

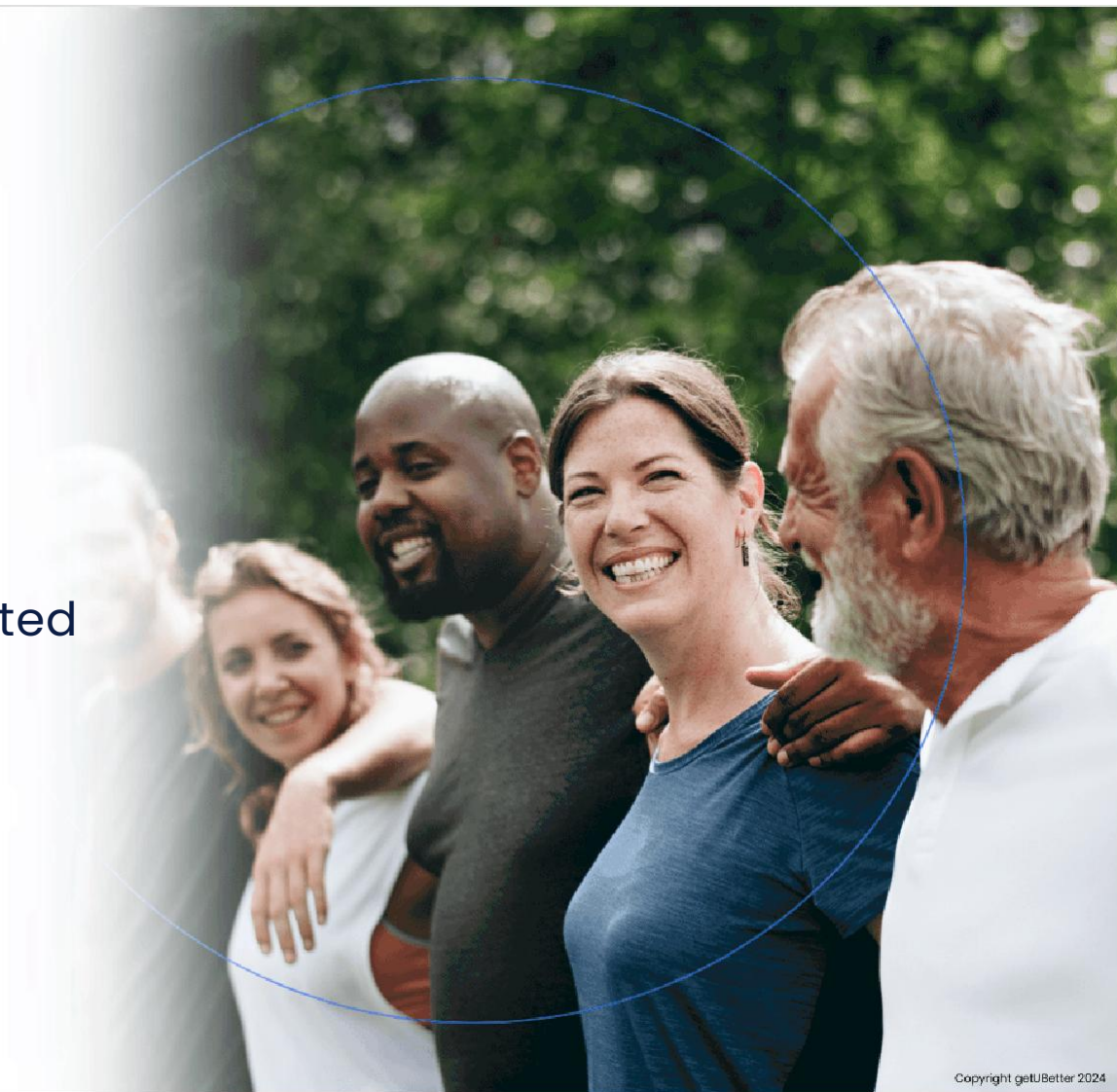
## Brentwood PCN

### Monthly metrics for September 2025

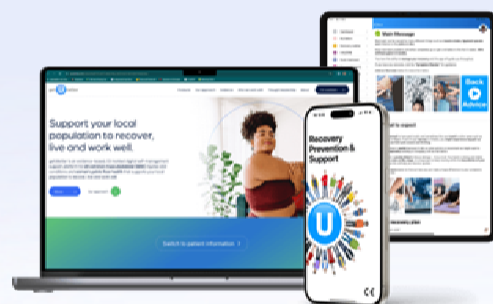
Digital self-care across Integrated  
Care Systems & Health Boards



