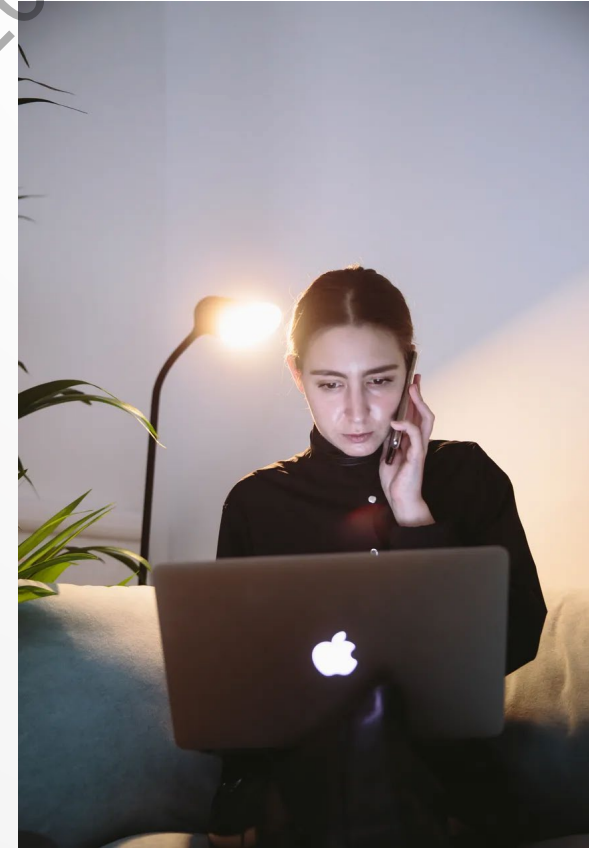


# Virtual clinics The Trainee Experience

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GPST1



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# Why remote working?

- COVID-19 Pandemic, following risk assessment for a medical condition - advised to do non-patient facing duties
- Needed flexibility – childcare, husband is AE trainee
- Provided with support of my consultants and service manager
- TPD&AD contacted
- Clinical duties included:
  - Remote ward support: EPR discharge, speciality referrals, arranging investigations.
  - Virtual outpatient geriatric medicine clinics
  - Later- supporting community MDT

# Virtual clinic- Challenges

## Trainee

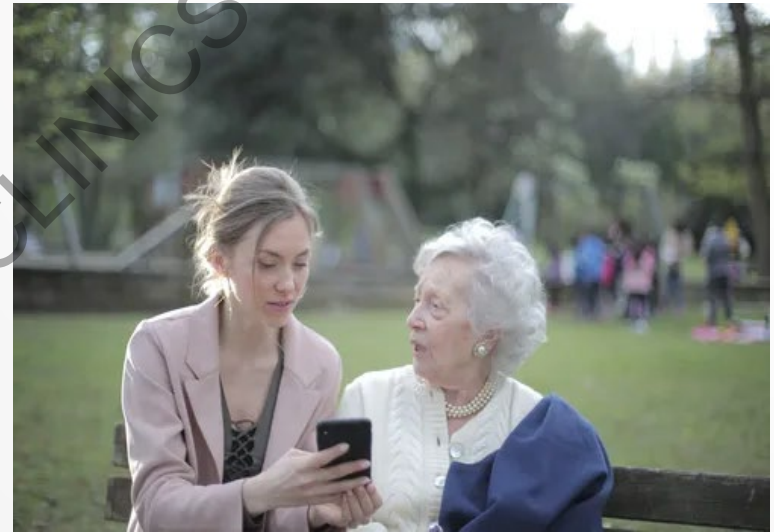
- Adapting to new way of working
- Lone Working
- Effect on training: will it be counted?
- How much Support I will get: depends on experience.
- How is the system adapted for this change e.g.where to request bloods.
- Working from home with children around

## Patients:

- Availability of relative to support
- Availability of smart device
- Hearing impairment
- Difficulty with speech eg dysphasia
- Issues with holding the phone for long time e.g due to arthritis.

## Technology: connection and devices

- Service manager facilitated EHR access
- Supervisor identified suitable patients
- Administrative staff found out whether patients had phone/smartphone
- Accurx: At appointment time



# Supervision

- Assigned patients to contact
- Discussion before and after the clinic
- Clinic letters reviewed, feedback

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accuRx.

