

Accurx Product Updates

GH Digital Forum - 10.12.25

CD accurx

Our vision

Accurx's improves NHS productivity by removing the communication barriers that all too often slow down care.

We recognise that fast, efficient and straight-forward ways to manage communications and patient data-capture are essential to improving productivity in primary care.

Our digital solutions equip primary care teams to **manage demand** and **deliver care at scale**.



Our approach

We support healthcare professionals to:



Remove unnecessary appointments and admin with care navigation and triage to unlock capacity



Convert time-intensive activity from face-to-face to asynchronous with digital-first communication



Streamline the efficiency of appointments and real-time activities with features such as AI scribing and document generation to save time



How we prioritise

- >We want to deliver products that will help day-to-day practice as quickly as possible
- We look at developing products that can have the most amount of benefit to the widest number of users



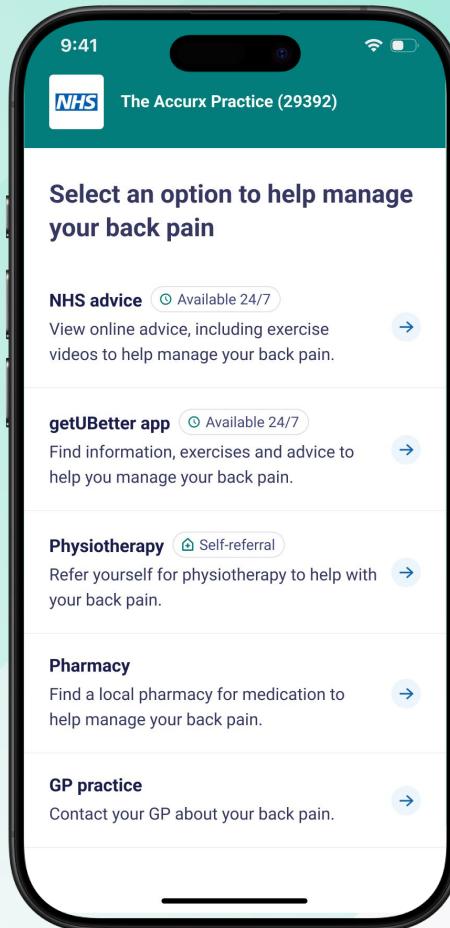


**Remove unnecessary
appointments and admin
with care navigation and
triage to unlock capacity**



Released

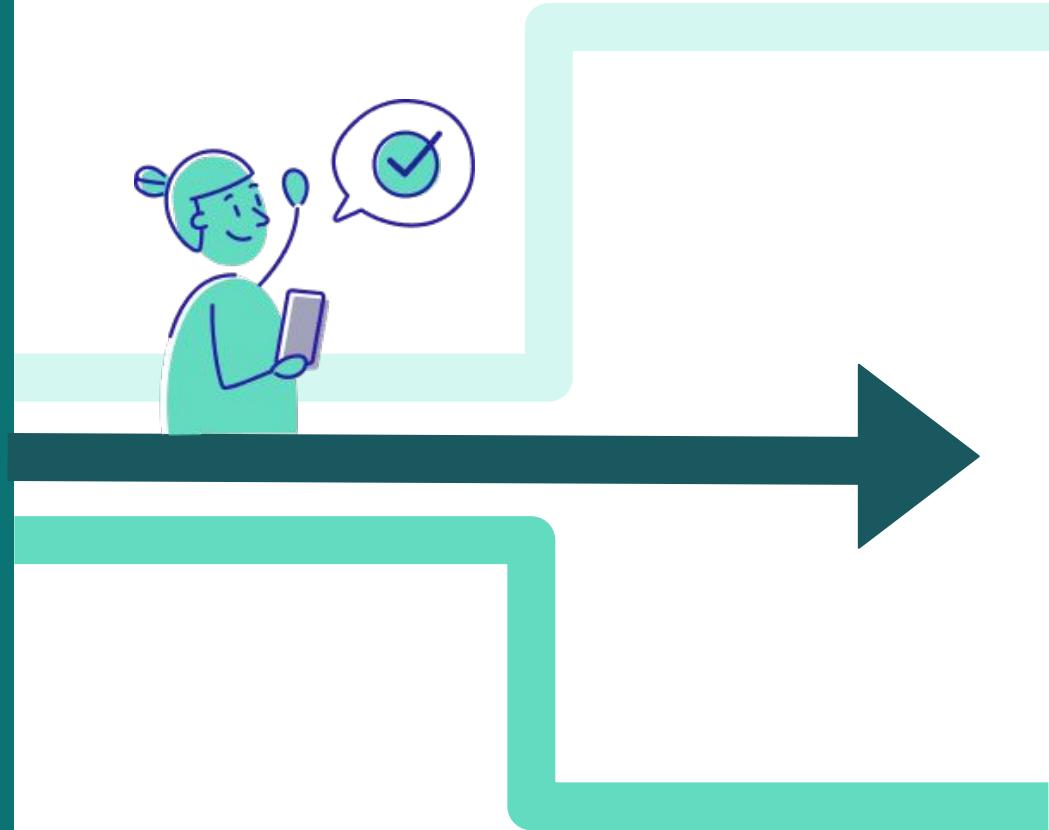
Accurx Navigator - national signposting in our triage form



