

Evaluation of AI-Enhanced Triage in Primary Care

COMPARATIVE INSIGHTS OF RAPIDHEALTH AND VISIBA WITH MENTION OF KLINIK-

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The Growing Need for AI Support in Primary Care

- Rising patient demand up 9% from 2023
- Increasing clinician workload
- Role of AI in improving triage



Overview of RapidHealth, Visiba, and Klinik

- RapidHealth: EMIS/SystemOne integrated, flexible, customisable for different triage needs.
- Visiba: Clinician-led triage, strong for urgent cases, mainly used by larger practices.
- Klinik: Primarily non-urgent triage, streamlined for low clinician involvement.

RapidHealth 



KLINIK
HEALTHCARE
SOLUTIONS

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RapidHealth Triage Model

➤ **Customisable Rule-Based Logic:**

Pathways and decision-making customisable to meet practice needs, no machine learning

➤ **Data Security:** Patient information

stored securely within EMIS/SystmOne; NHS-approved, encrypted storage

➤ **Automated triage** with clinician oversight option

Pathway	Description	Est. demand	Tier	Slot mappings			
				RED	AMBER	YELLOW	GREEN
General	General history	22.78%	Primary	GP F2F	GP F2F	ANP PHONE	ANP PHONE
			Secondary	ANP F2F	ANP F2F	GP PHONE	GP PHONE
MSK	Muscle strains, back pain, and other joint problems including injuries	11.42%	Primary	GP F2F	tel ANP	TELE ANP	TELE ANP
			Secondary	GP PHONE	GP PHONE	GP PHONE	GP PHONE
ENT	Mouth, throat, neck, voice and nose problems, including colds and flu	7.27%	Primary	ANP F2F	ANP F2F	ANP F2F	ANP PHONE
			Secondary	GP F2F	GP F2F	ANP PHONE	INBOX
Cardiopulmonary	Breathing problems, coughs, COPD, COVID-19 and asthma	7.26%	Primary	ANP F2F	ANP F2F	ANP PHONE	ANP PHONE
			Secondary	GP F2F	GP F2F	GP PHONE	GP PHONE
Mental Health	Mental health, feeling sad, depressed or anxious	7.08%	Primary	INBOX	INBOX	GP PHONE	GP PHONE
			Secondary	INBOX	INBOX		
Abdominal Problems	Abdominal pain (stomach, side or back pain), nausea, vomiting or diarrhoea	5.58%	Primary	GP F2F	GP F2F	ANP F2F	ANP F2F
			Secondary	ANP F2F	ANP F2F	GP F2F	GP F2F
Skin (Rash)	Skin issues where you see a rash (or similar), or bites and stings	5.30%	Primary	GP F2F	GP F2F	ANP F2F	ANP F2F
