Operational review – EMIS Enterprise

B2B healthcare opportunities

The release of the first Patient marketplace service is a true demonstration of joined-up healthcare technology in action.

EMIS Enterprise

The EMIS Enterprise segment comprises business areas where revenues are derived predominantly from B2B healthcare sector sources, including medicines management across both community and hospital pharmacy, and the Patient business.

Market shares

The Group moved to a sole market-leading position in community pharmacy during 2019 at 36% (2018: 37%) and maintained its number two market position in hospital pharmacy with a market share of 35% (2018: 36%).

ProScript Connect upgrade

The roll out of ProScript Connect was completed during 2019. This brings all community pharmacy customers onto the same system, enabling efficiencies in supporting and developing just one system instead of two. The retirement of the legacy product, ProScript, resulted in the loss of a small number of sites which opted not to upgrade.

Other community pharmacy products and services

Two Group-wide solutions for the Falsified Medicines Directive (FMD) authenticator via barcode scanning were developed and released to both the community pharmacy and hospital pharmacy user base. The electronic controlled drug register functionality was released and included as standard for all community pharmacy customers, adding an essential timesaving feature to help with customer retention. Other strong performing products included the pharmacy WiFi service and the hardware required to support FMD.

The pilot of the Patient Group Directions (PGD) functionality was completed and the software will shortly be launched as part of ProScript Connect. This enables community pharmacies to provide clinical services to patients as part of the PGD directive to help more patients in community pharmacy and alleviate pressure on primary care.

Hospital pharmacy

EMIS Group continues to develop its existing ePMA system to provide better functionality for end users, working with customers to align to the same release version to realise development and support efficiencies and ensure updated technology for all.

Patient

2019 was another successful year of growth for Patient. Registered users for Patient Access climbed from 6.0m to 8.4m, booking 6.7m GP appointments and 20.2m repeat prescriptions. The app continues to receive positive user ratings, with an average 4.8/5 star rating on the Apple App Store from 315,000 ratings (2018: 4.8/5 star rating from 150,000 ratings).

Following a successful pilot with the Day Lewis pharmacy group, EMIS Group launched community pharmacy appointment booking during 2019, enabling the UK public to book appointments for clinical services with participating community pharmacies, adding to the existing functionality allowing GP appointment booking. This supports the PGD directive.

In the first six months since launch of the pilot in July 2019, 14,000 community pharmacy appointments were booked by 11,500 members of the public. By February 2020 the service was live with more than 800 pharmacy branches across 22 organisations. There was a seasonal uplift during flu season, with 8,700 flu vaccination appointments booked with community pharmacies through Patient Access.

The service includes a flu eligibility checker, where patients can check whether they are entitled to an NHS flu vaccination, allowing them to book their vaccination with either their practice or pharmacy as they choose. In the first six months, 56,000 people took advantage of this service.

Patient Access community pharmacy booking is the first release of the Group's marketplace services and uses the EMIS-X appointment engine as its underlying technology. It is a true demonstration of joined-up healthcare technology in action. Pharmacists using ProScript Connect software are able to send an electronic consultation summary back to the EMIS Web patient medical record, where the GP can review and update the record accordingly. The patient can then access the medical record at any time using the Patient Access medical record viewer.

WE DELIVER

Patient Access
8.4m
registered users

Hospital pharmacy systems
14m
patient records annually

Community pharmacy
454m
items dispensed annually

Partner programme
113
partners in the primary care ecosystem

The partner programme

The partner programme continued to perform strongly during 2019, providing accredited technology solutions that interoperate with EMIS Health primary care clinical systems. There are now 113 accredited companies in the partner ecosystem (2018: 104), providing 158 accredited products or services (2018: 149) as a connected care solution to help primary care end users improve efficiency and patient outcomes.

Future plans

The focus for EMIS Enterprise during the forthcoming year remains on developing additional marketplace services into Patient Access, to both enhance the app for the general public and add increasing value for community pharmacies. There is growing collaboration between the Community Pharmacy and Patient teams to bring additional pharmacies on board to offer Patient marketplace services at more locations across the UK.

The Group will also continue to develop ePMA for hospital pharmacy and launch the PGD software to community pharmacy during the 2020 financial year.

A positive impact on medicines management

Shanel Raichura MRPharmS

Clinical Director, EMIS Health

"People can now book appointments for services in their local community pharmacy through Patient Access."

The UK public can find and book a range of clinical services provided by their local community pharmacist through Patient Access. It's one way we're working on joining up medicines management across the healthcare journey: pharmacists using ProScript Connect can send an electronic consultation summary back to the Patient's GP, (with patient consent). It means greater visibility of the patient's journey for all.

Read more online at **emisgroupplc.com** >

Easing pressure on general practices

Dr Sarah Jarvis, MBE, FRCGP

Clinical Director, Patient Platform Limited

"The average wait to see a GP is now two weeks and 40% of patients wait longer than this."

The NHS Long Term Plan emphasises digital services to provide patients with the tools they need to look after their own health. The pace of change in the digital world is rapid and we have been providing our users with more services, driven by the growing need to empower patients to take control of their own health and wellbeing.

Read more online at **emisgroupplc.com** >