Help

## Welcome to accuRx Fleming

accuRx Fleming allows you to have video consultations with your patients and send them text messages.

Continue with:

**NHS** NHSmail (nhs.net)

✓ This is the quickest and easiest way to get access

OR

nhs.uk email

Only use this option if you don't have an @nhs.net email

Key features

- Video consultations
- SMS a patient

Did you know?

- ✓ We're NHS Digital accredited
- ✓ Trusted by over half of all GP Practices

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accuRx.

Delivery receipts

Share

Salford Royal NHS Foundation Trust ▾

## Search for a patient

To find a patient you need their NHS number and date of birth.

Test with a dummy patient by using the NHS number  
777-777-7777 and any date of birth 🖱

### NHS number

XXX-XXX-XXXX

### Date of birth (dd/mm/yyyy)

DD

MM

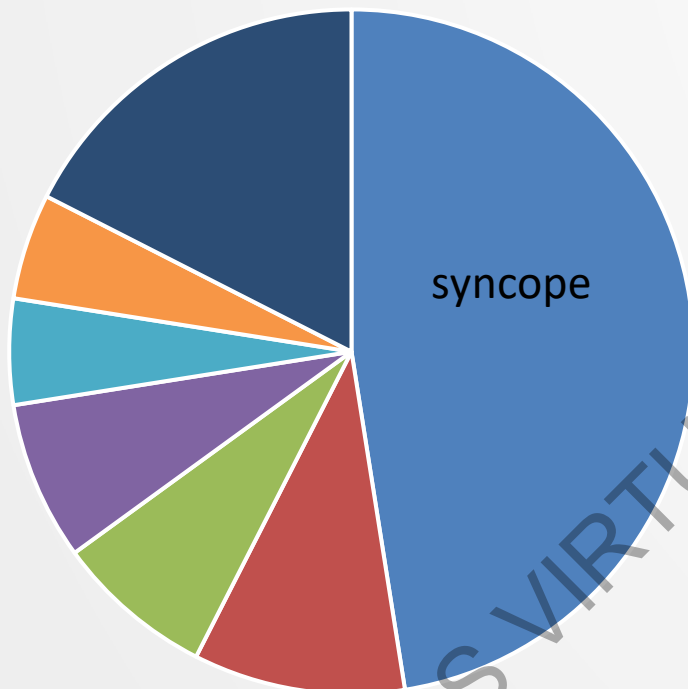
YYYY

## Feedback data collected from virtual clinic:

- Data collected from 14/05/20 to 10/07/20
- 40 appointments.
- Data collection included:
  - Type of assessment: Telephone, virtual.
  - Availability of smart device.
  - Consultation problem/duration
  - Examination completed.
  - Feedback: clinician, patient, relative.
  - Investigations requested: Radiology, ECG, bloods.

