



Introduction to Cinos & Refero

Prepared for: NYHDIF – September 2020

Believe in Excellence

 We are a leading systems integrator specialising in the delivery of IT network infrastructure, video and communications solutions, and services to a global marketplace. 

Our differentiation:

- Innovation
- Sector and Industry Expertise
- Value for Money
- A Consultancy-led Approach
- Agility

Public Sector frameworks:

- RM3808 Network Services 2 (8 lots)
- National Police and Emergency Services
- Digital Outcomes & Specialists
- G-Cloud
- NEUPC



Collaboration



Audio Visual



Enterprise Networks



Managed Services

About Us

Believe in Excellence



Gold
Microsoft Partner





Dan Worman

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Managing Director at Refero

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Dr Ian Jackson

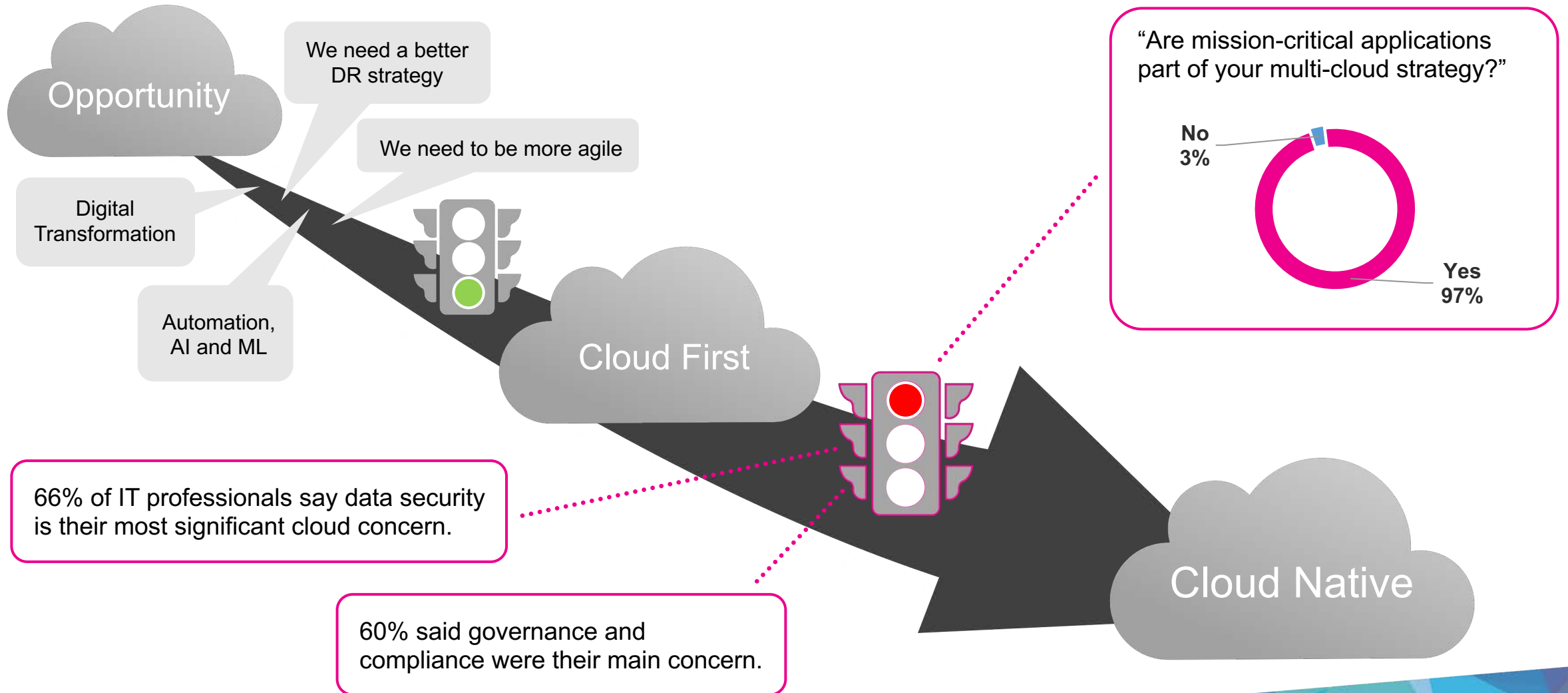
Clinical Safety Officer and
Medical Director at Refero