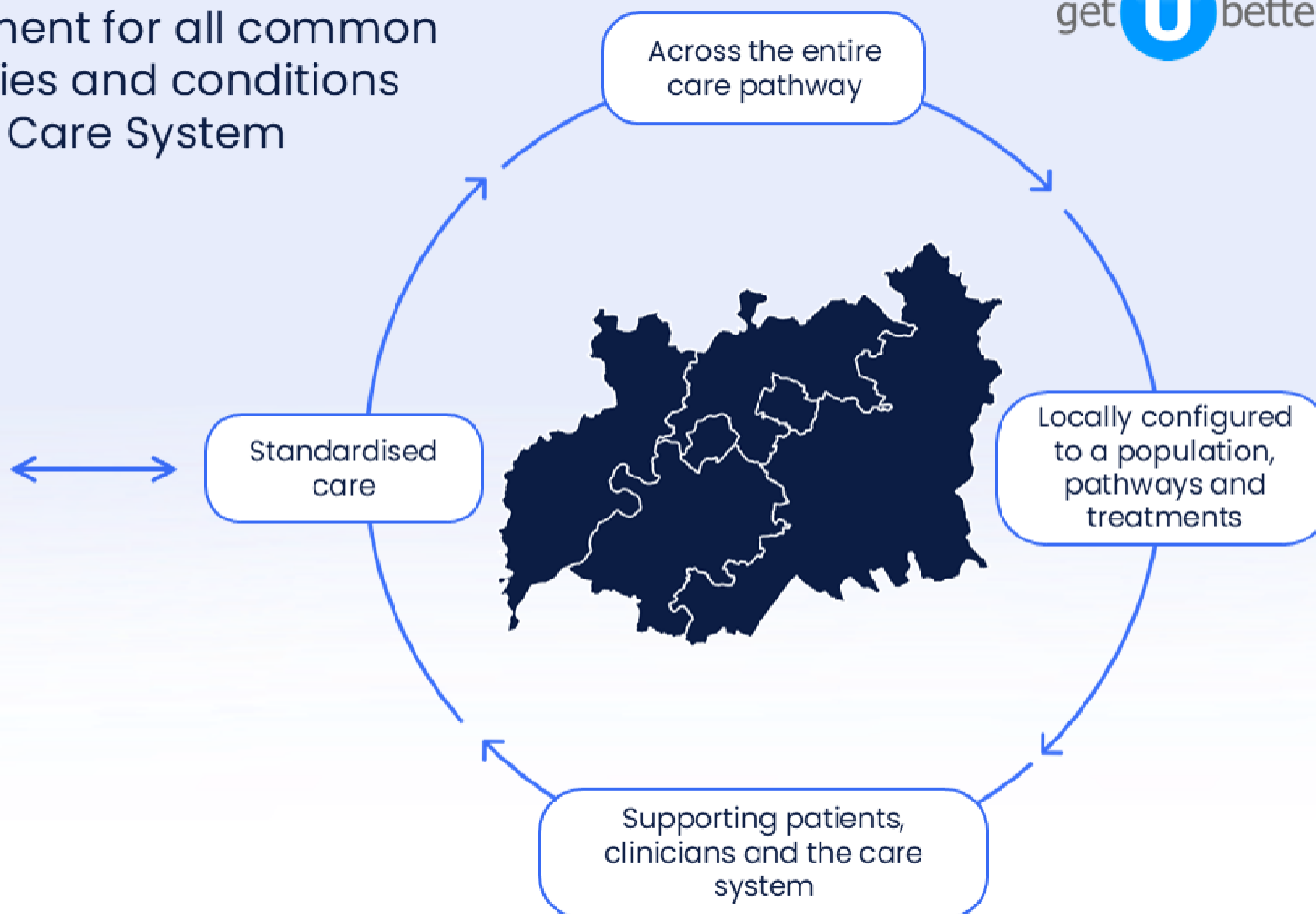
Mid and South Essex  
Integrated Care  
System



# Digital self-management for all common musculoskeletal injuries and conditions across an Integrated Care System



New, recurrent and long-term conditions





# Patient uptake

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# Your population are adopting getUBetter



The chart illustrates the amount of pathways being accessed by patients.  
The conversion rate reflects the amount of patients converted from downloading the app and registering.