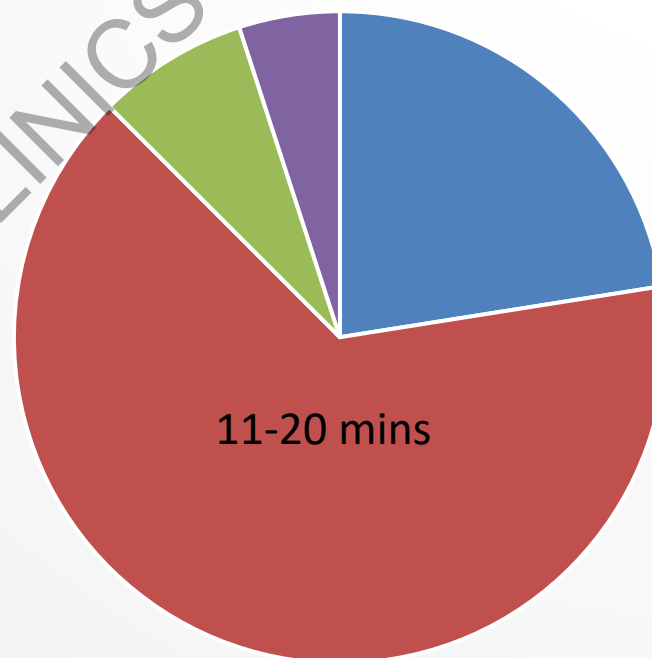


Consultation problems

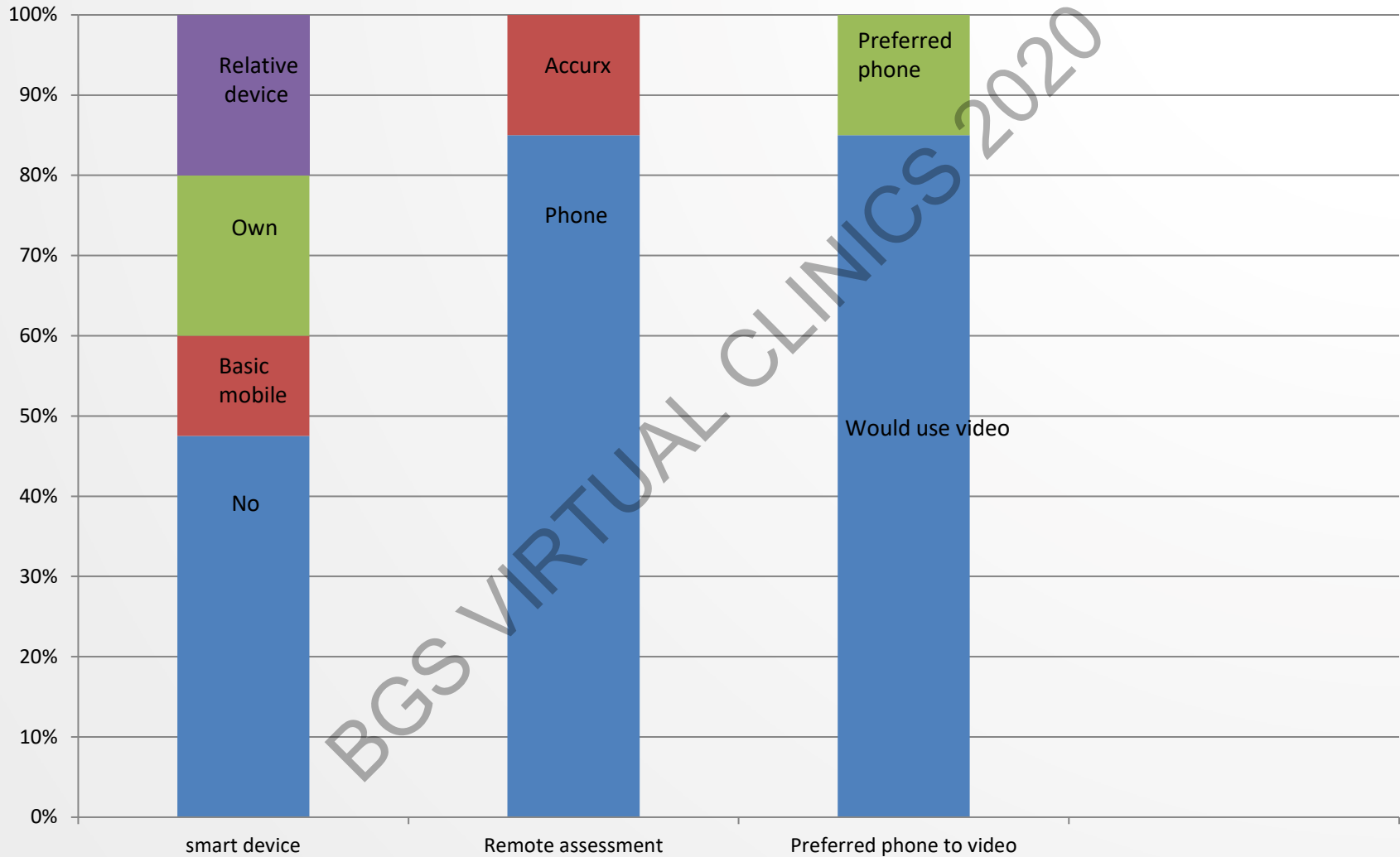