The opportunity

When patients experience health concerns, they instinctively reach out to their GP. We're designing a system that:

- Intelligently supports them in that moment - at the point of request.
- Offers relevant guidance and NHS services.



NHS The Accurx Practice (29392)
Fulford Grange, Micklefield Lane,
Rawdon
Leeds, LS19 6BA
[Powered by Accurx](#)

Tell us about the health problem

Describe the problem

Focus on one issue. For example: I have a pain in my lower back.

500 characters remaining

[Back](#) [Continue](#)



NHS The Accurx Practice (29392)
Fulford Grange, Micklefield Lane,
Rawdon
Leeds, LS19 6BA
[Powered by Accurx](#)

Have you considered these options?

If you think you have a **urine infection (UTI)**, you may be able to get advice or treatment from other services

[⚠ Check if you need urgent help](#)

[Find a pharmacy](#)
Women aged between 16 and 64 who aren't pregnant can get treatment and advice for a UTI without seeing a GP

[Read NHS online advice](#)
Find out about symptoms, treatments and self-care for a UTI

If the other options aren't suitable, continue to contact your GP

[Contact GP](#) 

[Back](#)

NHS The Accurx Practice (29392)
Fulford Grange, Micklefield Lane,
Rawdon
Leeds, LS19 6BA
[Powered by Accurx](#)

Have you considered these options?

If you're looking for help for a **mental health problem**, you may be able to get advice or treatment from other services

[⚠ Check if you need urgent help](#)

[Refer yourself to NHS talking therapies](#)
Adults aged 18 and over can access therapy for mental health problems like anxiety and depression without a GP referral

[Find a mental health service](#)
Find out how to get help from local services, including charities for adults, children and young people

If the other options aren't suitable, continue to contact your GP

[Contact GP](#) 

[Back](#)



Accurx Navigator helps patients access the right care faster by offering tailored advice for patients on where to get the right care without needing a GP appointment.

- **Empowers patients** with personalised, relevant options at the point of request.
- **Reduces pressure** on GP by resolving appointment requests through safe, alternative services.
- **Unlocks NHS capacity** by redirecting requests to more appropriate services.



