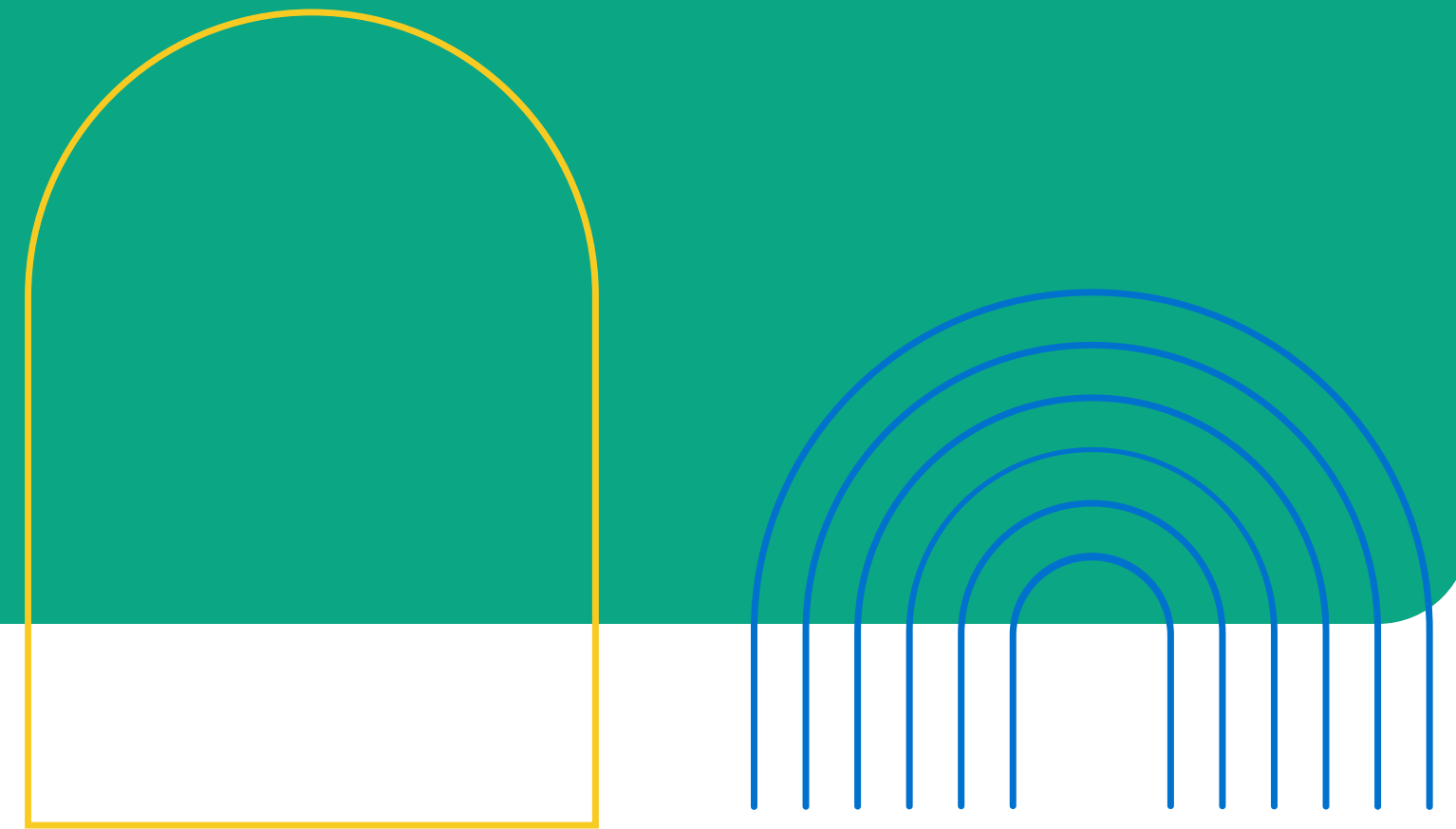


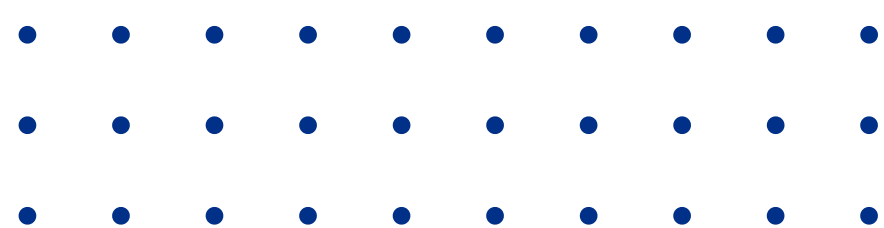
The Automated Assistant
for Healthcare Teams