## Registration Count

149

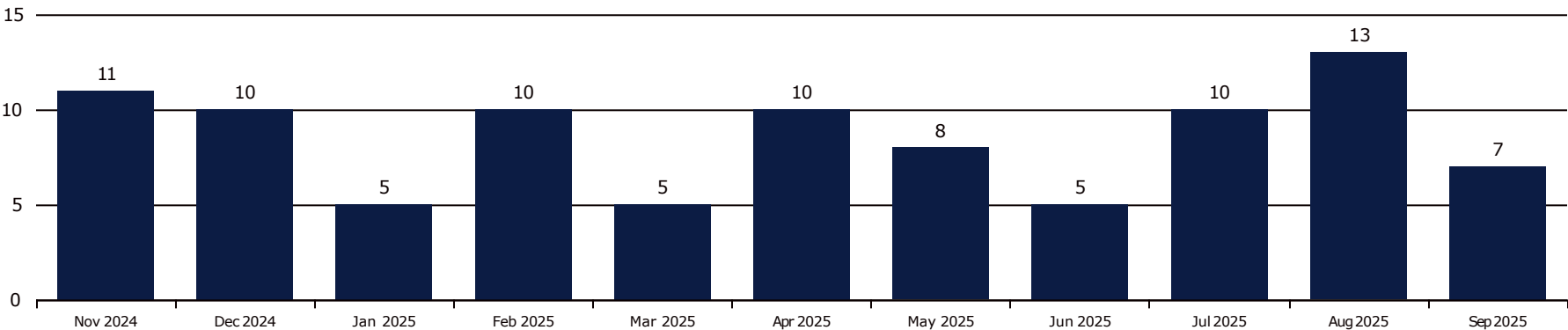
## Your MSK population and the patients that have registered a pathway



