

# NewsLetter

[Software Solutions](#)[Support Services](#)[Extended Trust](#)[Synchroteq](#)[Data Security](#)

## Blueteq Bio

### Gerard Kavanagh

#### *Managing Director*

How did I come to work at Blueteq? Well, the short story is that I drove down the A3 and took the exit for Havant (yes, my jokes are that bad I'm afraid).



The slightly longer story is that I moved to the UK from Ireland in 2010. Having graduated from NUI Maynooth with a degree in economics, I spent the next 5 years working in financial services in Dublin. Not feeling particularly settled in this sector, I spent the next two years in teaching before moving to London to pursue a career in acting. After failing to win an Oscar (or any decent parts for that matter), I embarked upon a career in primary care where I worked in GP practice management for almost ten years.

It was through working in GP practice management that I first came across Blueteq. A surgery I managed in Hampshire used Blueteq's

*Shared Patient Care System* for running their cardiology clinic. Having this experience of Blueteq emboldened me to apply for a role with the company where I accepted the position of Operations Manager in 2023.

The truth of the matter is that I was blessed to join a very successful company with a great team already in place. The company was however at a crossroads. After over 20 years at Blueteq, Graham Simmonds (co-founder) retired from the Company which paved the way for me to step into the role of Managing Director in 2024. This period coincided with Blueteq becoming an EOT (Employee Ownership Trust), a hugely encouraging development for everyone working at Blueteq as we all now have an added incentive in seeing the company prosper!

Whilst the Blueteq footprint extends far and wide (England, Wales, Jersey, Guernsey and growing...), we are still an SME with a team of less than 30. We are however looking forward to further growth this year. In addition to extending the coverage of our HCD and IFR systems, we will be looking to roll out en masse our new *ADHD Referral Management System* which has been designed specifically to help ICBs manage this pressure point. The other major goal for Blueteq in 2026 is to introduce more ICBs to *Synchroteq*. Unlike other case management systems, *Synchroteq* provides ICBs with a user-friendly tool which can be purchased on a modular/cost saving basis.

And if that isn't enough to keep us on our toes, *Blueteq Assist* (our network support arm of the business) will be seeking to extend its reach in serving GP Federations around the UK.

Finally, I would like to say thank you for using Blueteq. In particular, your ongoing engagement with us means that we can continue making improvements to the systems which you use on a daily basis. It really is our pleasure to partner with you in this way and we look forward to continuing to serve you over the course of this year and beyond.



## ADHD

## Referral Management

### *New System: Blueteq RMS now available*

A growing issue for ICBs is the increasing demand for ADHD assessments via the Right to Choose pathway. The growing number of assessments has placed great demands on mental health budgets for ICBs and there are concerns about the consistency of care from some private providers, with issues around service management, safety oversight, and continuity of care.




*“I am really grateful to you and everyone at Blueteq for your support and expertise in developing the Apollo platform to host the ADHD Referral Management Service. The team quickly understood our requirements and produced a platform, bespoke to our service needs, within a very short timeframe. The Blueteq Team’s professionalism, technical expertise, and partnership approach has been invaluable and it has been a pleasure to work with your team.”*

**PJ Thorniley, NHS Midlands and Lancashire Commissioning Support Unit**

Many GPs in primary care often find themselves in difficult situations with patients. GPs naturally want to help their patients but may not have ready guidelines to hand when assessing patients with complex presentations. When they refer their patient to a private provider for assessment, that provider may not have the capability to address complex cases, and many GPs frequently see the patient promptly returned to their care and the ICB footing the bill of the assessment.

In the context of this situation, Blueteq was asked to provide a new referral management system for a CSU and ICB to help them administer this pathway. In essence, GPs fill out an easy-to-use form which is based on national NICE guidelines for treatment which they submit from the Blueteq provider portal. Referrals arrive in the Blueteq RMS and are quickly triaged and dealt with. Patients are referred to the best point of care based on NICE guidance and their individual needs, whilst GPs receive the support they need. This new system draws from the features of our HCD and IFR systems, allowing the team to manage the process efficiently.

Support features include:

-  Assistance in setting up GP practices to use the new referral process
-  Responsive support to practice users through our specialist frontline support team
-  Training materials and videos to make the process as easy as possible for users

The Blueteq RMS is now being offered to ICBs and commissioners across the UK with the possibility of it being extended to other indications and pathways such as Orthodontics and Ophthalmology.



## SYNCHROTEQ

### Case Management System



PALS



Serious incidents



Patient Safety



Risk Management



Complaints



IG Incident Services

## Tailoring your Case Management requirements to fit your budget

Are you dissatisfied with your current case management system?

Is it costing you too much?

Are you paying for features you do not even need?

If so, then you may wish to consider Blueteq's latest innovation – the *Synchroteq* Case Management System.

Unlike other solutions, Synchroteq enables you to design your own case management system on a **modular basis**. Rather than spending vast sums of money for a one size fits all system, with Synchroteq you only pay for you want and for what you actually need.

Already being used within the NHS, service benefits include:

- Manage multiple commissioning services in a single system.
- Allows secure access to add cases from external users without the need for a login.
- Each module is securely partitioned within the system.
- Track the progress of each case using its own customisable statuses.
- Customised reporting tools available + batch reports for boards, committees etc...
- Configure review periods/dates for each service.
- Set and measure Key Performance Indicators throughout the process.
- Transfer cases from one service to another i.e. PALS enquiries to Complaints.
- Includes a detailed audit trail of all data changes.

And much more.....

## Reporting Workshops

Following our January Reporting workshops, we're pleased to provide the FAQ document that was raised from all the questions that were asked after the sessions. The below button will show you a recording of the reporting workshop, going through how the reporting system works and how it can be configured by users.

[Reporting Workshop FAQ](#)

[Reporting Workshop Demo Video](#)

As part of the ongoing discussions and meetings we've had with you, we've been requested to do 3 more workshops on the building of forms. In this demonstration, our National Account Manager Paul Pritchard will be going through some of the newer features of the form builder as well as how your forms can be made to become more reportable.

The three available workshop dates are listed below. Click any date to sign up.

Wed 13<sup>th</sup> May

12:00-13:00

[Book Now!](#)

Thurs 21<sup>st</sup> May

13:00-14:00

[Book Now!](#)

Tues 26<sup>th</sup> May

11:00-12:00

[Book Now!](#)

### Schedule Report

Report	Report Test
Start	3/21/2026 11:30 AM
Repeat	<p>Never   Daily   Weekly   <b>Monthly</b></p> <p>Repeat every: 1 month(s)</p> <p>Repeat on:</p> <p><input checked="" type="radio"/> Date: 21</p> <p><input type="radio"/> first   Saturday</p>
Notifies	Jane Doe
Format	Select a format... Excel JSON XML Email