

# Experience of using technology during COVID pandemic

Dr Bola Owolabi

National Specialty Advisor for Older People and Integrated Person  
Centred Care

NHS England and NHS Improvement



# The pandemic has significantly turned the dial on digital first general practice

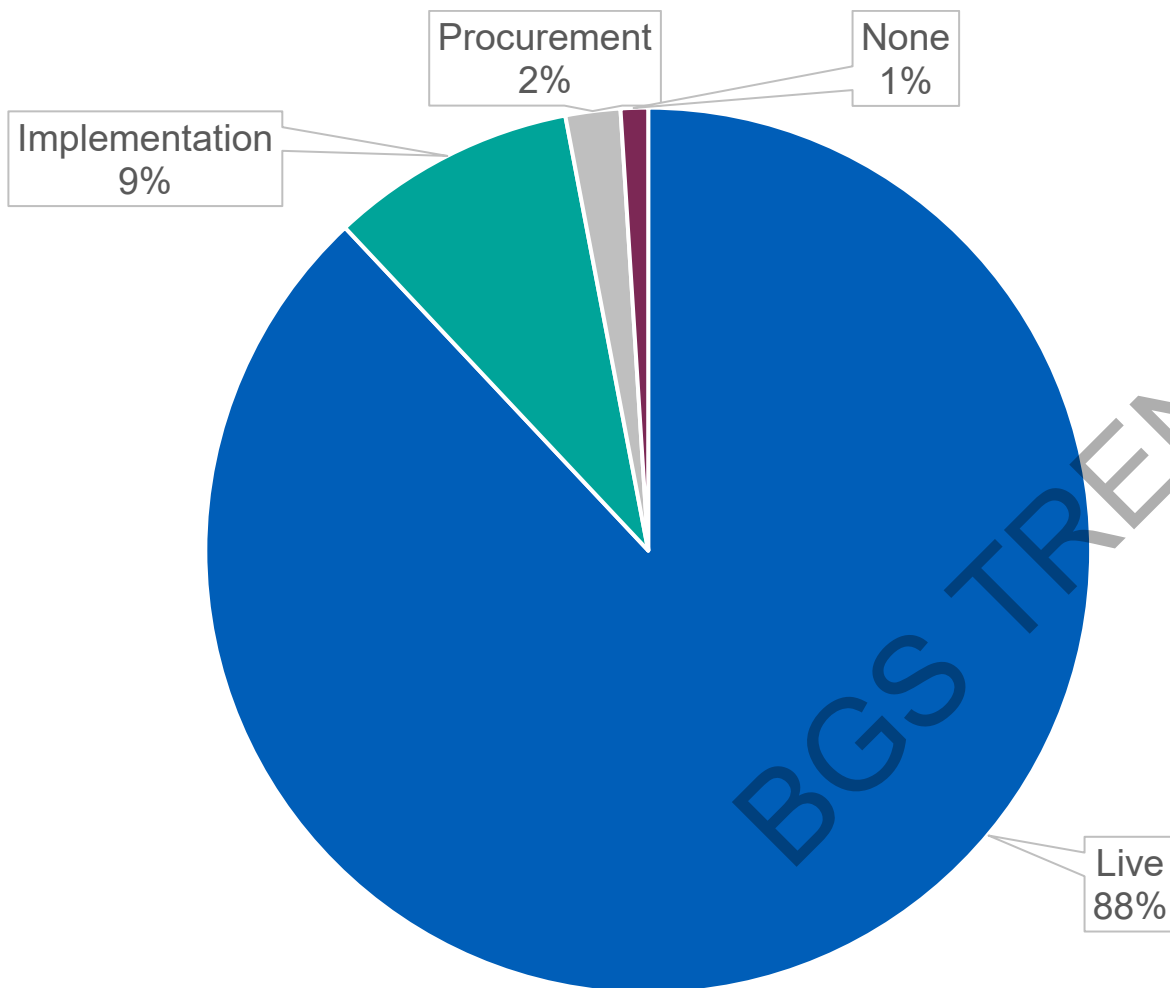


- In response to COVID-19, all practices have been urged to **triage all patient contacts** ('total triage').
- To support total triage, commissioners, working with their practices, have been asked to procure an **online\* and video consultation solution**.
- **Rapid procurement** for those practices that do not currently have an online consultation or video solution has been supported through a national bundled procurement.
- NHSE/I are working as a blended team with national, regional and local colleagues to provide **implementation support** and resources to practices to optimise the benefits of OC & VC
- **Data** is being captured nationally from implementation teams and suppliers, and a dashboard has been set up to track and support implementation.
- An **evaluation** has been commissioned to understand how total digital triage has enabled practices to respond to COVID-19, the critical success factors and which elements to retain in the recovery phase.
- National guidance for Information Governance and the issue of COPI notices have enabled rapid deployment of **data sharing** where appropriate during the crisis.