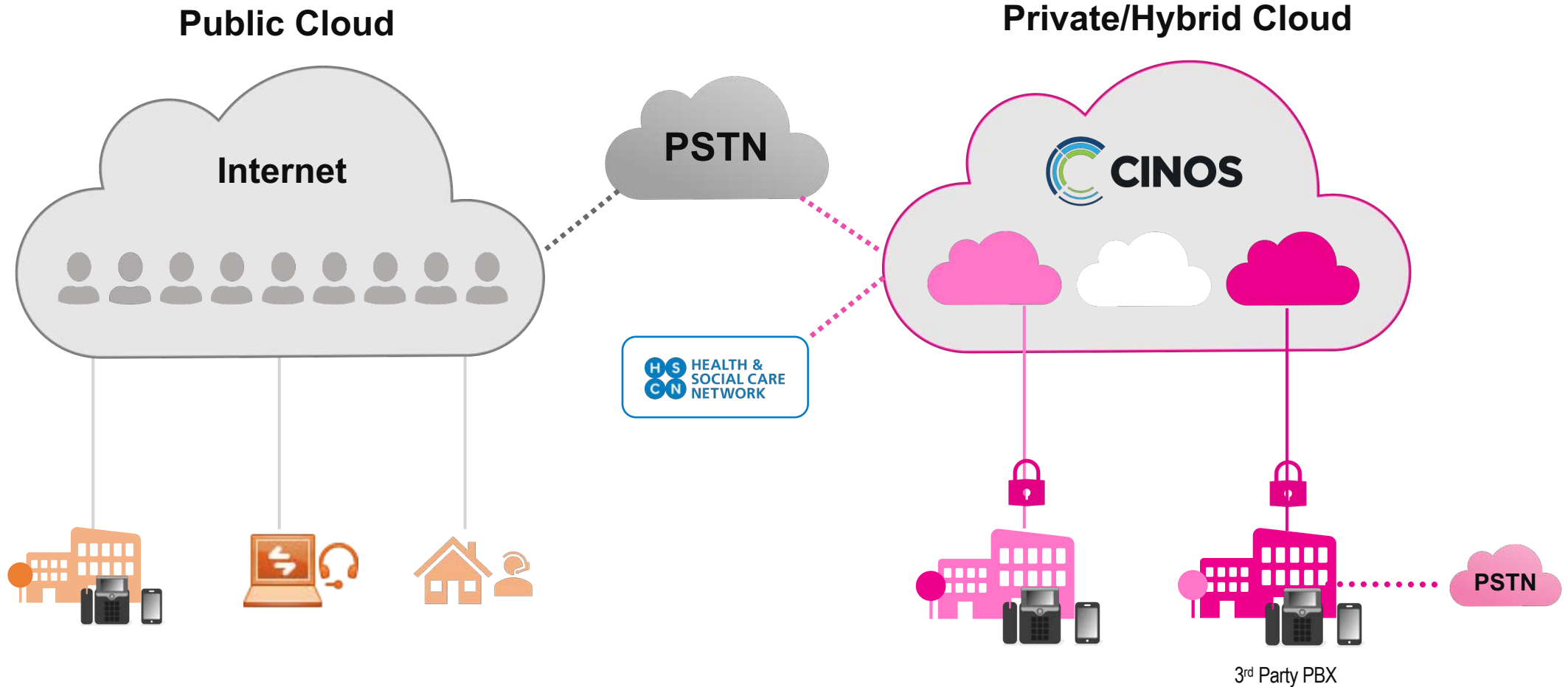
ianj@refero.uk

07786 915 598

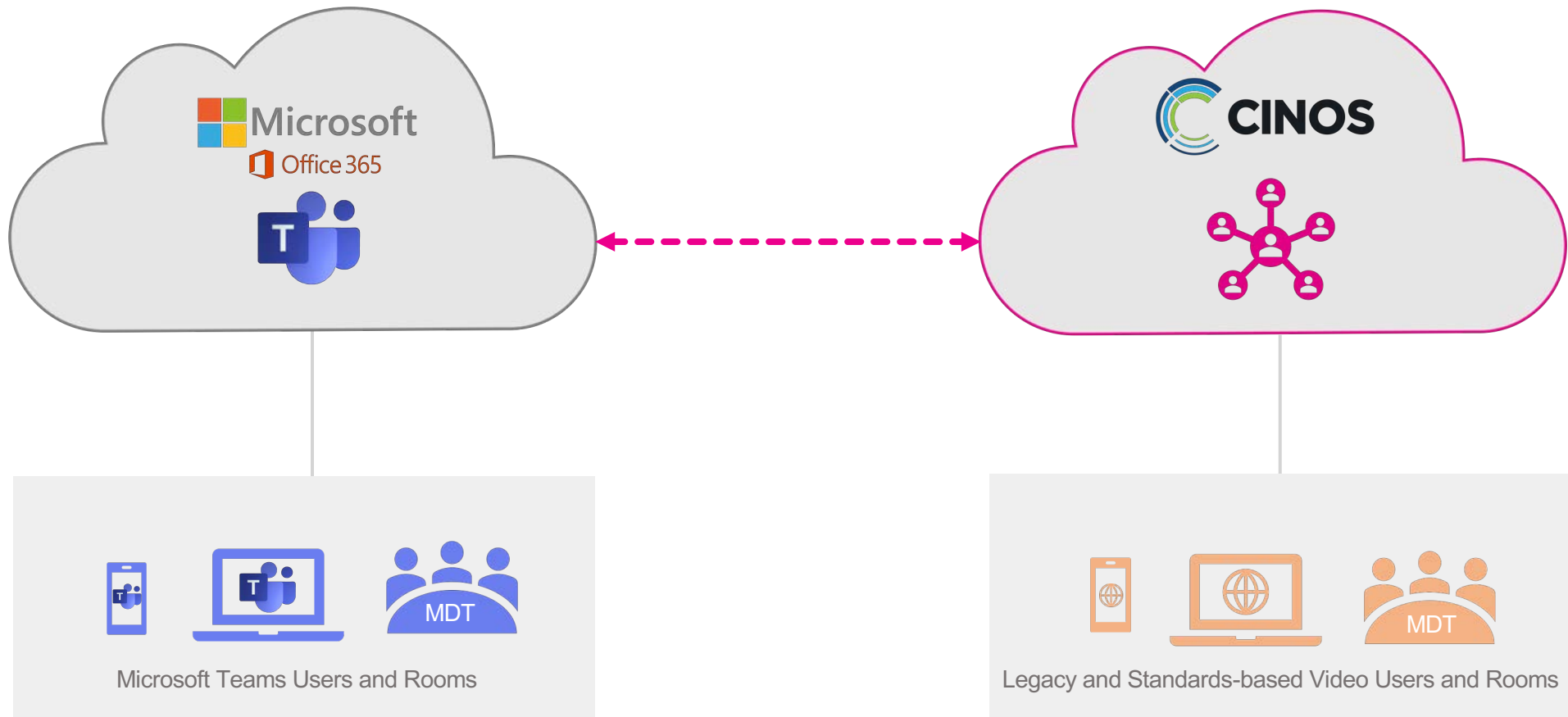
<https://www.linkedin.com/in/ian-jackson-743b2836/>

CINOS | The Continuing Evolution of Cloud Strategy





CINOS | How to Deal with the Impact of Microsoft 365/Teams



CINOS | Bringing Technology Together is Key

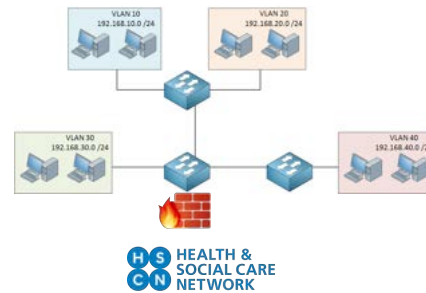
Microsoft 365 cloud including Microsoft Teams audio and video communications



Video Consultations and TeleHealth



Network Services, Connectivity and Security



- Messaging
- Mission critical Telephony
- Clinical Video / MDT
- Switchboard & Contact Centre
- Intelligent Automated Networks



Dr Ian Jackson
Medical Director and Clinical
Safety Officer



Communication
and telehealth

Support Primary Care

Support working across
boundaries

Support Secondary Care



Primary Care

- Facing increased activity
- Issues around Covid-19 security
- Concentration on telephone and teleconsultation



Control activity

- Telephone calls
- Waiting in a queue

SandbachGPs - Ashfields Primary Care Centre

Home

Coronavirus (COVID-19) Information

About Us

News

Our Services

Self Care

Care Hub

FAQs

Support for victims of domestic abuse during Covid-19

READ MORE

Ashfields Web Chat

Welcome to Ashfields Web Chat service, please provide: Patient Name, Date of Birth and Contact Number. Please do not send urgent medical queries via Webchat. We will aim to respond within 3 hours. Please do not close your browser.

