

The logo for THINK healthcare is centered in a dark teal circle with a lighter teal border. The word "THINK" is in a bold, white, sans-serif font, and "healthcare" is in a smaller, white, lowercase sans-serif font below it. The background features a large white cross shape on a dark teal background with a repeating pattern of smaller teal circles and crosses.

THINK
healthcare

The patient portal
you can call

The logo for Virtual Care Navigator consists of a stylized white and teal circular icon on the left, followed by the text "Virtual Care" in a bold teal font and "Navigator" in a white font below it.

Virtual Care
Navigator

Proven results across primary care

50%

reduction in manual call handling

100%

increase in patient access satisfaction survey scores

90%

shorter average wait times

30%

fewer missed appointments

Virtual Care Navigator enables Practices to deliver faster, fairer, and safer access without increasing staff hours or compromising governance.



Inclusive. Intelligent. Proven.

Virtual Care Navigator is the NHS-integrated, cloud-based telephony and automation platform developed by Think Healthcare, designed to give every patient the same self-service experience by phone as they would online.

Built on more than three decades of experience in healthcare telephony, Virtual Care Navigator brings together four complementary modules that can be leveraged individually or as a comprehensive ecosystem:



Access Patient Partner

Appointment automation & self-serve.



Medication Patient Partner

EPS Repeat prescription management.



Administration Patient Partner

Non-clinical and administrative requests.



AiMEE Ai Medical Enquiry Expert

AI that listens, understands, and guides patients through their query.

Together, they complete the digital front door to your Practice, allowing patients to receive the same experience regardless of whether they prefer to use an app, website, or phone.



Built for the NHS. Not adapted to it.

Virtual Care Navigator is fully purpose-built from the ground up to meet NHS standards for clinical safety, interoperability and accessibility.

Access Patient Partner

Check / Cancel /
Book appointments
directly into your
clinical system

Reduces receptionist
workload by up to
50%

Create targeted
booking campaigns
for vaccinations or
reviews

Mirrors online triage
workflows for
consistent patient
journeys

Medication Patient Partner

Fully integrated with
EPS - Requests sent
to usual GP's inbox
for electronic signing

Patients can request
repeat prescriptions
by phone 24/7

Rules based checks
ensure medication
review compliance

Supports multi-site
prescribing hubs for
PCN's / clusters

Administration Patient Partner

Multi-language
support ensures
inclusion for non-
English speakers

Handles fit note and
form requests
automatically

Self-referral to local
PCN services or
Pharmacy First

Reduce inbound
routine admin
requests by up to
50%



Designed specifically for NHS primary care workflows, not retrofitted from commercial call-handling platforms.



Works with your current phone system to maintain NHS BPF reporting requirements, without complex config or number porting.



All patient data is processed in the UK. Unlike many non-NHS platforms, we never send data overseas.



Speak to AiMEE, your virtual receptionist, if you are ready for AI, or use a traditional menu if you prefer & upgrade later.



All integrations are fully assured using partners API's for safe & reliable handling of patient data.



Scales consistently across practices, PCNs and Clusters, supporting joined-up access at system level.



The complete phone access platform



The latest AI powered Virtual Care Navigator combines rule-based precision with conversational intelligence to create a safe, inclusive, and intelligent digital front door for modern primary care.

For patients, it means simple, consistent access; the ability to book appointments, request prescriptions, or seek advice at any time, through natural conversation or secure automation. Every interaction is connected, auditable, and clinically safe.

For Practices, it means measurable efficiency and clarity. Routine calls are automated, data flows directly into clinical systems, and teams can focus on patient care instead of repetitive administration. Workloads reduce, waiting times shorten, and the experience improves for everyone.

Already proven across NHS organisations, Virtual Care Navigator has been helping Practices replace pressure with productivity and complexity with control for over 20 years.

If your Practice, PCN or Cluster is ready to modernise patient access while improving team efficiency, talk to our expert team today.

Book a chat with our NHS experts and discover how Virtual Care Navigator can streamline your workflows, reduce call volumes, and deliver a smarter, more sustainable way to serve every patient.

Call: 0330 058 4004
Email: hello@think-healthcare.co.uk
Visit us: think-healthcare.co.uk



ISO 9001:2015
Quality Management



ISO/IEC 27001:2022
Information Security Management



Cyber Essentials Plus
Cyber Security



DCB0129/DCB0160
Clinical Safety Standards



HSCN Connected
Secure NHS Network



NHS DSP Toolkit Compliant
Data Protection



SafeHand Assured
Healthcare Procurement Safety