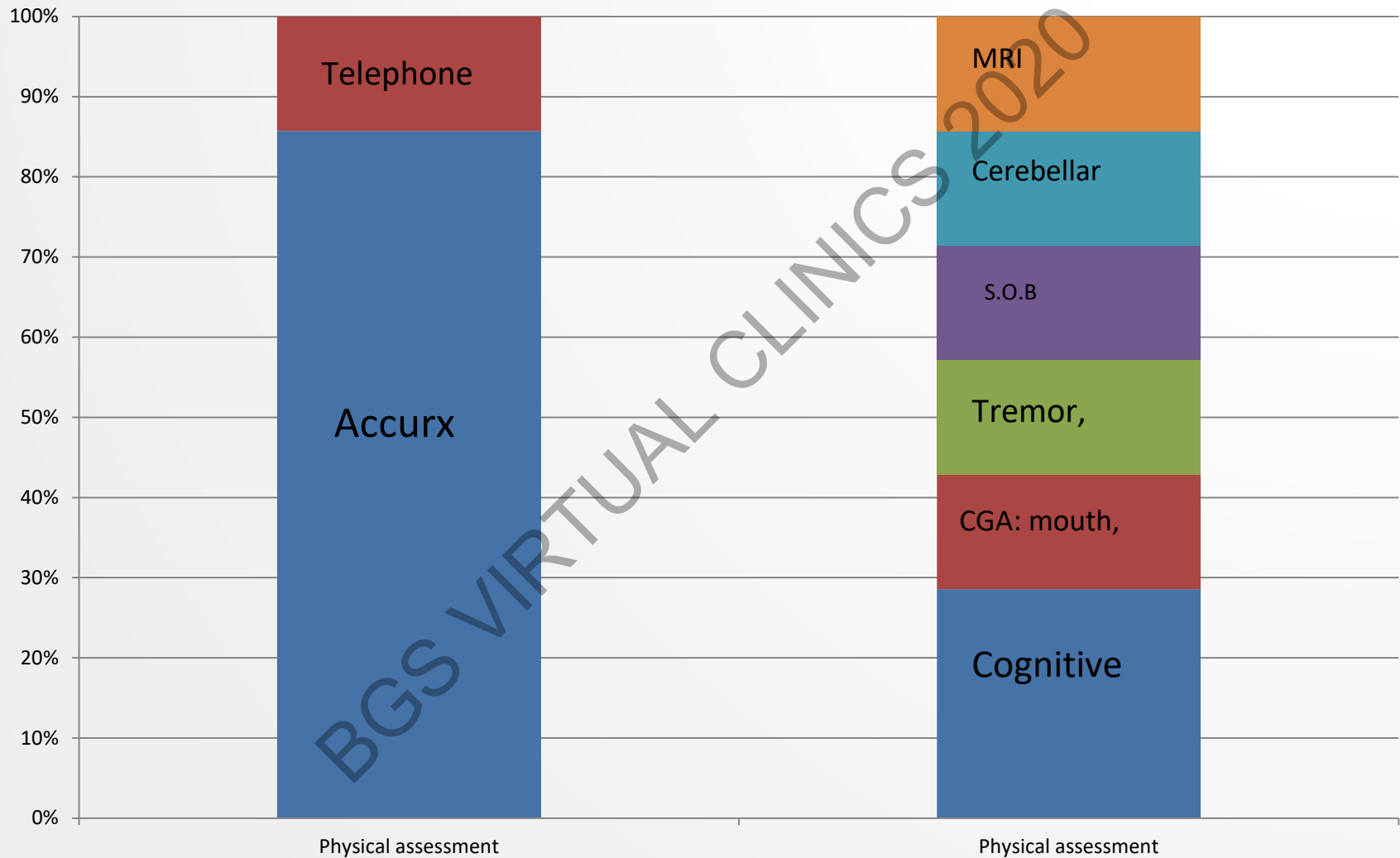
- Syncope
- Memory
- Wt loss
- Miscellaneous
- Discuss results
- Follow up after discharge
- IDA

