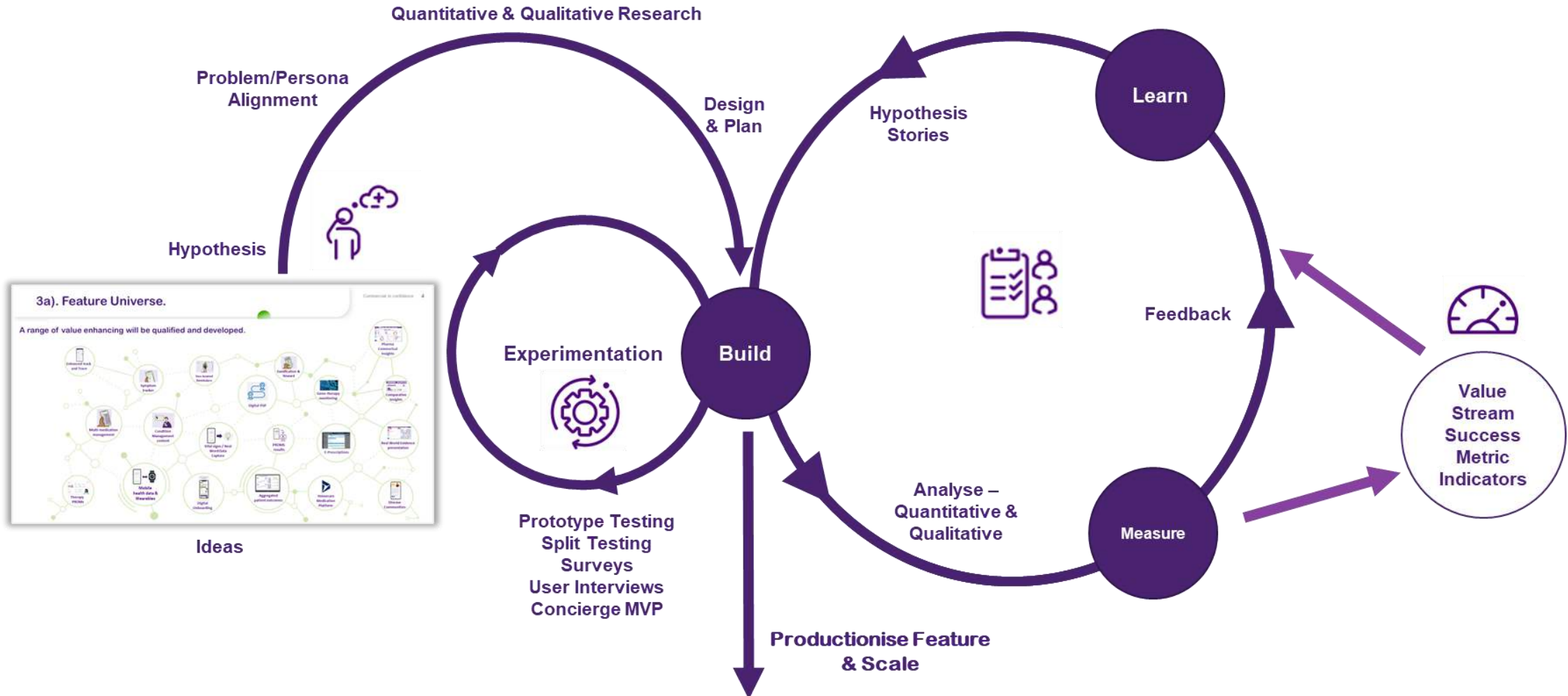
- Medication reminders
- Injection Site Tracking
- Symptom Tracking
- Blood Test Reminders
- Weight Management Tracking

Engagement driving features that have led to a +4% relative improvement in overall patient adherence and medication possession ratio (92.3%)



Our product development framework

Lean Product Lifecycle Methodology Approach.



Why it's important for the orders to be on the Intouch app?