How can we help?

Powered by  Refero

Looking after the Health of Sandbach



The Surgery

Anyone living in our catchment area can register with us. We offer a wide range of services.



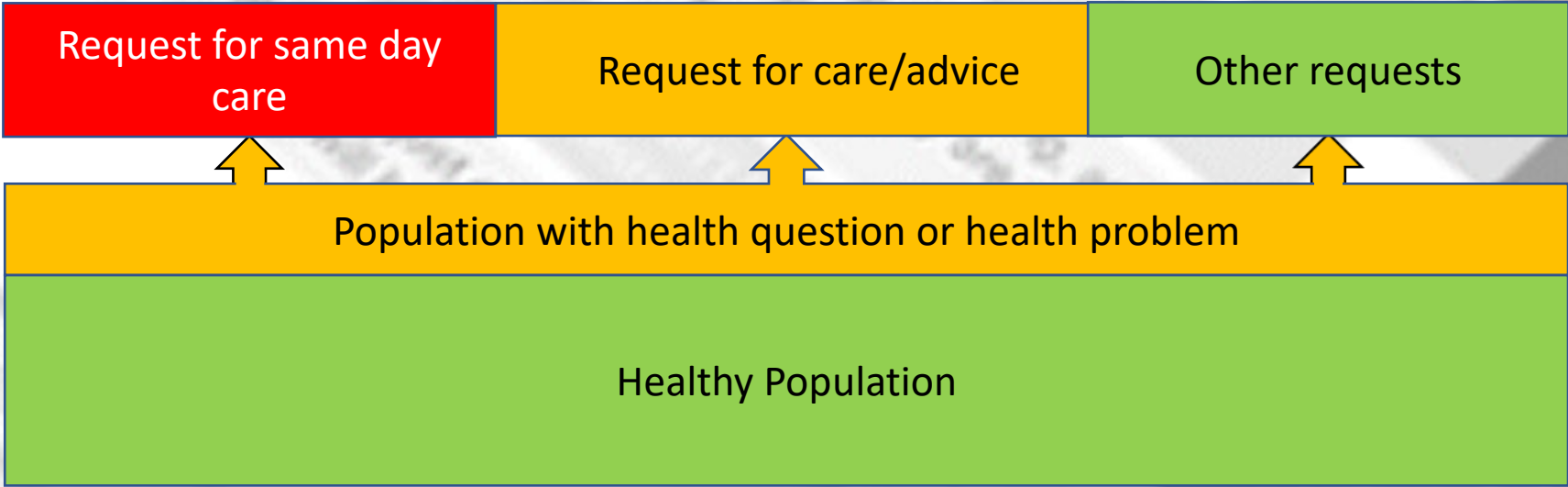
Self Care

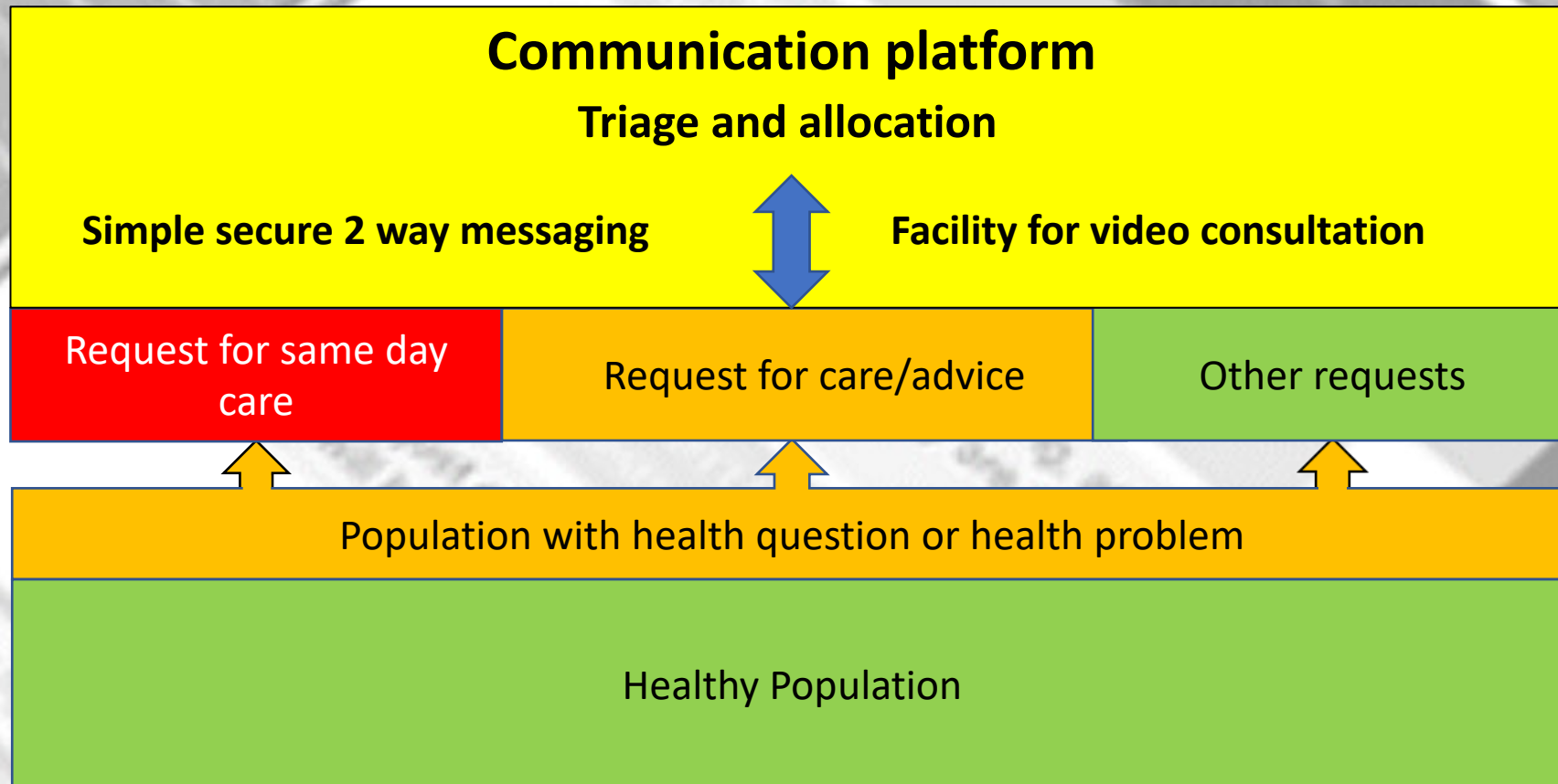
We are a self care aware practice. Self care is about looking after yourself in a healthy way.