Released

Supporting practices with GP Contract Changes

Form available from 8am to 6:30pm

Routine care request

 Do not use this form to request help for new or ongoing symptoms

[Get help for a medical problem](#)

Type of request

Annual learning disability health check

NHS Health Check (aged 40-74)

Cervical screening (smear test)

Long-term condition review (e.g. COPD, asthma, diabetes)

Medication review (including HRT and contraception pill checks)

Pre-travel appointment



The GP Contract - Our principles

1. Make it easy for patients to access care
2. Ensure triage decisions are held by those best equipped to make them
3. Help practices stay in control of demand across the day



GP Contract - what we've built

- A new patient admin form for 'non-urgent' appointment requests
- Change default opening hours
- A hard close on opening hours
- More configurable patient triage settings
- Set clear expectations with patients

Form hours and request limits

Choose when your medical and admin forms are available and limit the number of requests allowed each day. Hours and limits apply to all forms, including those accessed by direct link or the NHS App.

Hours **Limits**

Day	Medical form	Medical form hours	Admin form	Admin form hours
Monday	<input type="radio"/> Off	-	<input type="radio"/> Off	-
Tuesday	<input checked="" type="radio"/> On	08:00 ▾ to 18:30 ▾	<input checked="" type="radio"/> On	08:00 ▾ to 18:30 ▾
Wednesday	<input checked="" type="radio"/> On	09:00 ▾ to 17:00 ▾	<input checked="" type="radio"/> On	08:00 ▾ to 18:30 ▾
Thursday	<input checked="" type="radio"/> On	08:30 ▾ to 16:00 ▾	<input checked="" type="radio"/> On	08:00 ▾ to 18:30 ▾
Friday	<input checked="" type="radio"/> On	08:00 ▾ to 15:00 ▾	<input checked="" type="radio"/> On	08:00 ▾ to 18:30 ▾
Saturday	<input type="radio"/> Off	-	<input type="radio"/> Off	-
Sunday	<input type="radio"/> Off	-	<input type="radio"/> Off	-



Coming Soon...

Improvements to Patient Triage Inbox



Problems we are looking to solve

1. Make it easier to prioritise the order you should review patient requests
2. Gather more information from a patient upfront to decide how to resolve the request & speed up triage
3. Make it easier to move requests around the inbox so users are dealing with only the relevant requests





Convert time-intensive activity
from face-to-face to
asynchronous with digital-first
communication



Released

Greater Configurability in Self-Book & Appt Reminders



Enabling self book to support more use-cases

- Specifying a clinician
- Specifying an exact time, or time window
- Configuring appointment availability
- Allowing patients to see clinician names
- Configuring cancellation deadlines & rescheduling
- Telephone appts in batch

Add a Self-Book invite

Face-to-face

Telephone

⌚ Patient can select an exact appointment time.

Slot type

Please select

Clinicians

Any clinician

Specific clinicians

Search for a name

Appointment availability

1

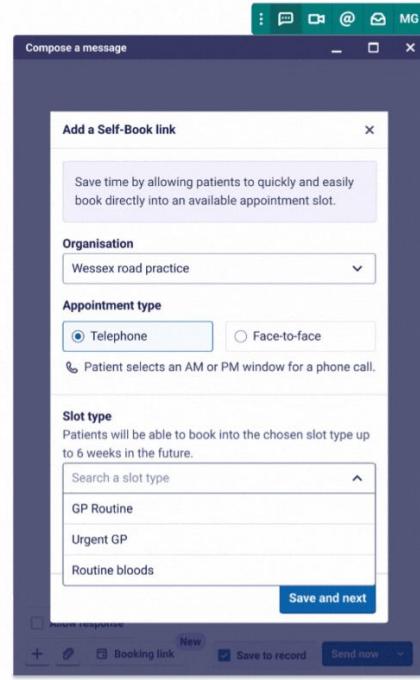
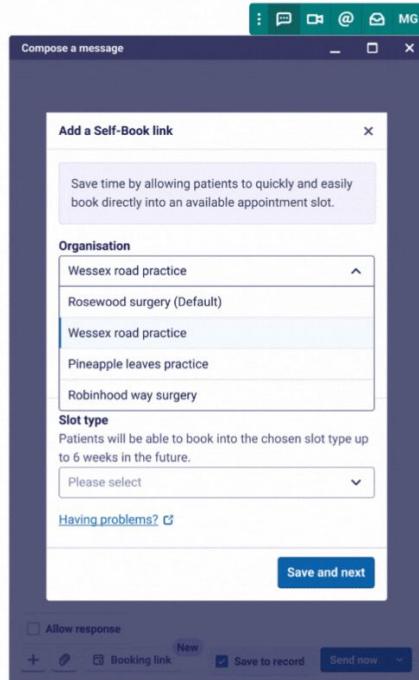
days