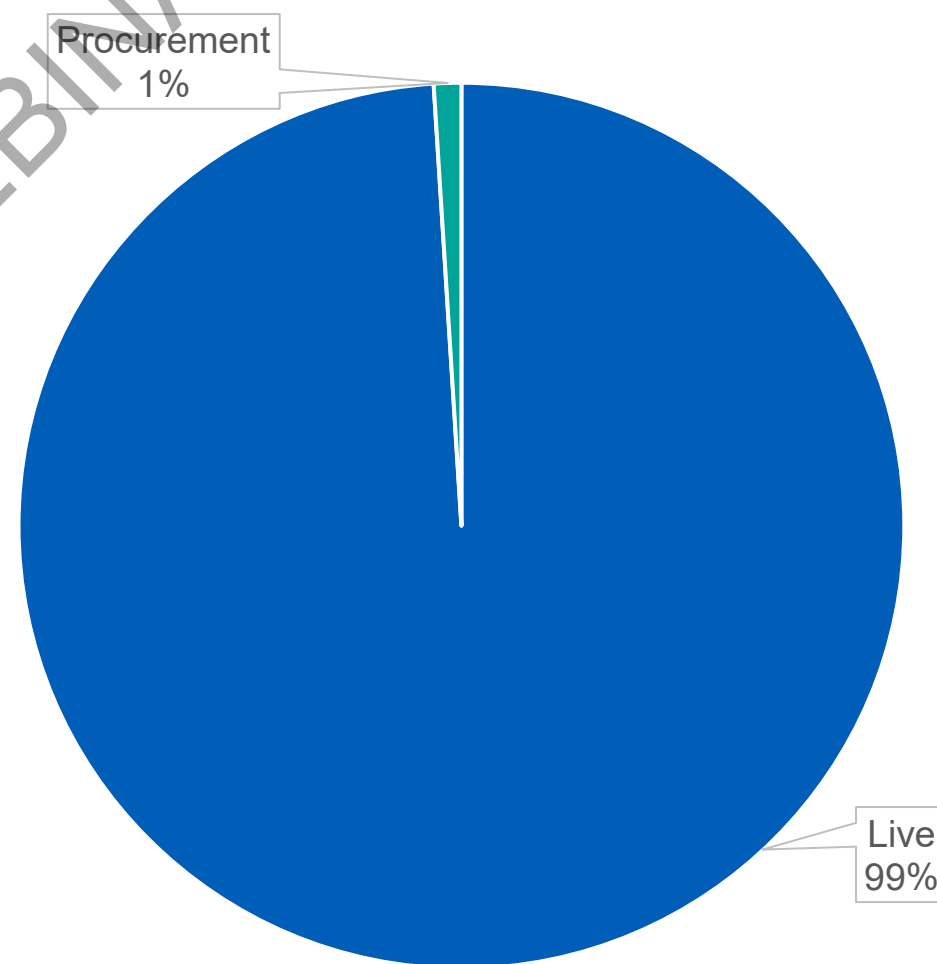
\* By "online consultations" we mean a system that enables patients to contact their general practice online in a structured way, regarding the wide range of queries, requests and issues that patients usually need support with from their practice, eg administrative requests, clinical queries or condition management.