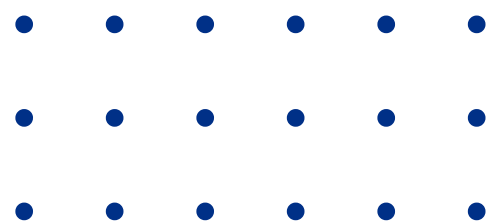
Maiya is a revolutionary software that automates and improves routine care in primary care.

Using advanced AI/RPA technology, Maiya automates the management of long-term conditions and helps reduce health inequalities, which increases the efficiency of patient interactions, improves patient outcomes and frees up the GP healthcare team to focus on providing exceptional levels of care.



This project was created by primary care for primary care.

Being on the frontline, Dr. Alex Rawlings contributed his knowledge and experience to create a software solution that will help overcome the major challenges currently facing primary care.



INACCESSIBILITY
LONG-TERM CONDITIONS
INEQUALITY
WORKFORCE
AGEING POPULATION
PRESSURE
DEMAND
FUNDING

EFFICIENT LTC MANAGEMENT

Maiya streamlines the management of long-term conditions (LTC) in GP practices by using RPA/AI to optimise patient care. This reduces the number of visits and helps save approximately £8 per patient by offering comprehensive care in fewer appointments.

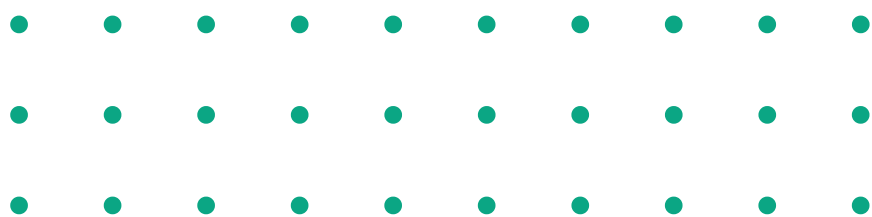
IMPROVED PATIENT EXPERIENCE

By automating processes and streamlining appointments, Maiya provides a better and more in-depth patient experience. It supports multiple languages, which helps the doctor and patient understand each other, improving treatment outcomes and the safety of medication monitoring.



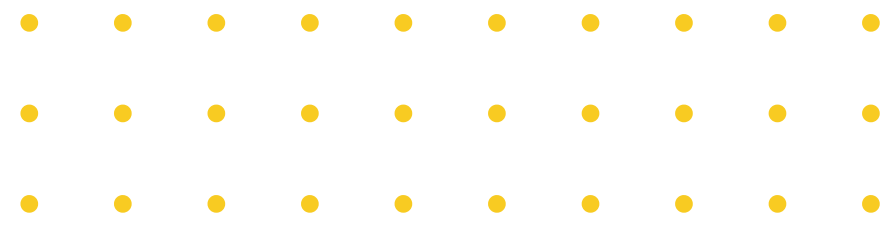
OPERATIONAL OPTIMISATION

Maiya automates manual tasks, reducing the workload of healthcare teams. This increases clinic revenue through improved coding, adherence to clinical standards, and a more efficient patient recall process.



AVAILABILITY AND SUPPORT

The software reduces the workload of medical staff, which increases access to healthcare services. By automating workflows, it frees up clinician time, allowing for better patient engagement and more efficient use of staff resources.



A FUTURE-ORIENTED HEALTHCARE SOLUTION

Maiya represents a transformative operating model for general practice that addresses current challenges while aligning with long-term healthcare goals. By effectively monitoring and optimising the care of patients with long-term conditions, Maiya empowers GPs to improve the health of the population, which will reduce the number of patients in hospitals and A&E. This proactive approach not only reduces healthcare costs, but also paves the way for sustainable healthcare in the future.