📅 Only show appointments available Today

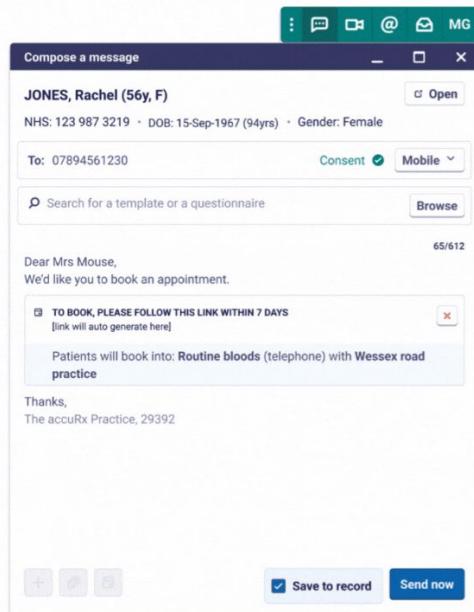
Cancel

Add

On Roadmap



Cross-org booking



Neighbourhood working

- Cross-organisational booking
- Cross-workspace conversations
- Ability to share patient lists across multiple practices or care settings within an ICB
- Structured data collection from other clinicians
- Integrated communication that saves to the record



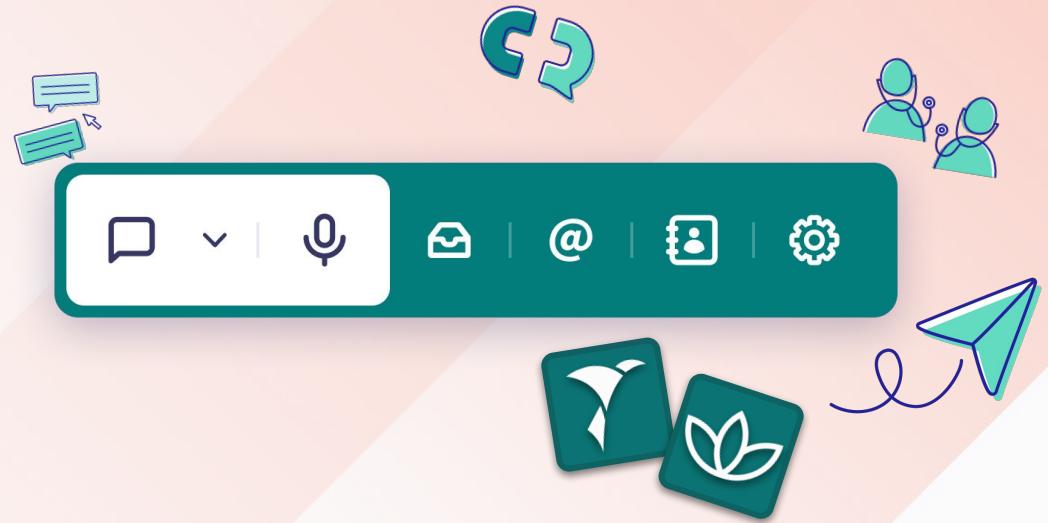


Streamline the efficiency of appointments and real-time activities with features such as AI scribing and document generation to save time