■ Registration Count  
■ Population

## App conversion rate

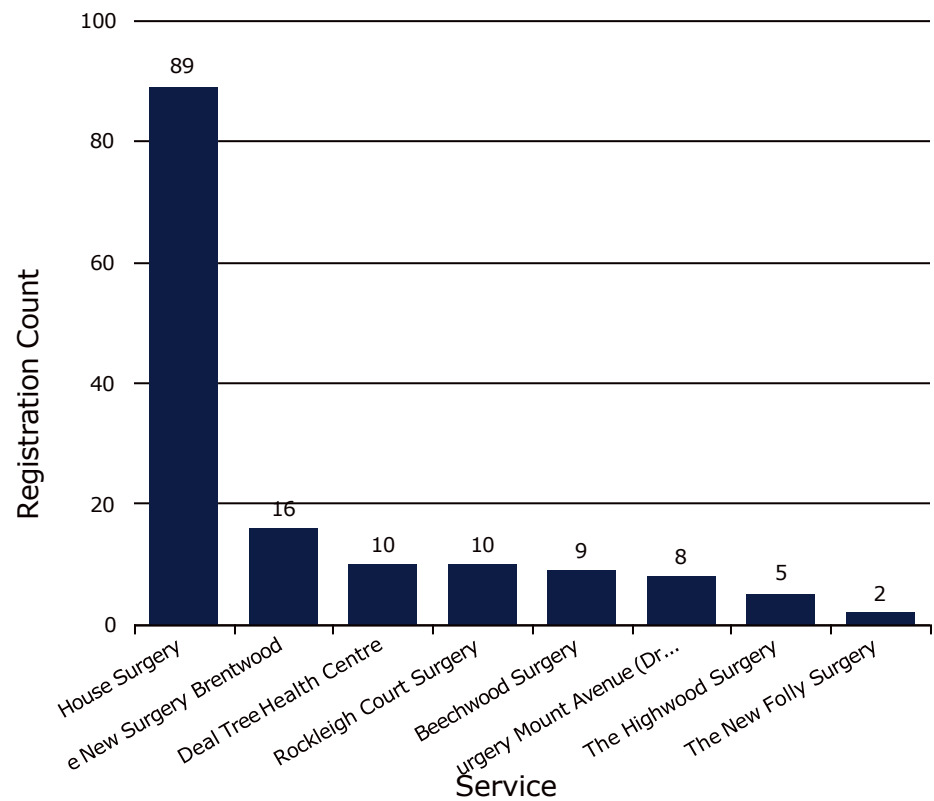
75%



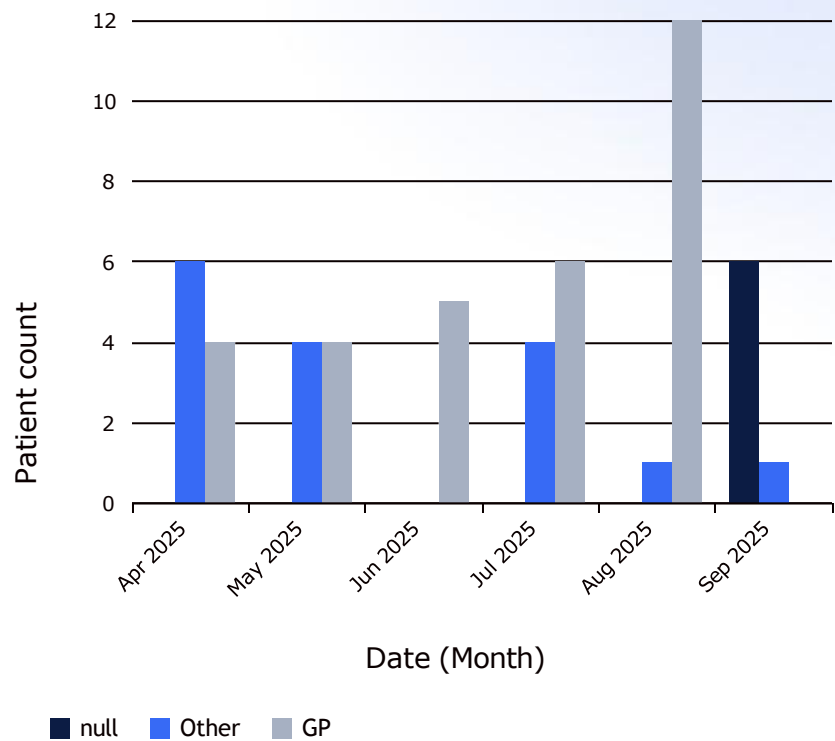
# Where your population gains access to getUBetter



Top 10 services with the most registered pathways



Where patients hear about us



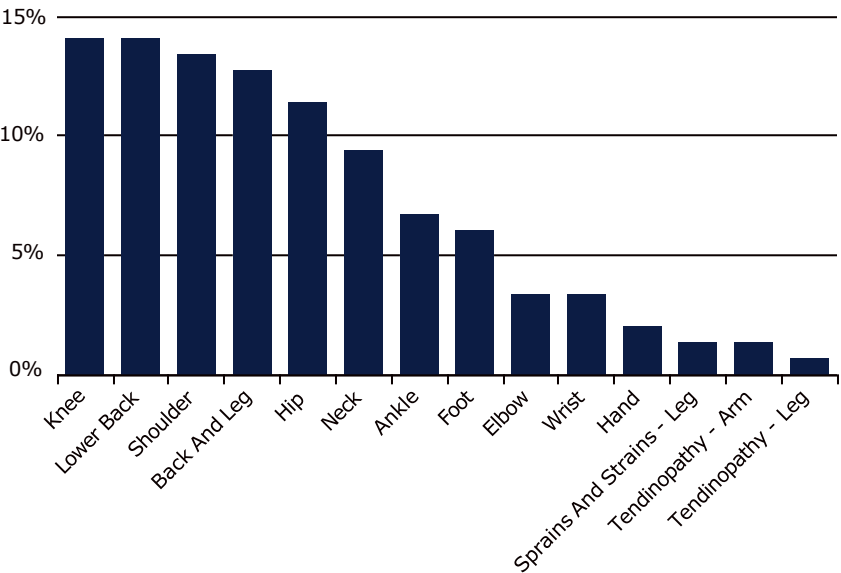
# Which are the most popular pathways and support modules patients are accessing



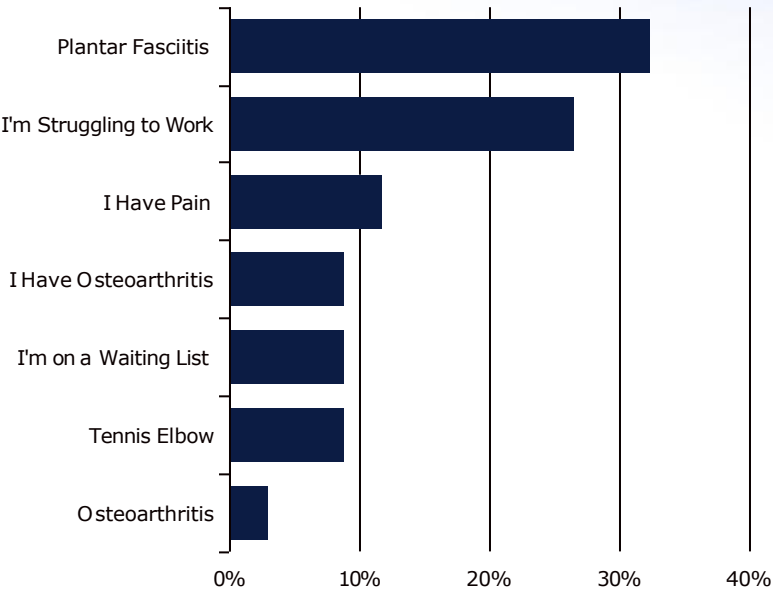
Patients that have registered for more than one condition pathway