STAFF EFFICIENCY

Automation with Maiya reduces errors, maximises efficiency, and directs patient needs to the right clinicians, resulting in improved quality of care and staff efficiency. It optimises workflows, minimises administrative burdens and suggests appointment requirements to maximise the value of the consultation.

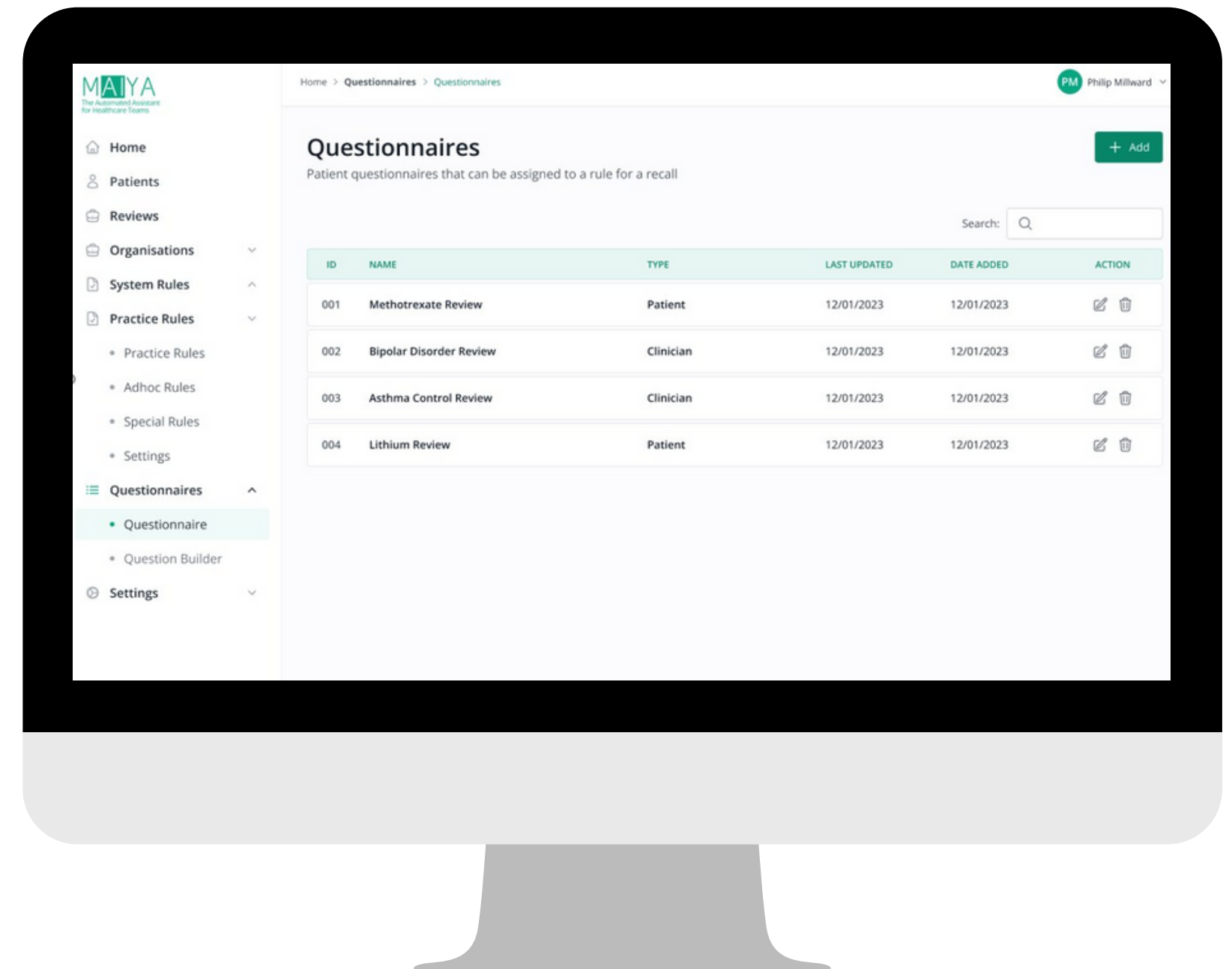


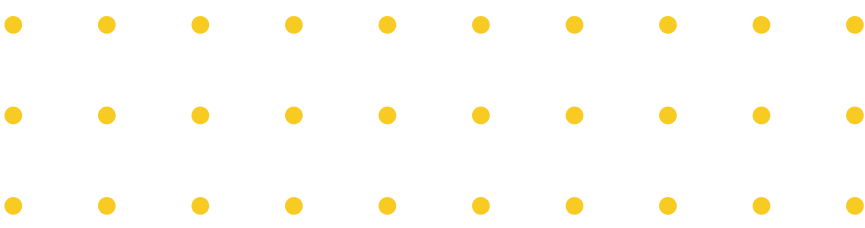


HOW MAIYA WORKS

OUR PRODUCT

- Integrated with EMIS, SystmOne and GP Connect
- Cloud-based solution
- Powered by RPA/AI
- Quick integration into practice
- User-friendly
- Flexible and customisable GP operation processes
- Multilingual system





1.Maiya analyses patient database of the practice.

The system is integrated with EMIS and SystmOne

MAIYA
The Automated Assistant
for Healthcare Teams

Home

Patients

System Rules

Questionnaires

Skills Matrix

Settings

Home >

Welcome, Philip
View and access your alerts and notifications.

Failed Downloads

EMISLast Week

SystemOne12 Hours Ago

Reviews

Abandoned	47
Awaiting test result	4
High Risk	2
No response	25
Unmonitored	5
Requires clinical input	12
Requires review	0

2. The system decides which patient and which specific questionnaire to send based on the condition and the rules.

The rules are set automatically and are based on the general rules of the NHS. The practice can change or add rules itself.