Released

Accurx Scribe

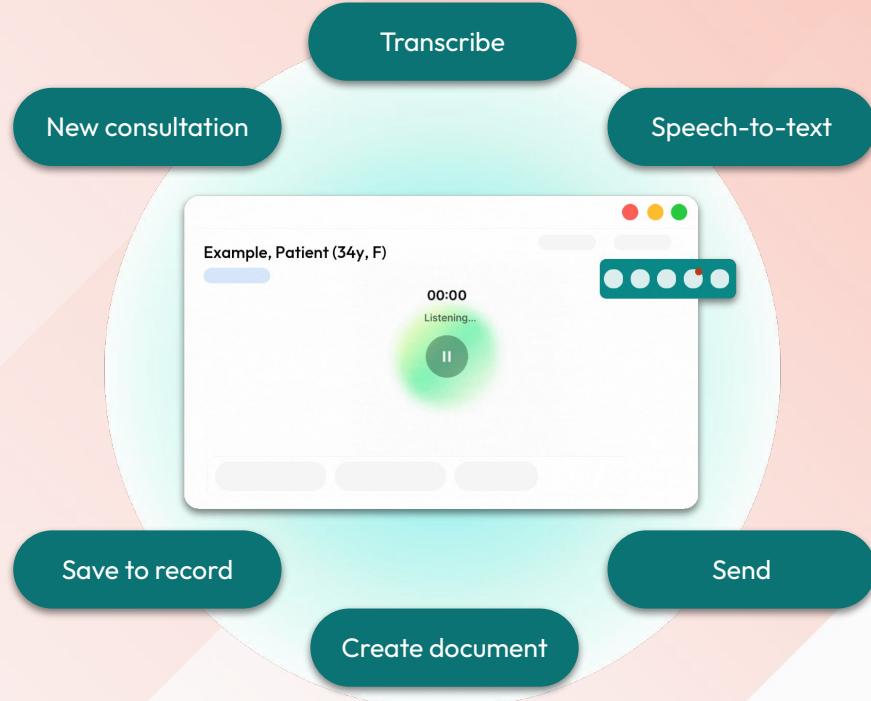


How it works

Review the comprehensive and structured notes captured by Accurx's AI-backed scribe,

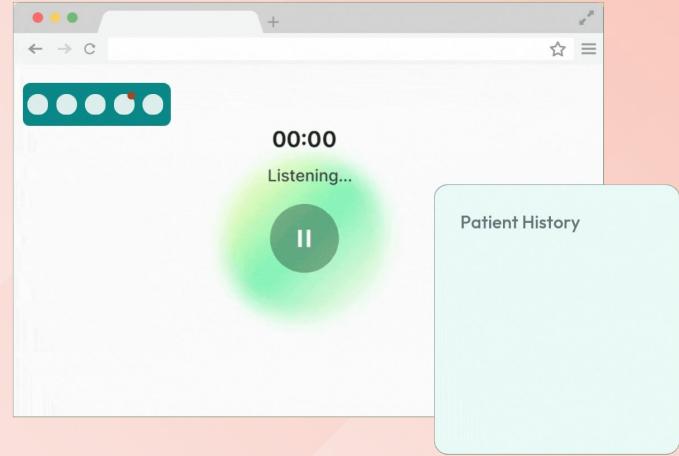
Save instantly to the record

Share with patients and care teams across the NHS.



Scribe Includes:

- ✓ No extra login. Accurx integrated
- ✓ Unlimited consultations
- ✓ Unlimited Seats
- ✓ Note and document generation (eg referral letters)
- ✓ Integrated with patient messaging for quick onward action
- ✓ EMIS / SystmOne integration
- ✓ Dictation feature
- ✓ Detect Language
- ✓ SNOMED coding
- ✓ Onboarding and training
- ✓ Available on-the-go via our app



Coming soon....

Feature	Key Benefit for Practices
Personalisation	Designed to reduce repetitive editing and create notes that more closely reflect each clinician's preferred style and workflow.
Template Builder	Provides clinicians with a user-friendly interface to customise, structure, and personalise their note templates—bringing flexibility and configurability directly into their hands.
Clinician Messaging	Leverages the content of scribed notes to support quick, onward communication to other healthcare professionals via AccuMail.