20%

Pathways selected



Support Modules selected (since March 2024)





# Who is using getUBetter and when?

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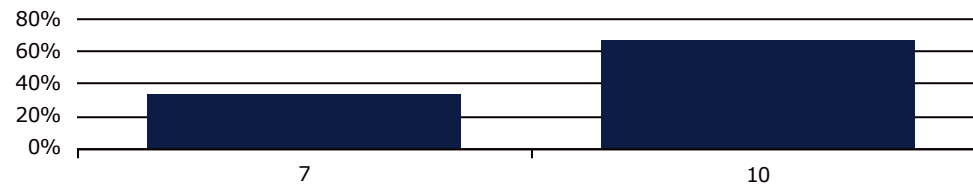
# Who is accessing getUBetter and is this affecting health inequalities



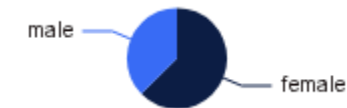
The below chart enables us to understand where in your communities we are managing to affect health inequalities. The indices rank each small area in England from most deprived (decile 1) to least deprived (decile 10).

[English indices of deprivation 2019 - GOV.UK](#)

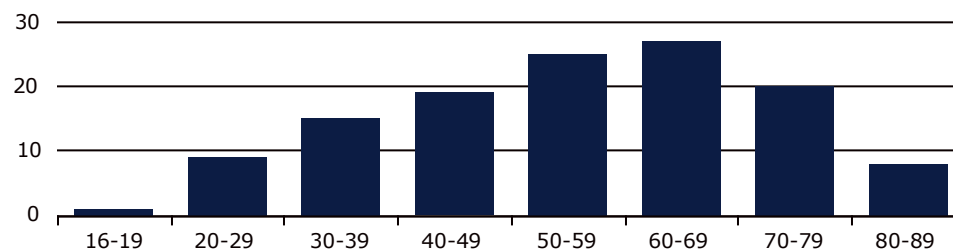
### The health inequality deciles of patients