			Secondary	ANP F2F	ANP F2F	GP F2F	ANP PHONE
Ear	Ear pain, ear discharge, hearing loss, ringing in your ears, dizziness or vertigo	4.35%	Primary	ANP F2F	ANP F2F	INBOX	INBOX
			Secondary	GP PHONE	GP F2F	INBOX	INBOX
STI (Female)	Women's health: infections in the vagina and surrounding area	3.25%	Primary	GP F2F	GP F2F	GP F2F	ANP F2F
			Secondary	GP PHONE	GP PHONE	ANP F2F	GP PHONE
Women's Health	Women's health: general pelvic health matters	2.73%	Primary	GP F2F	GP F2F	ANP F2F	ANP F2F
			Secondary	GP PHONE	GP PHONE	ANP PHONE	ANP PHONE
Skin (No rash)	Skin problems (no rash) including cellulitis, sweating or nail problems	2.71%	Primary	ANP F2F	ANP F2F	ANP F2F	ANP F2F
			Secondary	GP F2F	GP PHONE	ANP PHONE	ANP PHONE
Cardiovascular	Chest pain, DVT and circulation. Includes unusual sensations in the chest	2.07%	Primary	GP F2F	GP F2F	ANP F2F	ANP F2F
			Secondary	GP PHONE	ANP F2F	GP F2F	GP PHONE
Headache	Headaches: all types	1.99%	Primary	ANP F2F	GP F2F	ANP F2F	ANP PHONE
			Secondary	GP F2F	ANP F2F	ANP PHONE	GP PHONE
Women's Contraception	Women's health: contraception	1.76%	Primary	GP PHONE	GP PHONE	GP PHONE	GP PHONE
			Secondary	GP F2F	GP F2F	INBOX	INBOX
Men's Health	Men's health: general pelvic health issues including UTIs	1.50%	Primary	GP F2F	GP F2F	GP F2F	ANP F2F
			Secondary	GP PHONE	GP PHONE	ANP F2F	ANP PHONE
Periods	Women's health: period concerns, including heavy, painful, irregular and late	1.46%	Primary	GP PHONE	ANP PHONE	ANP PHONE	ANP PHONE
			Secondary	GP F2F	ANP PHONE	GP PHONE	ANP PHONE
Acid Reflux	Acid reflux. Also known as heartburn, GERD and GORD	1.44%	Primary	GP F2F	GP F2F	ANP F2F	ANP F2F
			Secondary	ANP PHONE	ANP F2F	ANP PHONE	ANP PHONE
Breast (Female)	Women's health: breast problems and concerns	1.41%	Primary	GP F2F	GP F2F	GP F2F	GP F2F
			Secondary	ANP F2F	ANP F2F	ANP F2F	ANP F2F
Eye	Eye problems, vision problems and eye injuries	1.22%	Primary	GP F2F	GP F2F	GP F2F	ANP F2F
			Secondary	ANP F2F	ANP F2F	ANP F2F	ANP PHONE
Sinusitis	Sinus pain, sinusitis and facial pain	1.14%	Primary	ANP F2F	ANP F2F	INBOX	INBOX
			Secondary	GP F2F	GP F2F	INBOX	INBOX