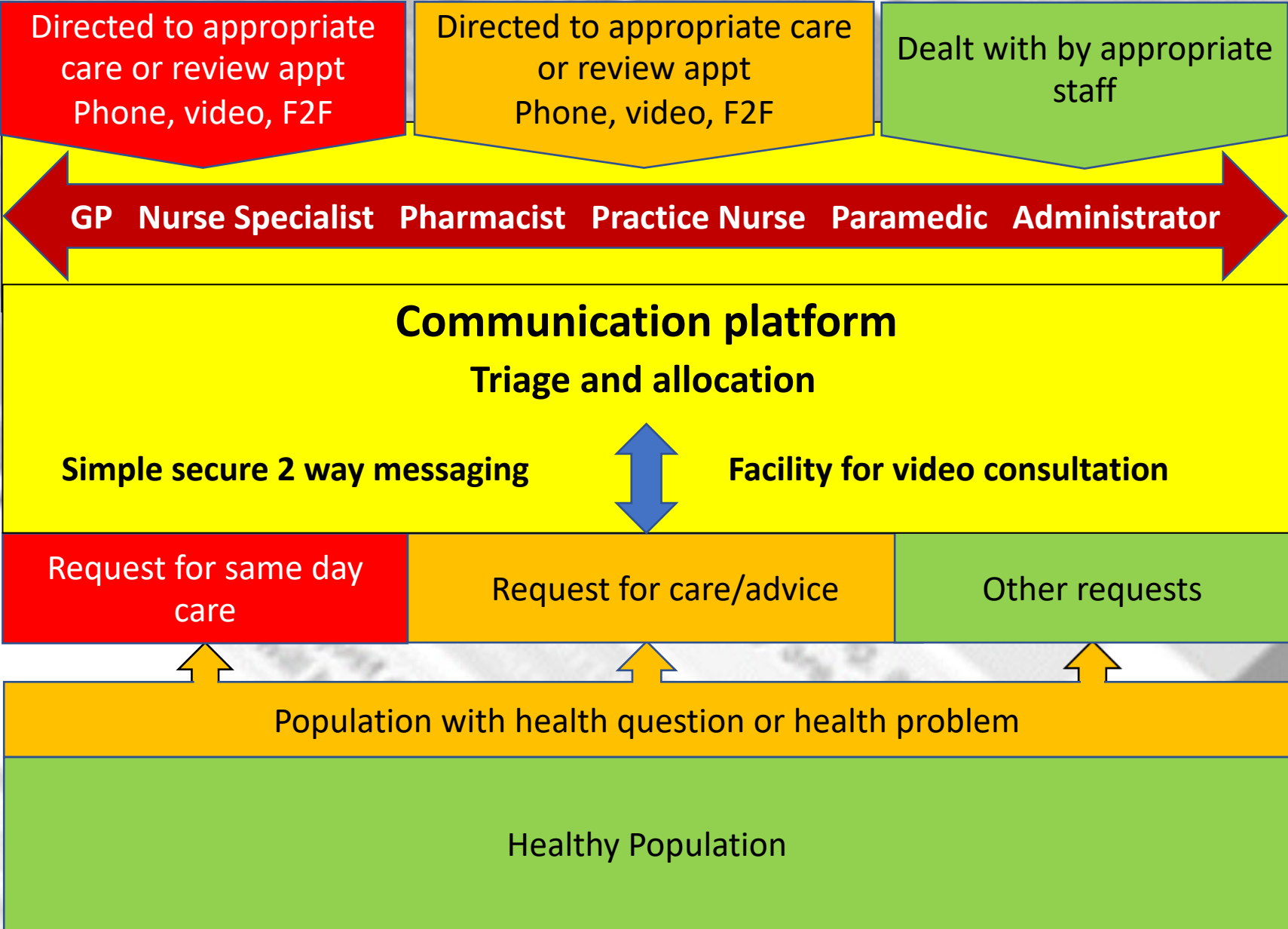


Use your pharmacist

Under the supervision of your pharmacist, you can get a wide range of medicines and health products.









Messaging platform Primary Care

2 way messaging to patient

Replace SMS

Video interview

Support federation for urgent care

Supports hand offs or escalation to other staff

Recording into GP system

Ability to manage questionnaires – PROMS

Symptom checker



Communication and telehealth across boundaries

- Long term conditions
 - Diabetes
 - Asthma
 - Mental Health
- Care provided across Primary and Secondary Care plus Third Sector

Diabetes

Communication Platform across boundaries

Consultant Trainee Doctors Nurse Specialist GPwSI Community Nurse

Triage and allocation

Simple secure 2 way messaging

Facility for video consultation

Urgent issue

Request for medical advice

Other requests

Diabetes Patients in Community – Registered on Refero App/Portal

I have taken the wrong insulin what should I do?
My blood sugar is high and I feel unwell – what should I do?
What time is my appointment on 13th February?





