

# Advice and Guidance Cinapsis Implementation FAQ's

August 2021

Dear All, Following on from the information shared with you last week regarding the implementation of our new advice and guidance system called **Cinapsis**, the below answers to frequently asked questions will hopefully address some of your initial queries.

More information will follow in due course, but do contact us using the contact details below if you have any queries:

For further information, please email:

- [iain.warren1@nhs.net](mailto:iain.warren1@nhs.net)
- [amberhouse@nhs.net](mailto:amberhouse@nhs.net)



## 1. What is Cinapsis?

- **Cinapsis SmartReferrals** is a clinical communications platform that gives clinicians access to specialist Advice & Guidance immediately, when they need it.
- **Cinapsis** is an advice and guidance system that integrates various parts of advice and guidance for both physical and mental health. Broadly, this encompasses synchronous advice, such as live telephone or instant messaging and asynchronous advice in the form of messages, photos, videos, documents and finally more generic written guidance to manage specific conditions or symptoms.
- **Cinapsis** is an easy to use system that can be accessed via an app or via the web.

## 2. Why is this system being implemented?

The BSW Advice and Guidance Implementation is part of a regional implementation of **Cinapsis** in line with our vision:

***To foster more effective, more efficient and, above all, more timely care for our patients across the Integrated Care System through the use of digital communications technologies.***

**Our aims are to:**

- A. Establish a single digital front door to our specialist services to give primary care clinicians easy access to written as well as to telephone advice and guidance when needed and when appropriate.
- B. Short term to transition to a new digital platform (**Cinapsis**) and progressively develop its functionality across the ICS **by October 31<sup>st</sup> 2021**

**Benefits:**

**Current user Clinicians have identified the following as benefits of the system:**

- Time-savings through system integrations and intuitive app interface that's easy to use
- Secure handling of patient information and linking directly to the patient's record
- Connection to the right consultant immediately
- Minimised room for error as clinicians don't need to take down patient details
- Faster clinical decision-making
- Improving patient care and safety by keeping frail or housebound patients away from the surgery, or mental health patients away from the acute trust
- Data protection and security

- Strengthening collaboration and relationships between primary and secondary care clinicians
- Clinicians get assurance that what they are doing is in keeping with best practice
- Built-in analytics are enabling services to predict demand ahead of time. Secondary care team can better manage service provision during peak times and can optimise pathways that support local needs

#### **Our local objectives are to:**

- Transition all existing consultant connect services to **Cinapsis** by the end of October 2021
- Maximise the ease and convenience with which requests can be made by referrers and responded to by specialists, including the ability to safely and securely access services and respond to requests from personal mobile devices as well as from the desktop.
- Facilitate access to services via defined individual clinical pathways wherever possible and appropriate.
- Allow specialists to develop and incorporate clinically relevant key messages and links to online guidance feedback which can be seen by referring clinicians at the point of access before requests are made.
- Integrate clinical conversations and messages into our electronic patient record systems and ensure there is a robust audit trail
- Enable managerial and administrative staff to support clinicians in this work.
- Use real time data analytics to monitor, refine and improve the system.
- Ensure specialists have sufficient time in their job plans to respond to requests in the timeframes required, and consider the use of alternative practitioners to achieve the required response

### **3. When and how will the transition and implementation take place?**

- The transition of existing advice and guidance services will be undertaken using a staged approach over the next 3 months, with identified clinical and operational leads at each provider supporting the implementation process and with CCG and supplier project management support in place.
- We plan to have transitioned all existing synchronous (telephone) advice and guidance services **by the end of October 2021**.

### **4. How can I find out more?**

**Further information is available via the following links:**

- [Cinapsis SmartReferrals | Connecting care for smarter referrals](#)
- [Cinapsis 4 minute Overview video](#)

## 5. Who can I contact for further information?:

For further information, please email:

- [iain.warren1@nhs.net](mailto:iain.warren1@nhs.net) Implementation Project Manager
- [amberhouse@nhs.net](mailto:amberhouse@nhs.net) Service Redesign Project Manager (Advice and Guidance)