MAIYA
The Automated Assistant
for Healthcare Teams

Home

Organisations

System Rules

- Rules
- Practice Rules
- Special Rules
- Settings

Questionnaires

Settings

Home > System Rules > Rules

PM Philip Millward

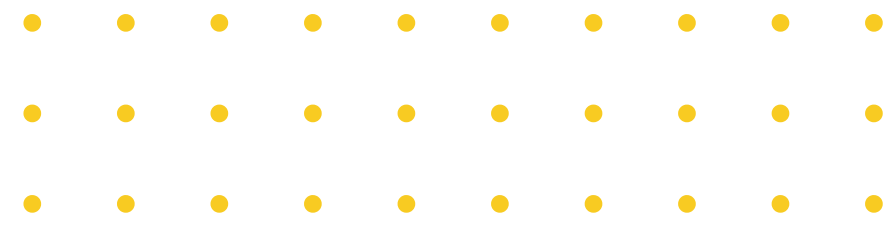
Rules

Configure rules that are used by all organisations on the system

Upload

+ Add

ID	RULE NAME	Level	TYPE	DATE ADDED	LAST UPDATED	LAST UPDATED BY	ACTION
001	Methotrexate	Global	Drug	12/01/2023	12/01/2023	Paul Smith	<div><div></div><div></div></div>
002	Rule two	Global	Condition	12/01/2023	12/01/2023	Paul Smith	<div><div></div><div></div></div>
003	Rule three	Practice	Drug	12/01/2023	12/01/2023	Paul Smith	<div><div></div><div></div></div>
004	Rule four	ICB	Business	12/01/2023	12/01/2023	Paul Smith	<div><div></div><div></div></div>



3. The patient receives the questionnaire via a unique link via SMS and email.

The patient can choose the language in which he/she wants to answer, as the questionnaire will be translated into several languages.

MAIYA
The Automated Assistant
for Healthcare Teams

Login

Welcome to the LTS, please input your information below to start your questionnaire.

First name:*

Middle name(s):

Last name:*

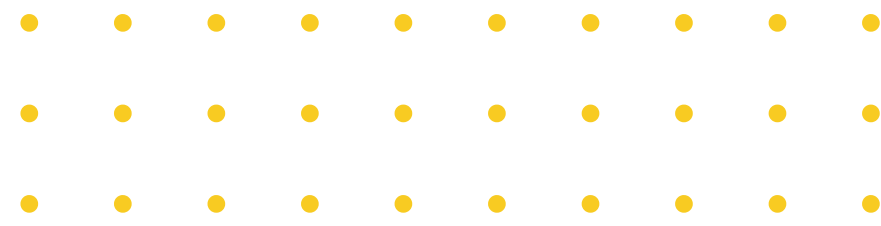
First Line of Address:*

Date of birth:*

[Sign In](#)

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry.