Communication and telehealth to support Secondary Care

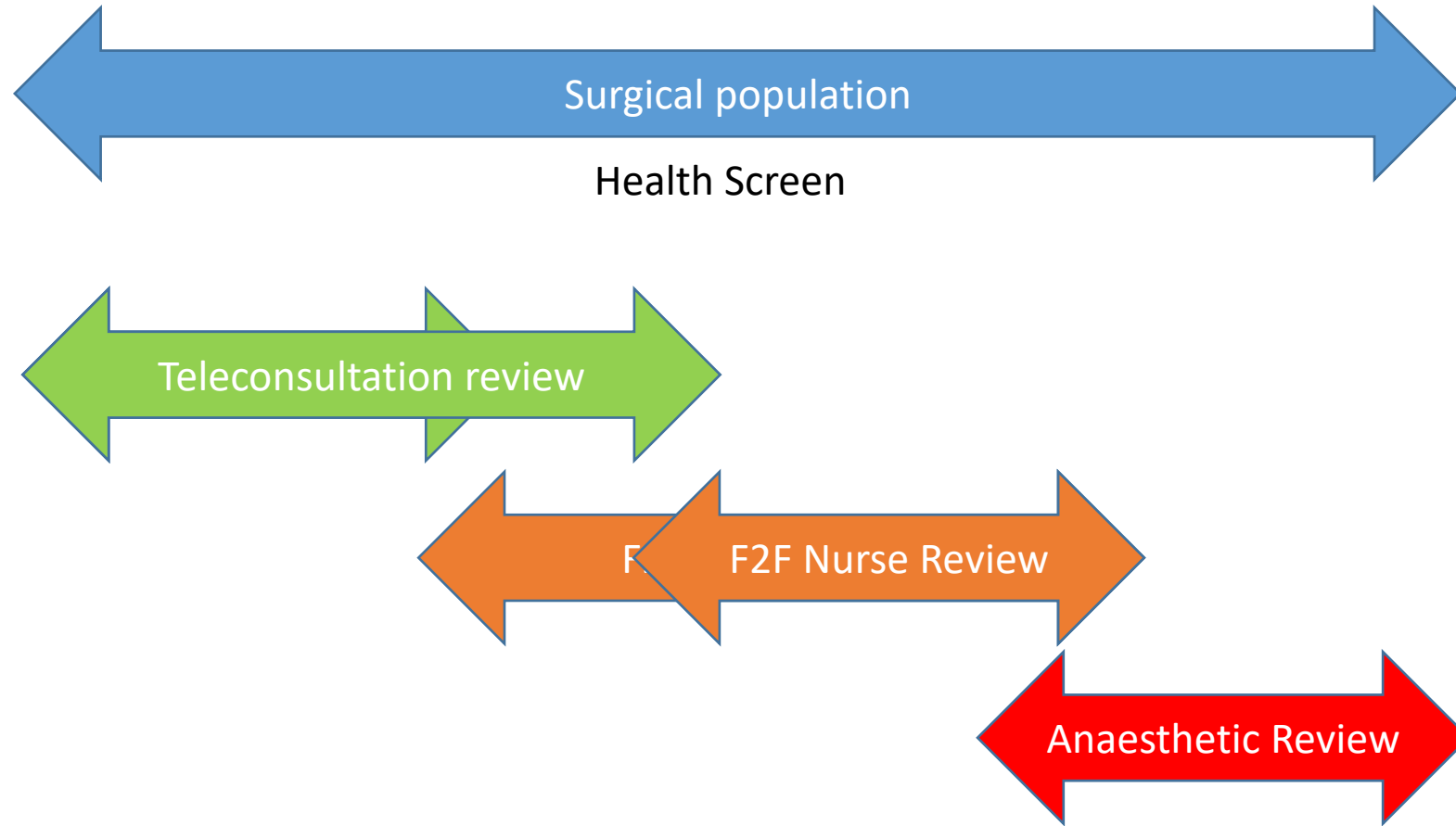
- Outpatient services
- Management of care pathways
 - Day surgery
 - Oncology
 - Sexual health
 - Mental health


A photograph of a hospital room. In the foreground, there is a hospital bed with a white sheet and a blue blanket. To the right of the bed is a blue upholstered chair with a wooden frame. The background shows another hospital bed and a wall with medical equipment, including a white cabinet and various outlets. The room has light blue walls and a blue carpet. In the top left corner, there is a decorative pattern of white dots on a dark background.

Day surgery pathway

- Clinic
- Preoperative Assessment
- Admission
- Discharge
- Support at home
- Questionnaires
- Follow up

Efficient Preop Assessment



A photograph of a hospital room. In the foreground, a hospital bed with a white sheet and a folded blue blanket is visible. To the right of the bed is a blue upholstered chair with a wooden frame. The background shows another hospital bed and a wall with medical equipment, including a white cabinet and various tubes and monitors. The room has light blue walls and a blue carpet. A decorative pattern of white dots is in the top left corner.

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