MH triaged by staff

To allow referral to Pharmacy first or acute hub

RapidHealth: Smart Triage Case Study

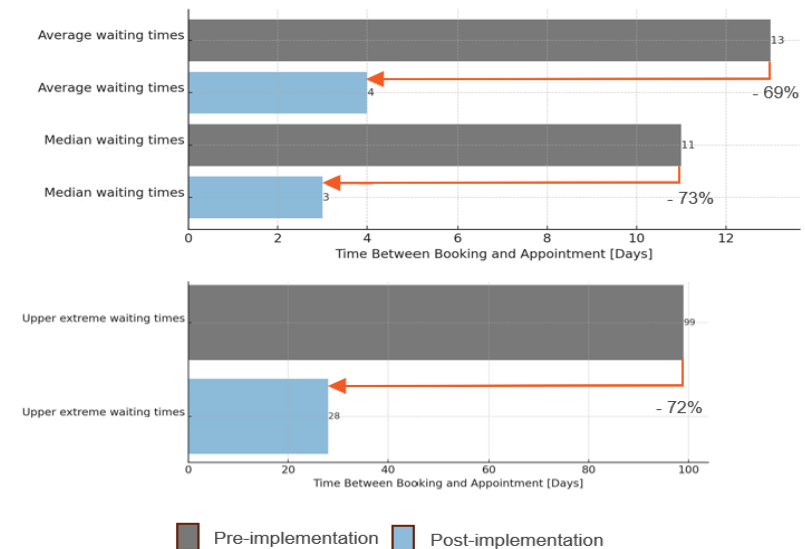
THE GROVES PRACTICE



Reduction in Wait Times

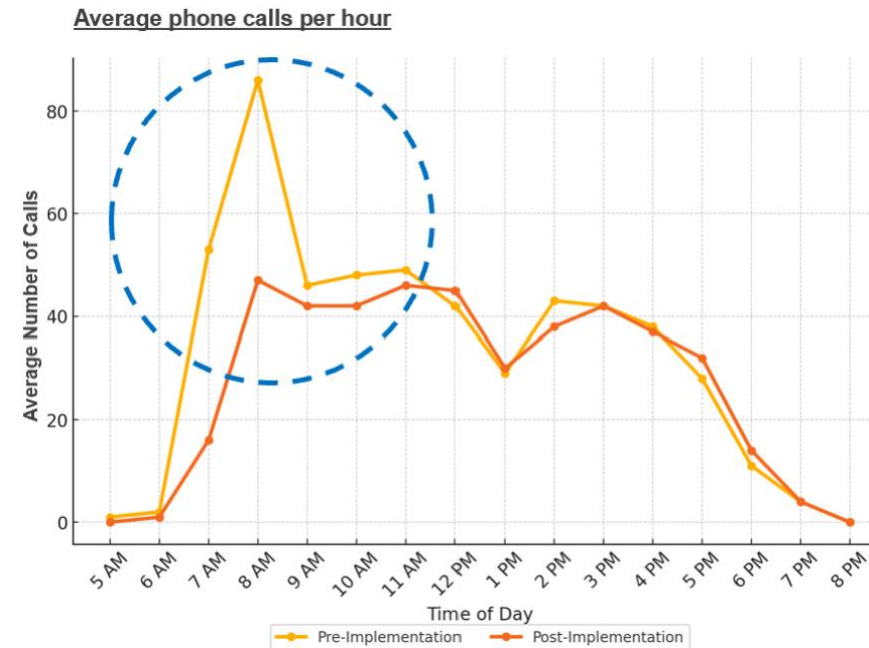
- 73% reduction in routine wait times
- Enhanced patient access to care
- Decrease in time-to-triage

Time from requesting care to attending a pre-bookable appointment



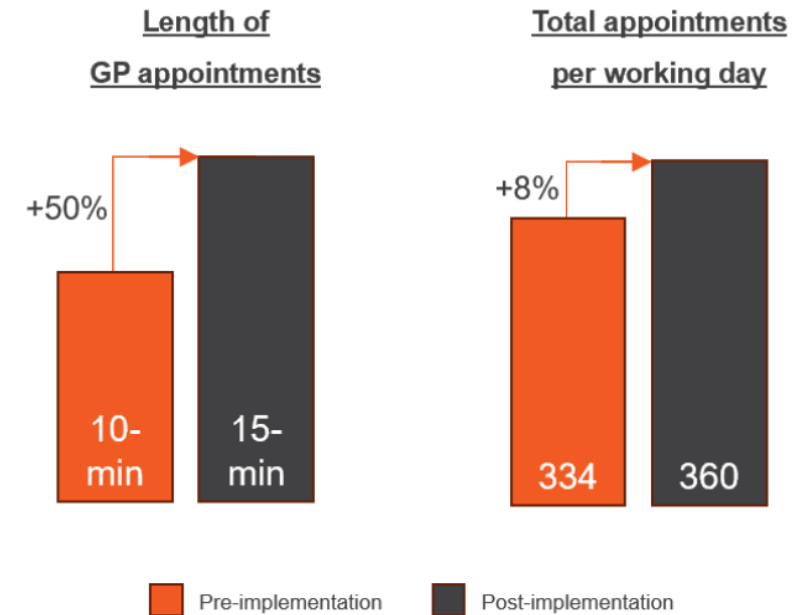
Reduction in Same-Day Demand

- 32% reduction in same-day appointment requests
- Improved distribution of patient demand across the week
- Allows for better management of urgent vs. non-urgent cases



Increasing Clinician Capacity and Appointment Availability

- 8% increase in total appointments, despite 15-minute slot adjustments
- Better use of healthcare professionals at The Groves Practice
- Adapted to BMA 15-minute GP appointment recommendation to manage GP workload