# Overview of data

## OC by practice coverage

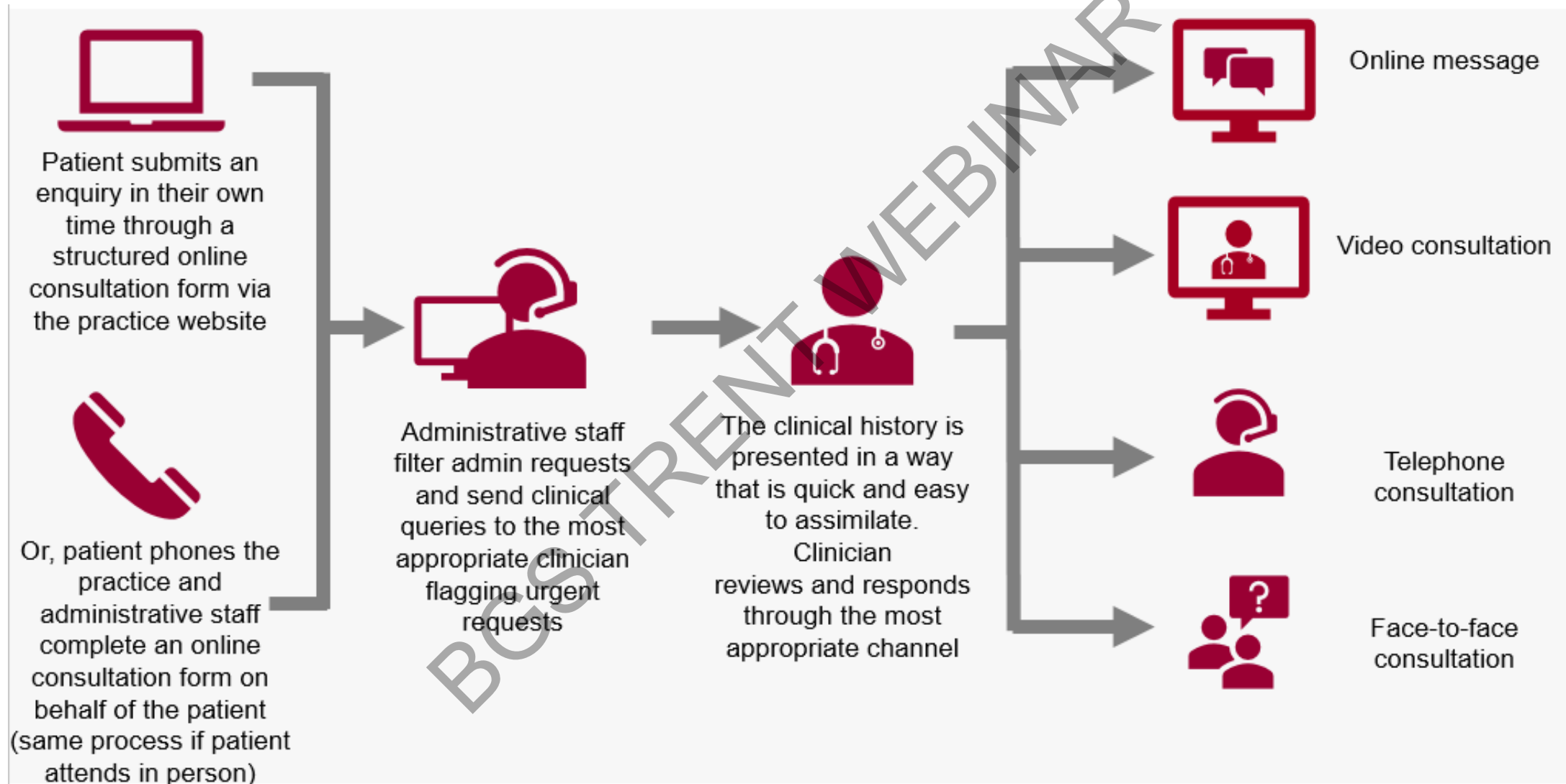