A photograph of a male doctor with grey hair and glasses, wearing a green sweater and a stethoscope, is shown interacting with a patient. The doctor is holding a tablet and gesturing with his hand while speaking to the patient, who has dreadlocks and is wearing a white lab coat.



4. Based on the answers, Maiya offers the patient the next steps.

A screenshot of the Maiya user interface. At the top center is the Maiya logo, which consists of the word "MAIYA" in a stylized font with a green square over the "I", followed by the tagline "The Automated Assistant for Healthcare Teams". Below the logo is a white rounded rectangle containing the text "Choose your language:". Underneath this is a light green rounded rectangle containing a dropdown menu. The dropdown menu is open, showing a list of languages: "Please Select", "English", "Français", "Deutsch", "Italiano", and "Dutch". The "Please Select" option is currently selected and highlighted.



5. If the patient needs to visit the GP, the system offers to book an appointment with a specialist.

Maiya is integrated with GP Connect and has a matrix of the skills for individuals at the practice. The system will automatically determine the most cost effective combination of clinicians needed for this patient, especially if an appointment is needed for several conditions, and books the appointments, using not only the practice team, but making full use of the ARRS roles.

MAIYA
The Automated Assistant
for Healthcare Teams

Home

Patients

System Rules

Questionnaires

Skills Matrix

Skill Matrix

Skills

Roles

Settings

Home >

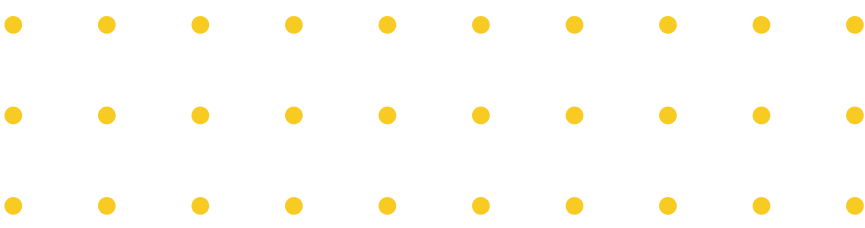
PM

Skills Matrix

Matrix to display the skill level of all staff.

Search: Enter Name

	Skill One	Skill Two	Skill Three	Skill Four	Skill Five	Skill Six	Skill Seven	Skill Eight
Tatiana Torff (1) General Practitioner	✓		✓		✓	✓		✓
Skylar Gouse (2) General Practitioner	✓	✓		✓	✓	✓	✓	
Maria Levin (3) Junior Receptionist			✓			✓		
Talan Saris (4) Senior Receptionist		✓	✓	✓			✓	✓
Tatiana Torff (1) General Practitioner	✓	✓		✓	✓	✓		✓
Skylar Gouse (2) General Practitioner		✓		✓		✓	✓	
Tatiana Torff (1) General Practitioner	✓		✓	✓	✓		✓	✓
Skylar Gouse (2) General Practitioner		✓	✓			✓		
Maria Levin (3) Junior Receptionist	✓				✓		✓	✓



6. Maiya has a dashboard with a list of patients being reviewed and the next steps to be taken, based on the answers provided by the patient.