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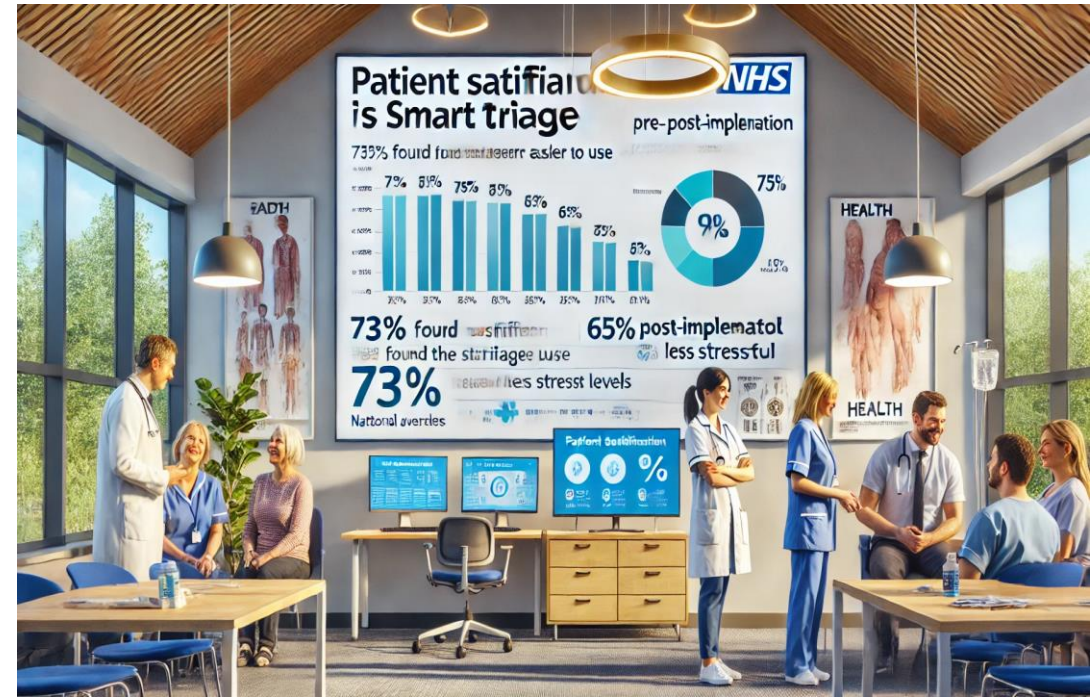
Staff Satisfaction and Usability of Rapid Health's Smart Triage

- 30% increase in staff satisfaction with Smart Triage
- 57% of staff found Smart Triage easy to use vs. 25% for the previous system
- 56% of staff could access needed information more effectively with Smart Triage



Patient Satisfaction and Care Experience with Rapid Health's Smart Triage

- **Overall Patient Satisfaction:** High levels pre-implementation (**93%**) and post-implementation (**89%**)
- **Usability Feedback:** **73%** found Rapid easier to use than the previous pathway.
- **Reduced Stress:** **65%** agreed that submitting requests was less stressful than the previous pathway.



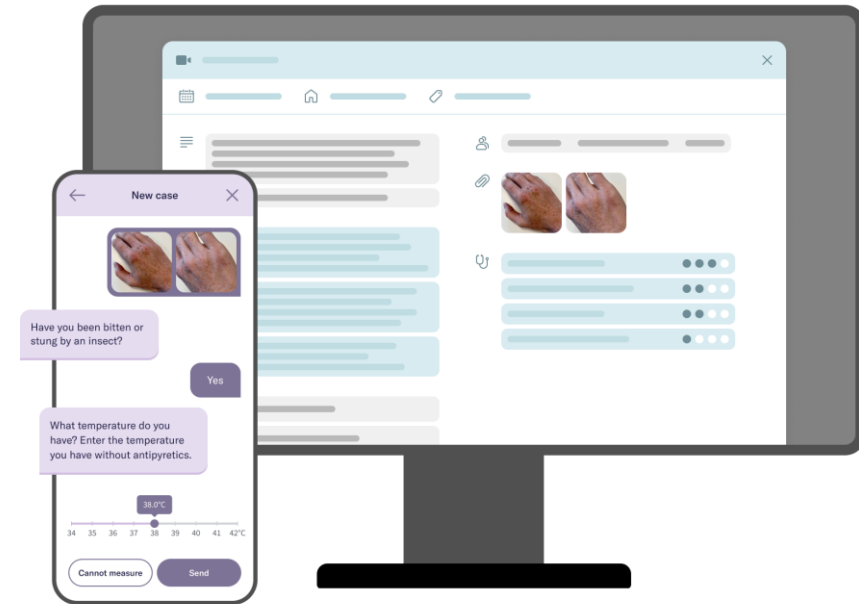
Addressing Perceived Patient Adaptation Challenges