## VC by practice coverage

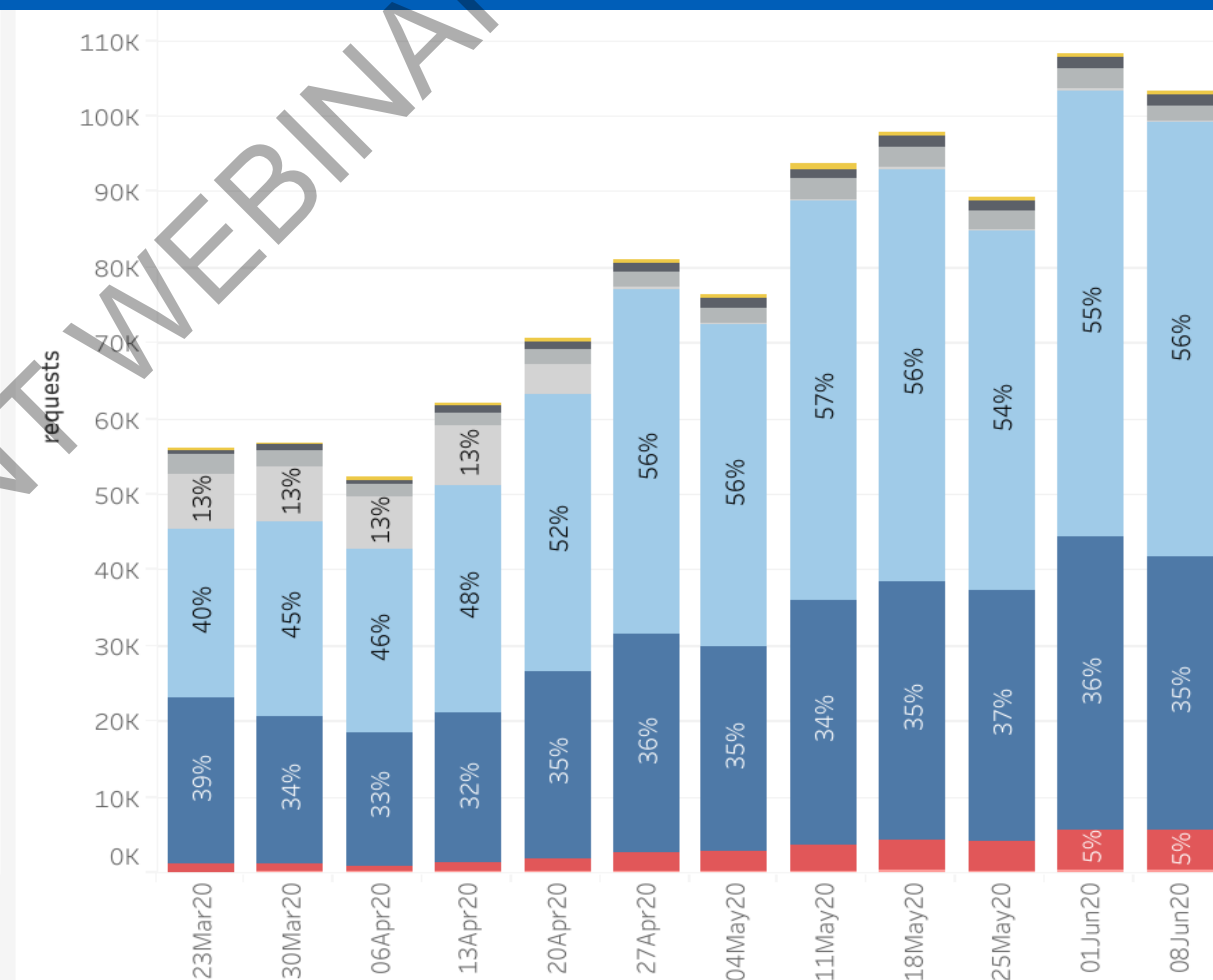
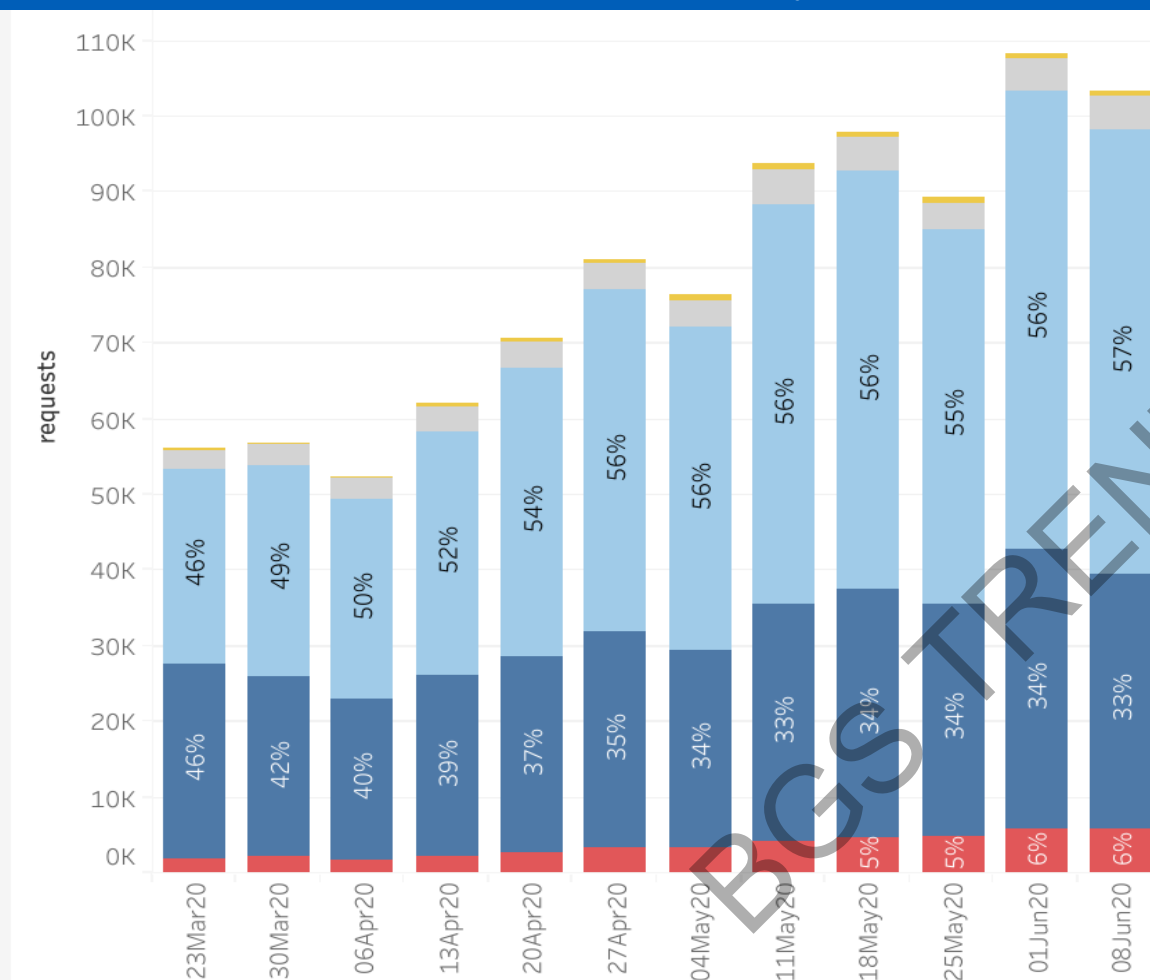