MAIYA

The Automated Assistant for Healthcare Teams

Home

Patients

Reviews

Practice Rules

Questionnaires

Settings

Practice Rules

Adhoc Rules

Special Rules

Settings

Questionnaires

Questionnaires

Question Builder

Settings

Audit Log

Communications

General Settings

Skills Matrix

Home > Reviews

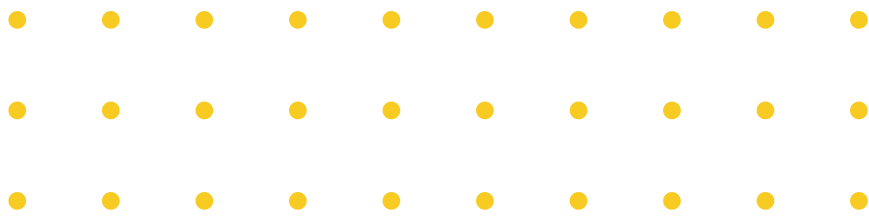
PM Philip Millward

Reviews

View all reviews under your practice

DOB Search: --/--/----Name Search: Enter NameFilter Name: A - Z

ID	PATIENT	DOB	NHS NUMBER	REVIEW STATUS	DATE ADDED	NOTES
001	Laurene Dawson	17/10/1979	123 456 7890	Requires Urgent Clinical Input	12/01/2023	
002	Guy Hampton	17/10/1979	123 456 7890	Requires Review	12/01/2023	
003	Lewis Wilton	17/10/1979	123 456 7890	Awaiting Sign-off	12/01/2023	
003	Lewis Wilton	17/10/1979	123 456 7890	Awaiting Sign-off	12/01/2023	
004	Priscilla Freeman	17/10/1979	123 456 7890	Awaiting Test Result	12/01/2023	
004	Priscilla Freeman	17/10/1979	123 456 7890	Manual Recall	12/01/2023	



7.The system RAG rates the responses and automatically highlights anything that requires additional intervention and prompts the clinicians to resolve them.

This directs clinicians to those item requiring a response rather than worrying about information that won't affect their deicison making

MAIYA

The Automated Assistant
for Healthcare Teams

Home

Patients

Reviews

Practice Rules

Questionnaires

Settings

Practice Rules

Adhoc Rules

Special Rules

Settings

Questionnaires

Questionnaires

Question Builder

Settings

Audit Log

Communications

General Settings

Skills Matrix

Home > Reviews > Patients

PM Philip Millward

← Go back

Status Requires clinician input

Complete Patient Questionnaire

Laurene Dawson

NHS Number: 123 456 7890 DOB: 17/10/1979 Address: 53 Ryecroft St, Ossett, Wakefield Post Code: WF5 9EN

March 2023 Review

Patient Record Information

Results

Patient Questionnaire - Asthma Review WARNING

Patient Questionnaire - Bipolar Review WARNING

Clinician Questionnaire - Asthma Review ALERT Complete

Clinician Questionnaire - Bipolar Review ALERT Complete

Notes:

Ad-hoc Recall

Complete review

Save

Case Study 1

Mrs G is a **45 year old lady** with **diabetes, hypothyroidism, rheumatoid arthritis** and **chronic depression** for which she takes **metformin, thyroxine, methotrexate** and **sertraline**.

Her GP practice operate a **QOF based annual review system based** on her birthday, which is in March. The admin team run this and separate to this also **run the high risk drug monitoring** reports (methotrexate).

In **April** she has **blood tests for methotrexate** monitoring. She contacts the practice for some more. The GP reauthorises another 3 months.

In **May her thyroxine prescriptions run out** and she phones to practice for some more, who check with a GP and call her back to arrange some **blood tests** which take place in **June**. In **June and July** she has to contact the practice for some more, it is checked each time by a GP but only after the bloods are taken can the GP authorise **another year of prescriptions**.

Her 3 monthly **methotrexate blood tests** are taken again in **July, November** and **February** with a 6-month **diabetes review** in **October**. On each occasion she calls the practice for some more, it is checked by a GP before reauthorising some more. Quite often she has to do this more than once.

Case Study 1

In **January** her **sertraline supply runs out** and she phones to practice for some more, who check with a GP and call her back to arrange GP appointment.

The practice invites her for a **review of her diabetes in March** for her **birthday review**. She has an appointment with a healthcare assistant (HCA) and nurse.

In **April** the practice swaps and uses Maiya to organise their long-term condition and medication management.

In **May** Mrs G is recalled for **methotrexate monitoring and** because she is coming anyway Maiya organises her **thyroxine monitoring at the same time**.

Using the rules set by the practice, **Maiya has identified** her as someone whose **diabetes could be better controlled** so in **August** when she comes for her **methotrexate bloods** she also has a **diabetes review, including foot check**.

She has her methotrexate bloods in November. She attends again in February and her Birthday review is done at the **same time which includes a review of her blood pressure and diabetes**. Maiya has established her PHQ 9 score shows low risk stable mild-moderate depression and she prefers to stay on her current treatment.

Case Study 1

By swapping to Maiya the practice has drastically reduced the amount of work required to achieve the same results.

IT WAS SAVED

5

ADMIN CONTACTS

11

RECEPTION CONTACTS

3

HCA APPOINTMENTS

4

GP NOTES REVIEWS

1

GP APPOINTMENT

THE PATIENT HAS HAD 6 RATHER THAN 16
INTERACTIONS WITH THE PRACTICE.