### Gender selected



### Age range selected



### Language selected

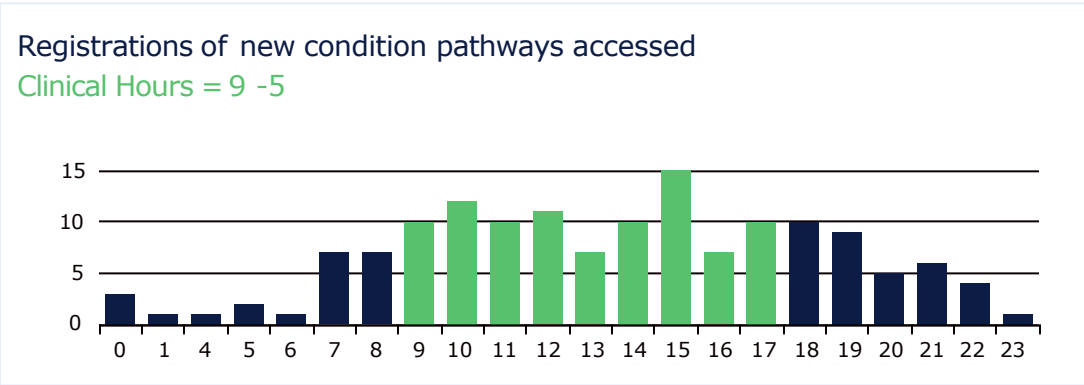
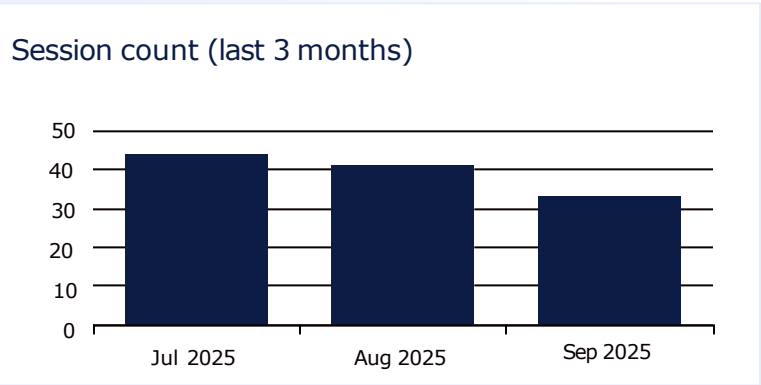
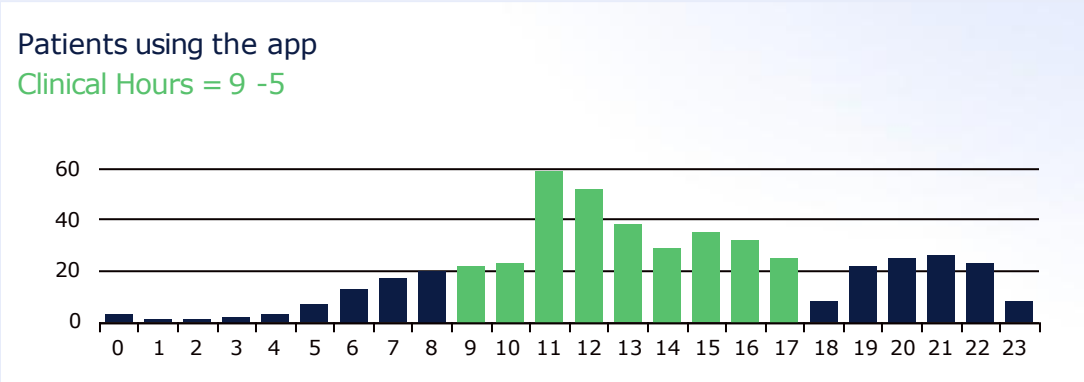
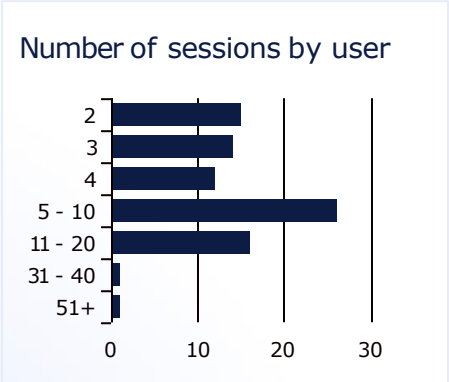
**No data**  
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# Self-management behaviours, routines and habits



From March 2024 onwards, we were able to access in-app patient behaviour. This enables analytics on the frequency of patients registering to new condition pathways as well as the time of day they are accessing content outside of usual NHS working hours.





# Questionnaires and actions

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The app identifies safe self-management and directs patients needing targeted support back into your system



These charts show the amount of patients locked out per condition and where patients were directed based on their responses.

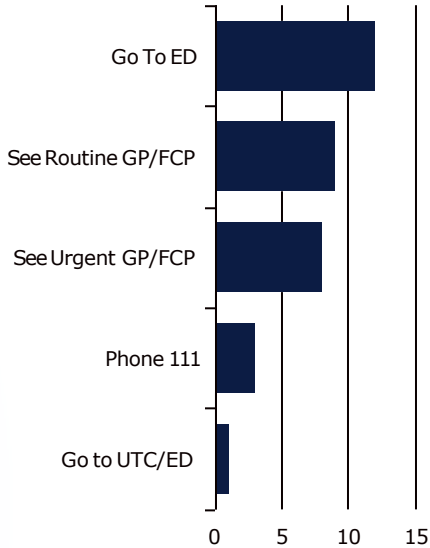
Patients locked out	The %of patients locked out
29	24.17%