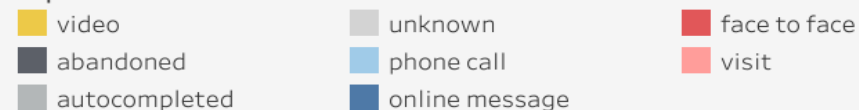
# Digitally enabled models: practice level



- Most practices are now in a position to offer a good range of digital services, or will be very soon.
- General practice moved from carrying out c.90% of consultations with patients as face to face appointments, to managing more than 90% of consultations remotely in response to COVID-19.
- A large proportion of consultations are now being done through online/direct messaging by the clinician to the patient to give them the information, advice or answer they need.



requested and actual closure method



choose time period

3/23/2020 12:00:00 AM to 6/14/2020

# Resources

- [Advice on how to establish a remote 'total triage' model in general practice using online consultations](#)
- Health Education England [eResource](#): remote total triage model in general practice
- [Principles of safe video consulting in general practice during COVID-19](#)
- FutureNHS: [Digital Primary Care](#) workspace for resources, guidance, webinar library and message board.
- For procurement support email: [commercial.procurementhub@nhs.net](mailto:commercial.procurementhub@nhs.net)



# Contact the Digital First Primary Care team



[england.digitalfirstprimarycare@nhs.net](mailto:england.digitalfirstprimarycare@nhs.net)



<https://www.england.nhs.uk/gp/digital-first-primary-care>



FutureNHS: Digital Primary Care

(if you are not a FutureNHS user please email us for an invitation via

[england.digitalfirstprimarycare@nhs.net](mailto:england.digitalfirstprimarycare@nhs.net))