Case Study 2

Mr T is a 54-year-old man with hypertension, gout, epilepsy and chronic depression. He takes ramipril, Keppra, allopurinol and sertraline. His birthday is in June and he is called by the practice for a blood pressure check and blood tests. In September he runs out of his sertraline and is called for a GP review. In December his Keppra runs out and he has an epilepsy review with his GP. The GP realises his allopurinol hasn't been monitored, as the HCA in the summer wasn't aware that he needed this, so in January he has some more blood tests. His sertraline is reviewed again by a GP in February.

With Maiya's help the following year Mr T is invited in August and has blood tests for ramipril and allopurinol. He indicates that his epilepsy is well controlled, and his depression score (PHQ9) also shows he is well controlled. The GP who signs off the review wishes him to be reviewed in 6 months. In February his depression score shows moderate depression and Maiya arranges for him to have an appointment with a mental health practitioner (or PA).

Maiya has reduced the number of HCA appointments by 1 (2->1), eliminated the need for a GP appointment at all saving 3 at the cost of an ARRS role.

Case Study 3

Mrs P is a 26-year old working single mum with Asthma. She takes salbutamol and steroid inhaler. Her birthday is in August so she is invited for an asthma review with the nurse in July, she is well controlled. In February she consults the practice and is started on a contraceptive pill by a GP with a plan for nurse follow up in May.

When she asks for a repeat pill in May the GP asks Maiya to undertake a pill check. Maiya does this and reports a normal blood pressure with no other problems. In August she is invited for Asthma review by Maiya and because her ACT is 23, she has had no exacerbations this year and uses very little reliever no clinician review is required. The pill check is repeated and reports no issues again.

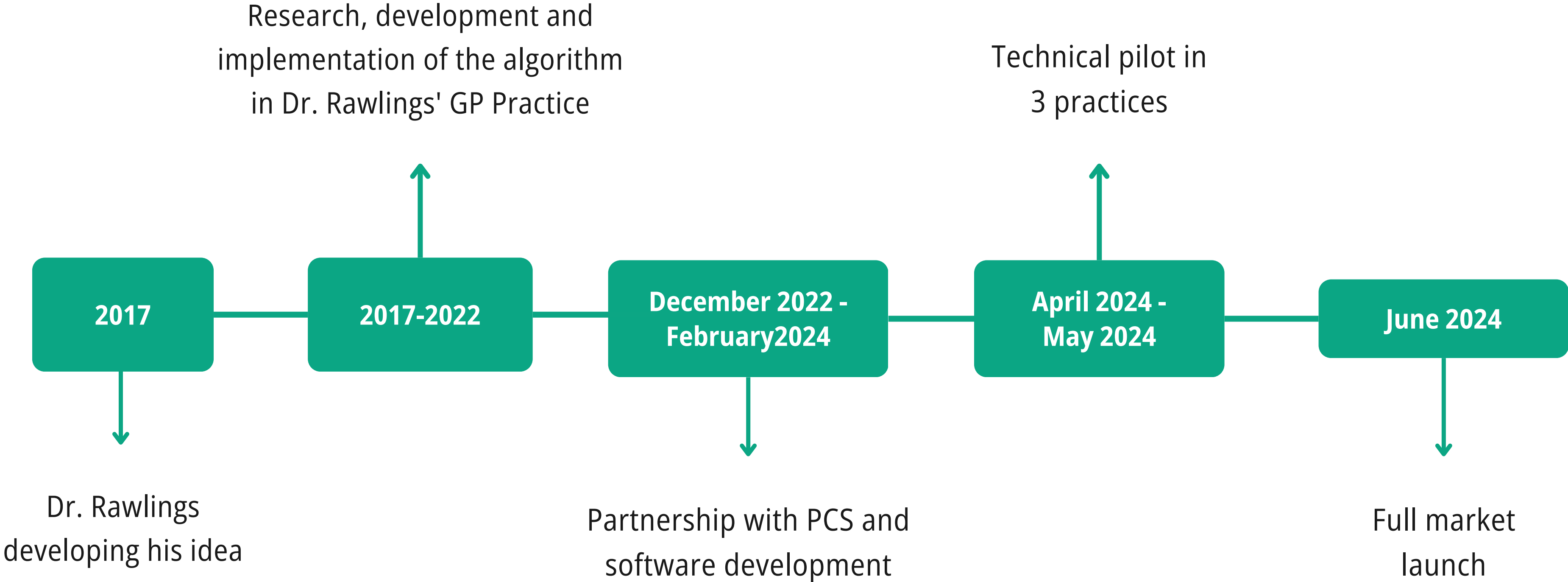
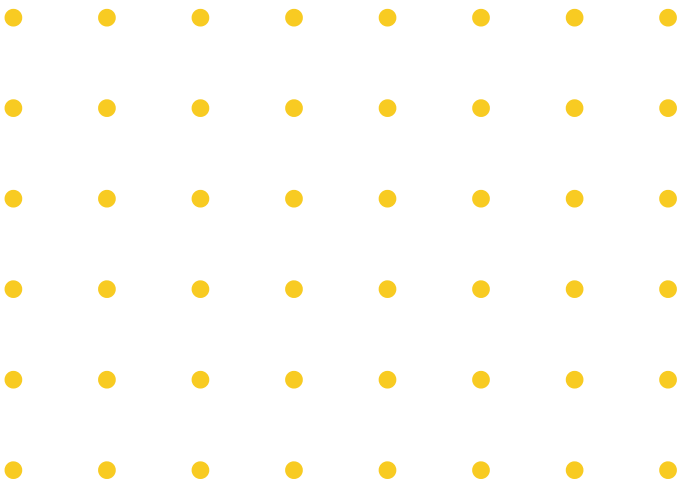
Maiya has been able to fully remote monitor Mrs P, which helps her and also saves the practice 2 nurse appointments.