Patients who use the app frequently have a higher adherence and longer time on service

- Measured by MPR (Medication Possession Ratio): % measure of how consistently a patient has their prescribed medication available over a specific time period

App

95%



CPS

88%



Patients are more likely to receive their delivery on the 1st attempt with lower failed delivery rates

- 7.13% failed delivery rate vs 12.72% for SMS journeys

Patients are mostly 'very satisfied' with our app experience, with a high CSAT score

- Measured by CSAT (Customer Satisfaction Score) calculated by asking customers to rate their satisfaction with the app on a 1-5 scale

How satisfied are you with the Sciensus app?

Very dissatisfied Very satisfied

Not now Submit

81.78
CSAT Score

0 – 40%	40 – 60%	60 – 80%	Above 80%
Poor	OK, But You Can Do Better	Good	World-Class

Patient Satisfaction 2025

- 92% Overall satisfaction with Patient Services
- 95% Helpfulness and courtesy of our drivers
- 93% On-time deliveries, consistently rated as punctual
- 92% Professionalism and expertise of our clinical staff
- 91% Ease of booking a nurse visit

Patient Testimonials

*It's so easy to do everything via the app. Since having the app, I can **choose delivery dates** and times quickly and without having to rely on text or phone (I'm deaf). The delivery people are always on time, and I'm notified when I'm the **next stop** etc. I don't have any complaints at all.*

The service I receive is brilliant I have never had a problem, and I think the **app is amazing**.

Good to have new bit on app to say where **last injection site** is, very helpful

Your app is excellent. All information is available, and you are not bombarded with excessive messages and emails.



Thank you

App development is integrated with Regulations and Clinical Care

Patient Safety is paramount and is a team effort:

Superintendent Pharmacist

Director of Nursing

Information Governance & Security

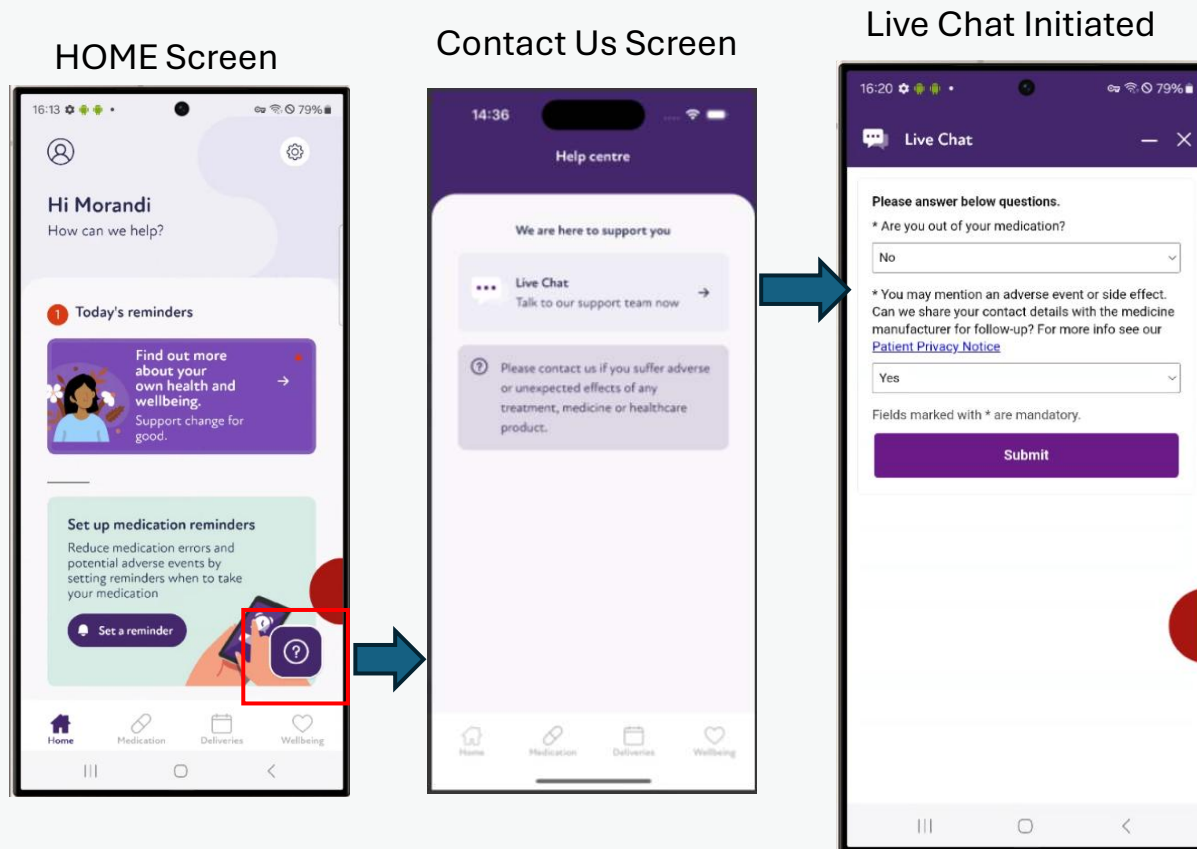
Legal Team

App Development Team



Live Chat

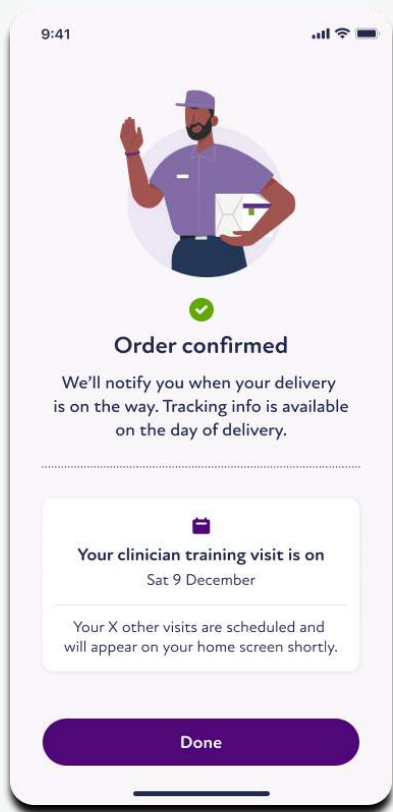
Making it easier for patients to get their queries resolved



- 4.7 customer satisfaction score following live chat
 - 95% query resolution rate
 - 100% answer rate for live chat (PCA) vs 88% for inbound calls
- Reduction in AHT from 7 mins to 5 mins vs inbound call
- Over **3k conversations initiated**, on average 900 per week
 - 3k data points for the business to analyse and optimise

Patient Digital Onboarding

June 2025 Results



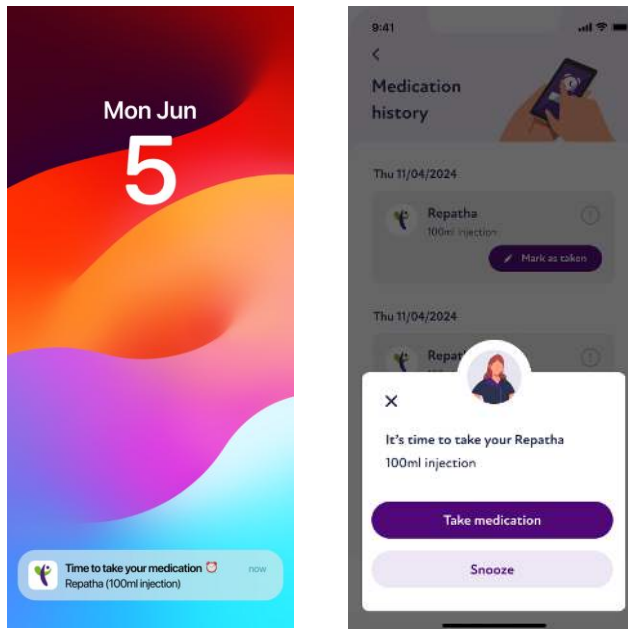
Sciensus First Orders	2k
App First Orders	1.1k
App First Order Rate %	52.3%
App Second Order Rate %	72.87%