Screened patients: the number of patients who completed a screening questionnaire	120
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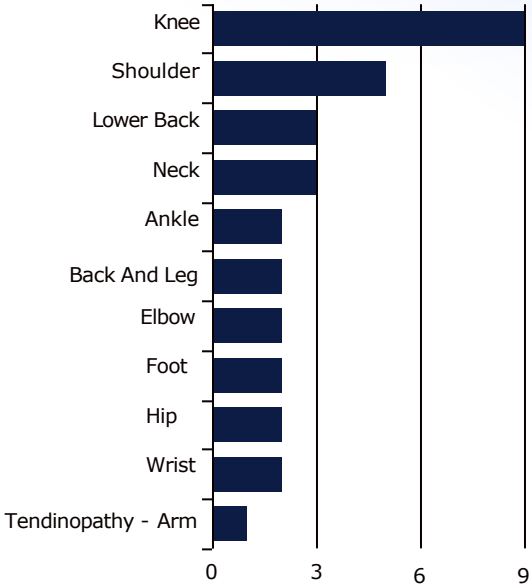
Safety netted: the amount of patients answering if they have sought advice from a clinician after answering "yes" to a screening question	88
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Where locked out patients were advised to seek help



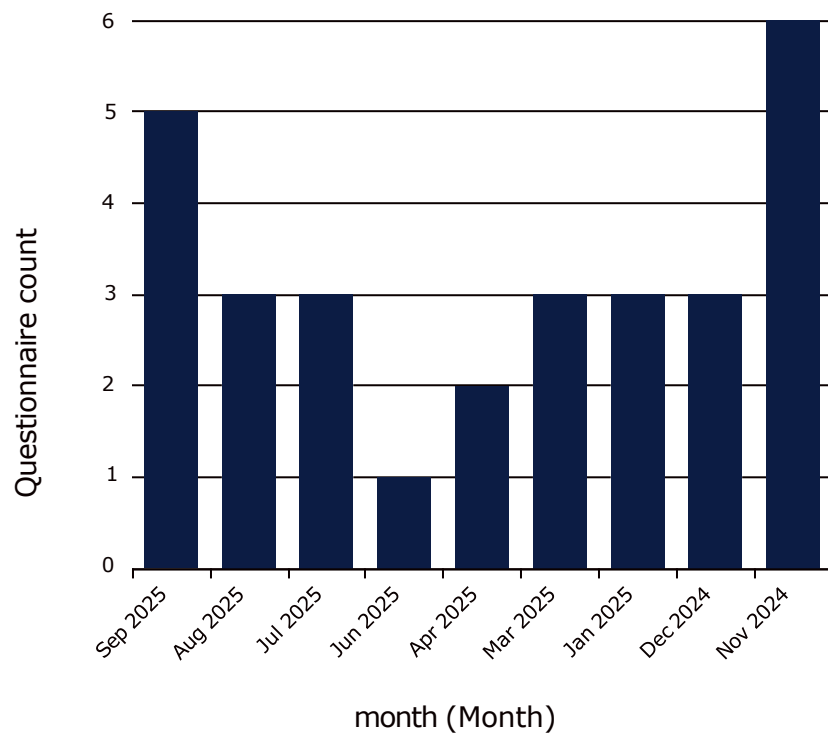
Actions given to locked out users



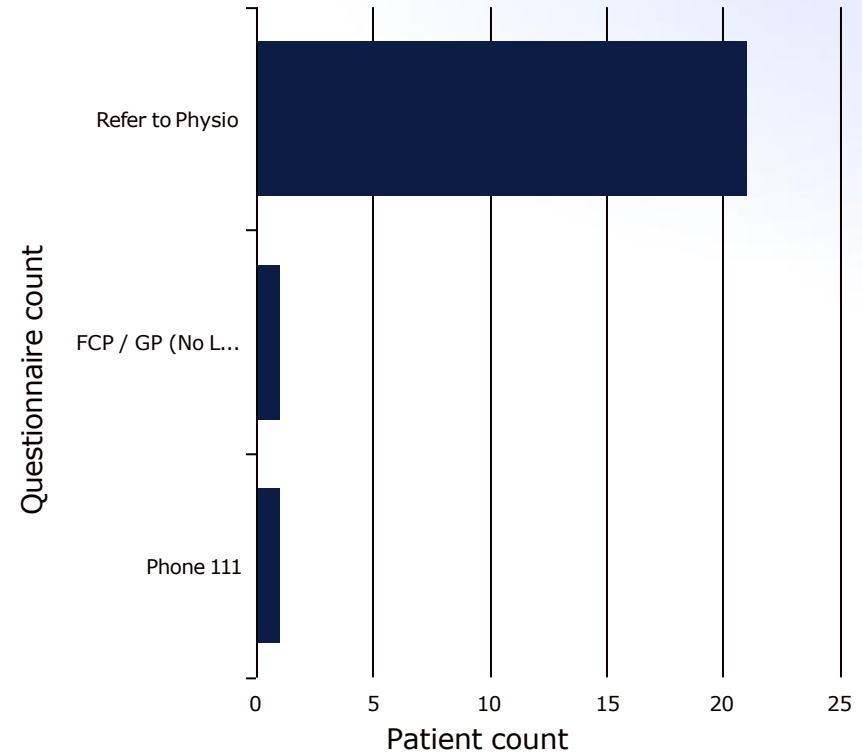
# Patients identified as needing additional support alongside the app