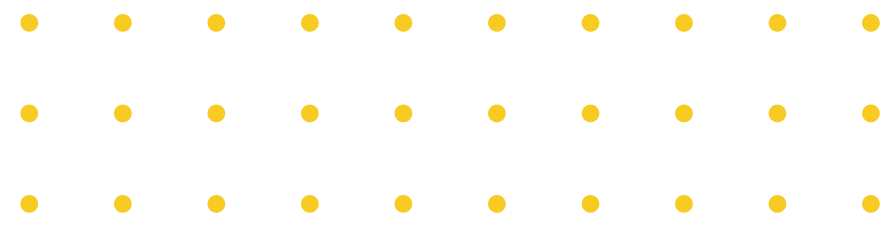


DEVELOPMENT

DEVELOPMENT MAP



COST-EFFECTIVE



SAVINGS

££s

PER PATIENT PER ANNUM

By automating manual processes, reducing the work needed to achieve QOF and optimising appointment times, each practice saves the healthcare team time, which translates into cost savings.

This data was obtained in cooperation with the Medipex medical innovation hub, which has developed a model for calculating the time saved by medical staff. Depending on the organisation of the practice, Maiya's effectiveness can range from £4 to £11 per patient per year.



PRICE

£1*
**PER PATIENT
PER ANNUM**



2 days
OF RECEPTIONIST/WEEK

or

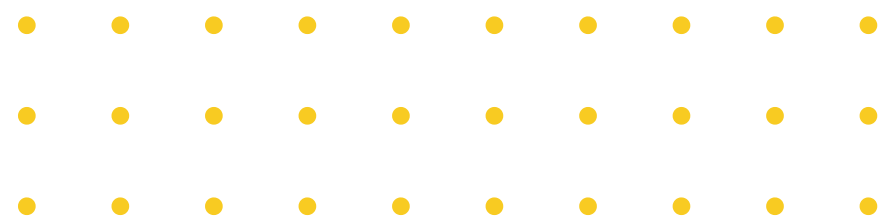
1.5 days
OF NURSE/WEEK

or

0.5 session
OF GP/WEEK

*This price is discounted by 20% for practices that sign up to the contact during the summer. The full price of the product is £1.25 per patient per annum.

The data is based on an average general practice with a patient population of 10,000. Calculation was based on a study by the Medipex healthcare innovation hub, which has developed a model to measure the time saved by medical staff. Depending on the practice's organisation, Maiya's efficiency can range from £4 to £11 per patient per year.



**WE ARE BUILDING THE
FUTURE OF OUR NHS**



THANK YOU



Have any question?

hello@maiya.org.uk

<https://maiya.org.uk/>