Business had budgeted a 32% conversion rate

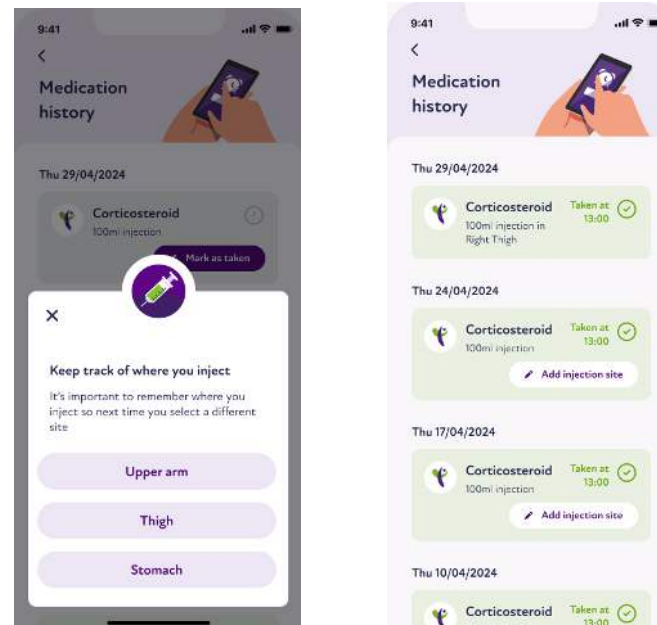
Prior to digital onboarding, 2nd order rates in the app were 15%

Intouch App Additional Feature Performance Update

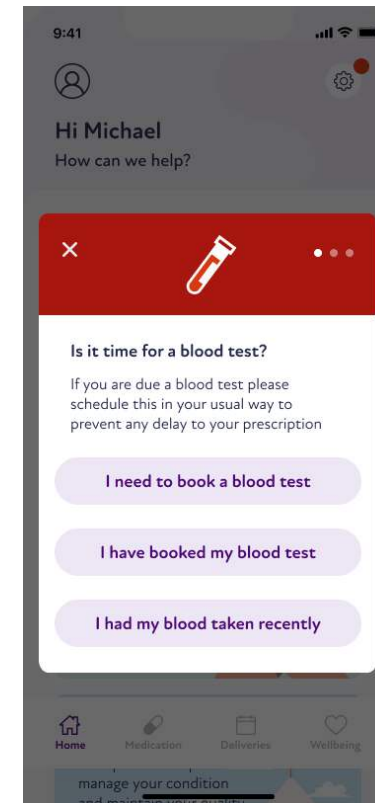
Medication Reminders



Injection Site Tracking



Blood Reminder Prompts



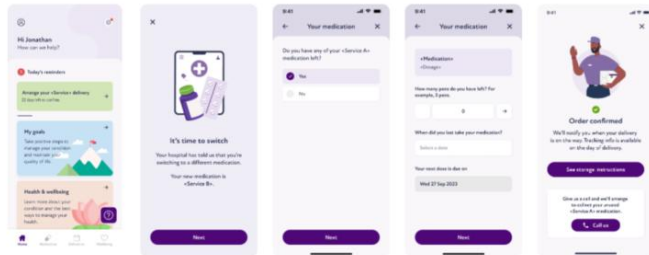
Extensive internal training and support for relevant teams

Exciting new Intouch app feature coming soon

Patients on a Dispense and Delivery pathway will soon be able to confirm their therapy switch orders directly in the Intouch app.