Consultation time



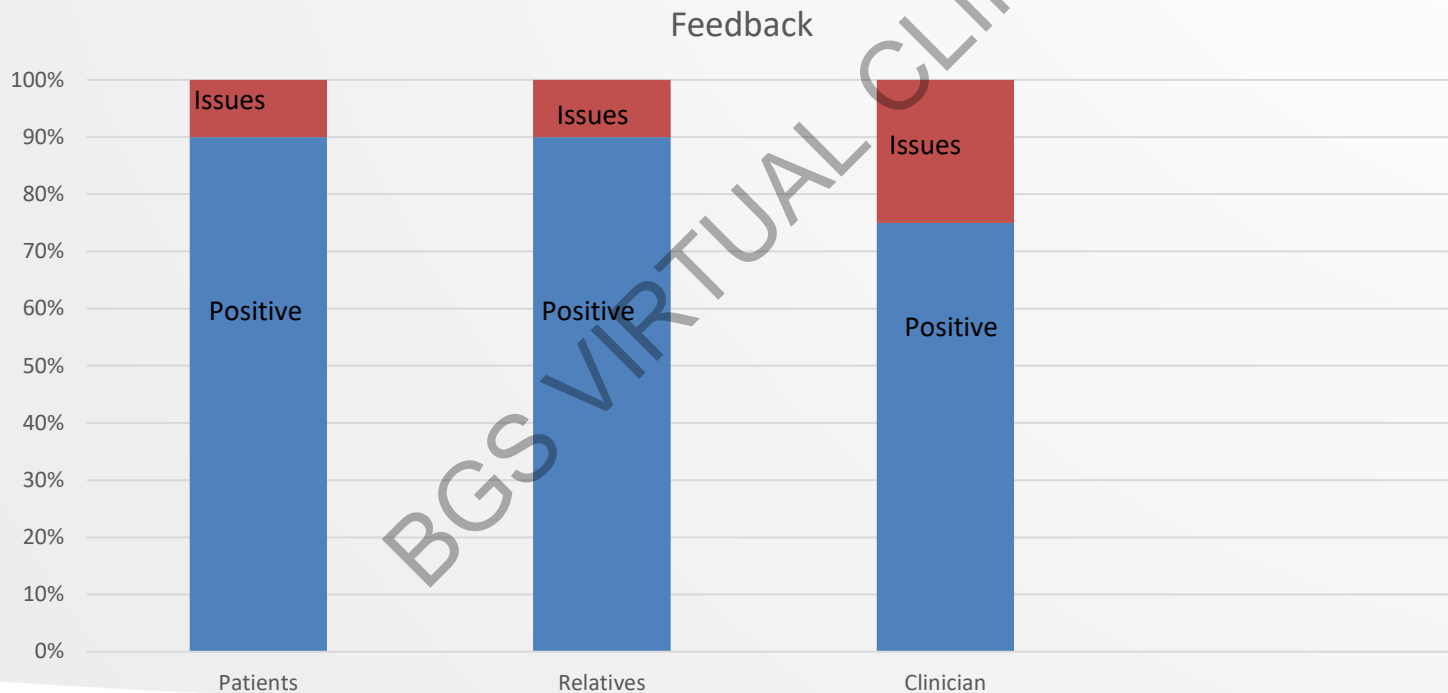
- 0 to 10
- 11 to 20
- 21 to 30
- 31 to 40





### Feedback:

- Patients : 3x could not hear very well, preferred face 2 face, frustrating as incomplete
- Relatives: prefer face 2 face, patient find difficult to express themselves , 2x calls failed as person deaf.
- Clinician: incomplete needed examination, 2 patients dysarthric, call multiple phones, difficult to hear the patient, repeat questions as hearing difficulty, prefer face to face, technical issue, two failed accurx.



## Personal Outcome and Benefits:

- Able to maintain my training in Geriatric Medicine rotation
- Varied experience- good range of common medical conditions from conducting virtual outpatients clinic
- E-portfolio and curriculum - covered considerable part of the curriculum and reflections
- Learnt some cognitive assessment tests could be done using the telephone.
- Increased confidence when using the telephone or Accurx

## Resources I found useful, General:

- Coronavirus (COVID-19) e-learning programme on e-LFH (e-learning for healthcare) including: Remote Consultations for GPs: Telephone consultation tips, Remote consultation handbook, 2<sup>nd</sup> Ed

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# Patient feedback

- We feel not deserted by doctors
- Nice to have a chat.
- You are the first person to call us today (afternoon)



# What areas require improvement to facilitate training:

- Widespread use of virtual consultation to increase familiarity
- Adaptation of WPBA to remote working

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# Summary

- My advice is be open to changes, as it brings opportunities and learning.
- Supervision and support from senior was the key factor for an amazing and unforgettable experience.

Thank you

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