Questionnaires completed by month



Questionnaire Advisory



# How patient users report progress and recovery



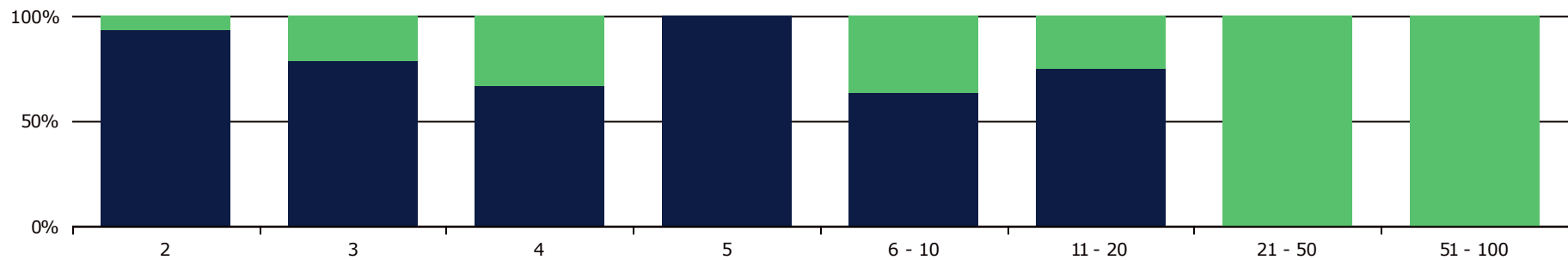
The bar chart reflects how patients can personalise their recovery guidance by reporting their physical feeling and progression to recovery each time they go into the app.

Users that are feeling 'better'

15

How patients are feelings vs activity in the app

■ Same or Worse ■ Better or Improving





# Connecting patients to community and NHS services

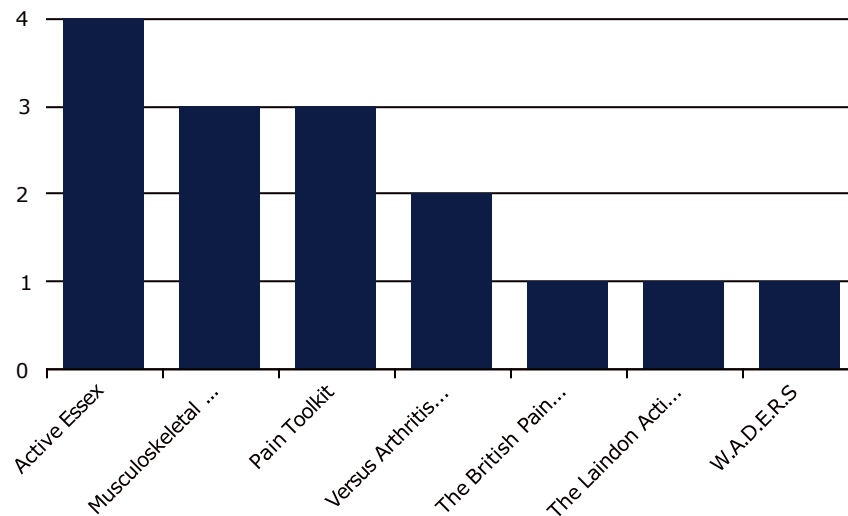
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# How patients are connecting to community services

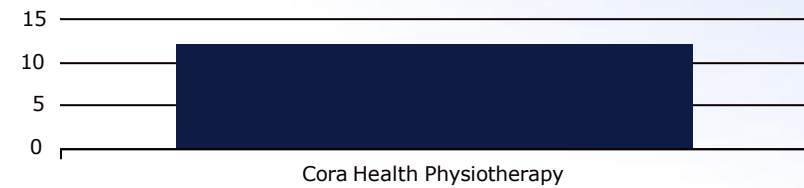


These charts reflect which community services patients are accessing through the app to further their recovery and self care.

Number of community services accessed



NHS Physiotherapy Listing



Appointments Created by Time

**No data**  
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