What's changing

Eligible patients will complete their own therapy switch confirmation in-app, meaning the **Patient Services team will no longer need to make welcome or confirmation calls** for these patients.



Live Chat now available on the Intouch App

We're excited to announce that Live Chat is now live on the Sciensus Intouch App, a key step forward in making our services faster, more accessible, and more patient focused.

What's new?

Until now, patients could only contact us via phone or email, often experiencing long wait times or up to 48 hours for an email reply. With Live Chat, patients can now speak to our team in real time within the app during operational hours, making help more immediate and convenient.



Why it matters?

This isn't just a feature launch, it's a direct response to what patients told us in the 2025 Patient Satisfaction Survey. Long wait times and unclear communication were recurring themes. Live Chat is part of our wider strategy to address these issues head-on.

How Live Chat helps

- **Faster support:** Instant responses improve patient satisfaction
- **More efficient service:** Agents can manage up to three chats at once
- **Smarter engagement:** Patients stay in the app for help, reducing drop-offs

Patients

Website

FAQs

Specialist Support Team

NHS

Newsletter

Meetings

Workshops

Internal

Dedicated app team

Clinical Training

Sandbox version



Blood Reminders in the Intouch App

Problem:

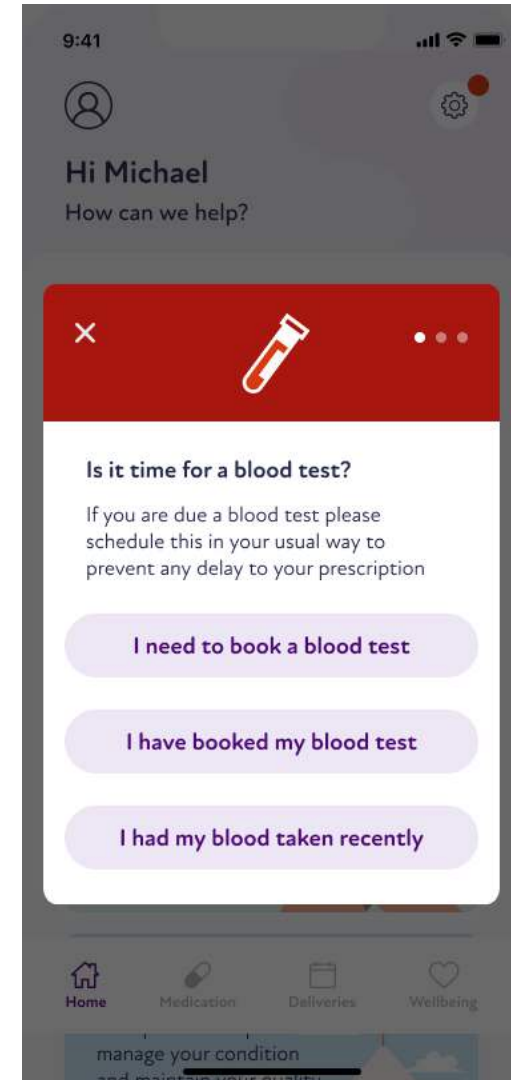
Patients forget to arrange blood tests. This leads to missed doses due to lack of timely blood results, resulting in urgent prescription delivery requests

Patient Outcome:

Patients will see a notification to get their blood test and a response will be captured.

Results so far:

Month	Reminders Actioned
May	592
June	905 (+52.36% MoM)



Conclusion



Sciensus InTouch App: Improves Patient Safety & the Patient Experience

Designed

using feedback from patients

Tested

by Patients for patients

Accepted

by Patients with use and
feedback used to improve

Quotes from 2025 survey



So easy to order my next delivery.

Taking me through the steps of how much medication I have left and then working out the next delivery date.

The app is so user friendly. And when I have had to contact customer services the staff have been extremely helpful. It's a fantastic service.



All good, can't really add anything. Launch of the app a few years ago was a huge improvement

