

CareConnect AI app pitch & Poster

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Introduction

CareConnect AI is a new innovative mobile app for patients, their families and their unpaid carers to communicate in real time with health and social care services securely and safely. Miscommunication between health and social care services is one of the most persistent and preventable causes of harm, delay and inefficiency in the UK's health and social care system today. Health and social care communication system that supports patients, their families and their unpaid carers at scale using AI does not currently exist.

Background

There are two problems that persist in the UK's Health and Social Care system. The first problem is that of miscommunication between health services and social care services. The second problem is that of miscommunication between staff, patients and carers which leads to errors with medication. Firstly, the NHS is struggling with extremely long waiting lists. At the end of March 2026 there were 7.11 million patients waiting for treatment (House of Commons Library, 2026). The 18-week treatment standard has not been met for almost a decade. Referral letters, discharge summaries and care plans are often lost in transit between organizations causing unnecessary delays. Many other factors have contributed to the current crisis but miscommunication between services is a major cause. Secondly, medication errors are a major and largely preventable cause of harm to patients. Estimated to occur 237 million times every year in England (Elliott et al., 2021), these errors result in around 1,700 deaths per year and cost the NHS around £98 million per year. The majority of these errors, 54.4%, are administration errors.

BD stated that current tools such as the NHS App are not sufficient as they allow patients to view their health record but do not enable 2-way communication with family and carers.

There is currently poor integration of electronic health records across health and social care leading to information being duplicated, delayed or lost at the point and time when it is most needed to ensure safe care and treatment. (BD, 2023)

Your Innovation

CareConnect AI operates through 4 key functions. Firstly AI-powered Triage and symptom checking 24/7 helps patients and carers to find the best course of action. Secondly Secure two-way messaging between patients, their families and unpaid carers and their health and social care teams within one message thread allows administration errors and the risks they bring to be reduced. The third function of CareConnect AI is that of AI-powered medication reminders that alert a patient's pharmacist or nurse if a patient has missed a dose of their medication. Additionally, the system flags up any potential interactions with other medication that the patient is currently taking. Lastly CareConnect AI integrates with the NHS App and all existing Electronic Health Records. Information that has been added by other health and social care professionals to a patient's record can be viewed by health and social care professionals who have been given permission to access that patient's record within that patient's record at the point of care.

The same CareConnect AI application is used by patients, families and carers, care home staff and NHS and social care health care professionals. Each user has a set of permission levels that are relevant to their role within a person's care. What is unique about the CareConnect AI application is that it treats health and social care as one system and not two separate systems. The AI function highlights risk, identifies potential problems and takes administration out of the system so that health and social care professionals can focus on providing care and support to patients and service users.

Benefits

Policies and Legislation

The CareConnect AI health and social care app has been designed to support current health and social care policies and comply with current legislation. In addition, the app supports the NHS Long Term Plan ambition of digitally enabled joined-up care (NHS England, 2019). It also supports the integration of health and social care services as defined within the Health and Social Care Act 2012 and the Care Act 2014. The app is accessible and useable by people of all ages and with all abilities, thereby complying with the Equality Act 2010 and not discriminating against older people, disabled people and people with limited digital confidence. In terms of data protection, the app complies with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) and uses a range of security methods including encryption, use of role-based access to information and patient consent for sharing information with others involved in their care.

Professional Services

CareConnectivity: The functionality within the CareConnect AI system lends itself to a wide variety of health and social care professionals to utilize the system as part of their day to day work. A number of examples are detailed below. Patients' and families' notes from health care professionals could be reviewed by a nurse or doctor and they could respond to messages in real time. The AI supported medication management system could be used by a pharmacist to check if a patient has taken their medication and highlight any possible interactions with other medicines that the patient is currently taking. Social workers and care assistants could utilize the system to organize visits and update care plans in real time. An occupational therapist could record notes on a patient's need for equipment and their progress over time. A mental health team could maintain contact with a patient between appointments.

Public Involvement

Public involvement and / or participation is key to the development and success of the CareConnect AI application. A co-design panel consisting of patients and carers will be involved throughout the pilot phase. Members of the public who show an interest for the campaign will be able to participate in a local pilot trial. Additionally they can be asked to complete in-app surveys for feedback. Users of the application can help promote the campaign throughout community groups and using social media. Patients, families and carers can only design an application that improves communication between health and social care professionals and the patient's own communication needs.

Conclusion

CareConnect AI is addressing two serious issues currently affecting the UK's health and social care systems: the 'fragmented' nature of communication leading to 'preventable' harm or 'error'. Although there are already existing systems, tools and aids currently in use to address these problems, none of them have as yet been able to work effectively 'at scale'. CareConnect has been developed as a single, secure application (app) – an integrated AI enabled system designed and built to support patients, family members and / or carers and professionals. The system enables patients and their designated family members and / or carers to safely and securely share accurate information with those involved in their care in real time. It also enables all professionals involved in a patient's care to do the same. In this way, communication between all individuals and organizations involved and interested in a patient's care will be joined up and 'on track' in real time, thus minimizing errors and any subsequent harm, in respect of a patient's medications in particular but also for all other elements of their care. CareConnect has been developed in line with current health and

social care policies and legislation as well as taking account of the needs and views of all individuals and organizations who will use the system. As such, it is ready to be implemented across the health and social care system.

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