

Enlighten E4 platform in Lee on the Solent Health Centre



The Customer

The Health Centre (Dr Bassett & Partners) has become one of the first practices in the UK to deploy the Enlighten E4 patient self-arrivals platform to interact with their [InPS Vision AEROS appointment system](#).

The Health Centre is located within the Lee-on-the-Solent region in Hampshire and works hard to promote additional clinics and services in the community which can assist patients with health-related issues including; podiatry, speech therapy, community nurses, counselling, smoking cessation and much more.

The Challenge

- A solution to free up the busy reception
- Streamline and modernise operations for their staff and patients
- Promote their additional services to visiting patients
- The ability to capture patient contact details
- Questionnaire function to understand patients' opinions and ways the health centre can improve.

The Solution

Designed for the changing demands of the modern health centre and their move to a centralised data solution, [Enlighten E4](#) enhances the patient self-check-in experience. It also provides the practice with the opportunity to capture additional contact information, ask the patient survey and experience questions and confirm the patient's postcode is still accurate, all of which is 100% within the control of the practice.

Ray Ewen, Practice Manager at The Health Centre, explains, "With our upgrade to Vision AEROS we had the opportunity to pilot the Jayex Enlighten E4 enhanced self-arrival software, which provides tighter integration to practice appointments along with the functionality to display messages on the touch screen check-in for our patients as they check in, which will further enable the centre to promote various services to visiting patients. The ability to capture patient contact details will help us keep our records up to date and we can remind patients to let us know if they change address, phone or email. We are looking forward to adding the questionnaire module to better target services and understanding how our patients perceive their experience of the practice and staff."

Conclusion

The Health Centre have been using earlier versions of Jayex self-arrivals, patient call and digital display solutions for some time. "Following these successful implementations and the continued support we received from Jayex, it seemed sensible to get involved with the latest solutions and stay with a product name that we already know and trust." said Ewen.

Ewen concludes, "Perfectly situated before the reception area, the self-arrivals touch screen helps to free up reception whilst Jayex's solutions and high-quality service deliver efficiencies to The Health Centre, streamline processes and modernise operations for our staff and our patients."