








Why use Evergreen Life?

-  **Improve efficiency** - 80% of GP requests completed same day, on average in 3 hours
-  **Boost practice productivity** - by as much as 20%
-  **Smart workflows** – Customisable triage and prioritisation to route requests efficiently
-  **Data & analytics** – Track activity, trends, and patient demand to improve service delivery
-  **Patient empowerment** – App tools and insights help patients self-manage and make informed health choices
-  **Trusted by GPs nationwide** – Over 30 million requests managed.
-  **Secure & reliable** – ISO-certified, Cyber Essentials Plus

How it works in practice

1. Patient submits request via Evergreen Life app
2. Practice team reviews the request using smart workflows via portal
3. Request is triaged and routed to right service or clinician
4. Care delivered to patient via message, video, phone, or face-to-face
5. Patient proactively manages their health by exploring their personal health record and personalised wellness insights

Contact us to see how we can transform care at your practice

sales@evergreen-life.co.uk



Optimise demand, maximise care

askmyGP is now part of Evergreen Life



Helping practices streamline communication and support patients to self-manage their health

**Manage demand.
Reduce workload.
Improve care.**

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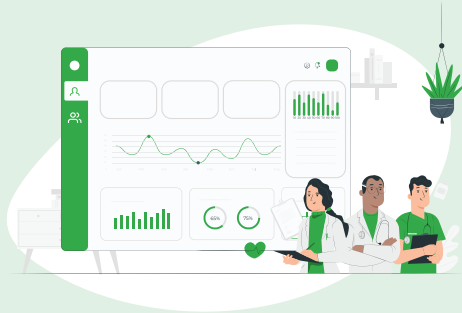
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One platform for better, safer care

Choice and control

- **Customisable interface:** opening times, clinician availability
- **A range of communication methods** - video or phone call, remote messaging, face-to-face
- **Adapt patient pathways** and implement bespoke models of care



Ongoing care and support

- Dedicated account manager to guide setup and integration
- Smart reporting to optimise staffing, workload, and patient care

Data and analytics

- Activity, response times, closure method, feedback, continuity, repeat use

Equity of access

- Support patients with low digital confidence
- Easy step-by-step patient portal for submitting requests
- Automated care navigation optimises outcomes



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Effective triage and prioritisation

- Prioritise care based on clinical need using configurable tags and flags
- AI-powered triage that intelligently routes patient requests, improving efficiency and accuracy
- Secure two-way messaging with patients saves time and reduces costs

Networks

- PCN or cluster-based collaboration: share resources, route requests to specialist services
- Advanced analytics for benchmarking and strategic commissioning decisions.

Pathways

- Minimise demand by routing patients to the right service for their needs, like dermatology and screening campaigns