- Initial hesitation, particularly among perceptions of impact on elderly patients
- Dedicated support staff for patient guidance
- High adaptation rates over time with minimal issues



Visiba's Overview and Modified Manchester Triage System

- **Modified Manchester Triage Scale**
- **Logic-Based System:** Structured, rule-based algorithm, **no machine learning**
- **Clinician oversight remains essential**
- **Data Security:** NHS-compliant, encrypted data storage



Visiba Case Study -

NHS PRIMARY CARE PARTNERSHIP 12,000 PATIENTS



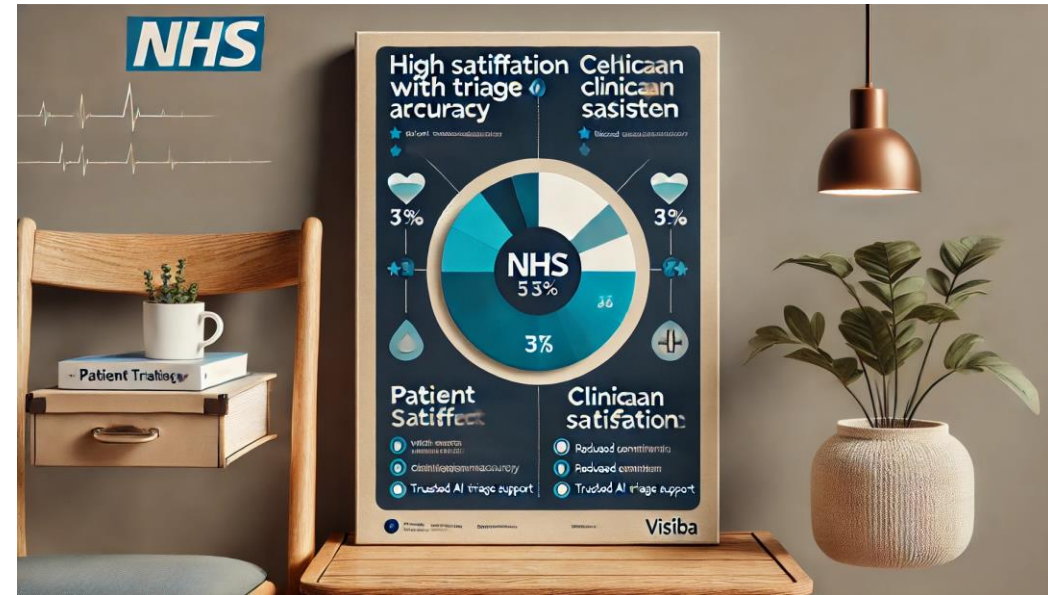
Impact of Visiba on Appointment Scheduling Efficiency

- Reduction in appointment overruns
- Improved accuracy in patient scheduling
- Enhanced clinician time management



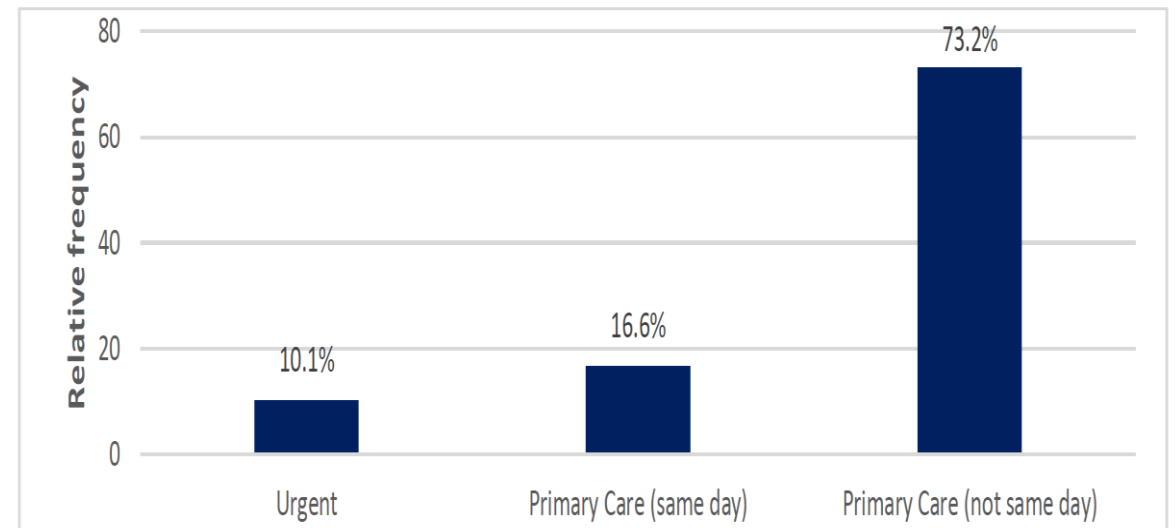
Patient and Clinician Satisfaction with Visiba

