

Ref. No: 1671
Date: 10/04/25
Subject: Patient Engagement Portal

REQUEST

1. Has the trust implemented a Patient Engagement Portal (also known as a Patient Portal)?
2. If so, please provide the name of this solution, and the name of the company that supplied it.
3. When was this solution procured?
4. Does the trust have any plans in the near future to replace this solution?
5. Please confirm which of the following care pathways, the Patient Portal is used across:
 - a. Diabetes
 - b. COPD
 - c. Heart Failure
 - d. Weight management and weight loss
 5. MSK

RESPONSE

1. Has the trust implemented a Patient Engagement Portal (also known as a Patient Portal)?

Yes

2. If so, please provide the name of this solution, and the name of the company that supplied it.

It is called Patient Engagement Portal and the supplier is Netcall.

3. When was this solution procured?

1st February 2024

4. Does the trust have any plans in the near future to replace this solution?

No

5. Please confirm which of the following care pathways, the Patient Portal is used across:

- a. Diabetes
- b. COPD
- c. Heart Failure
- d. Weight management and weight loss
- e. MSK

The PEP covers the following care pathways: currently live with letters and outpatient reminders on the PEP at S&O sites

- Gynaecology
- ENT
- Cardiology
- Endocrinology
- Urology
- Dermatology
- Geriatric Medicine
- Vascular Surgery
- Stroke Medicine
- Oral Surgery
- Rheumatology
- Trauma & Orthopaedics
- Ophthalmology
- Respiratory Medicine
- General Surgery
- Plastic Surgery
- Pain Management
- Gastroenterology