- High patient satisfaction with triage accuracy
- Reduced clinician workload stress
- High trust levels in AI-driven triage



Patient Safety and Emergency Follow-Ups

- Reduction in emergency follow-up needs- 26.7% vs 44% nationally (n=336)
- High accuracy in triage outcomes- 95.82% clinician agreement in triage
- Clinician trust and satisfaction with triage effectiveness



Addressing Common Implementation Challenges

- Initial perceived hesitation among patients
- Staff training requirements for AI tools
- High adaptation rates following initial setup



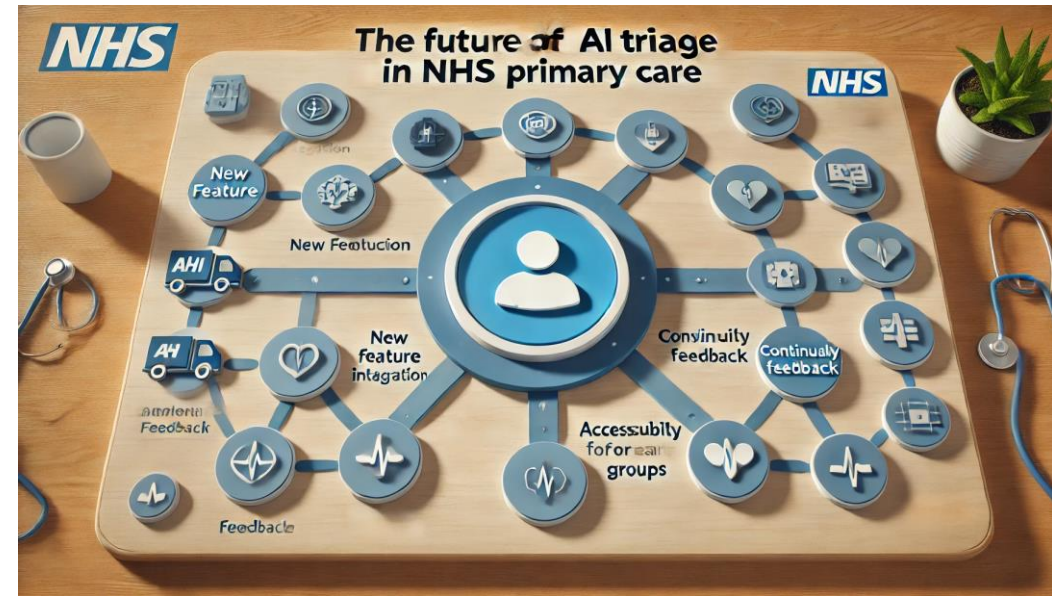
Key Benefits and Summary of AI-Enhanced Triage

- Improved patient access and reduced wait times
- Lower clinician workload and burnout
- Enhanced satisfaction for both patients and clinicians
- Rule based algorithms – based pre-determined pathways- no machine learning



Future Directions and Next Steps for AI Triage in Primary Care

- Continuous integration of patient and clinician feedback
- Ongoing development to meet emerging healthcare needs
- Focus on vulnerable patient groups and accessibility



Q&A and Contacts

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