Virtual Clinics

Dr Emma Vardy

Consultant Geriatrician and Clinical dementia lead Salford Care Organisation and Greater Manchester &Eastern Cheshire SCN
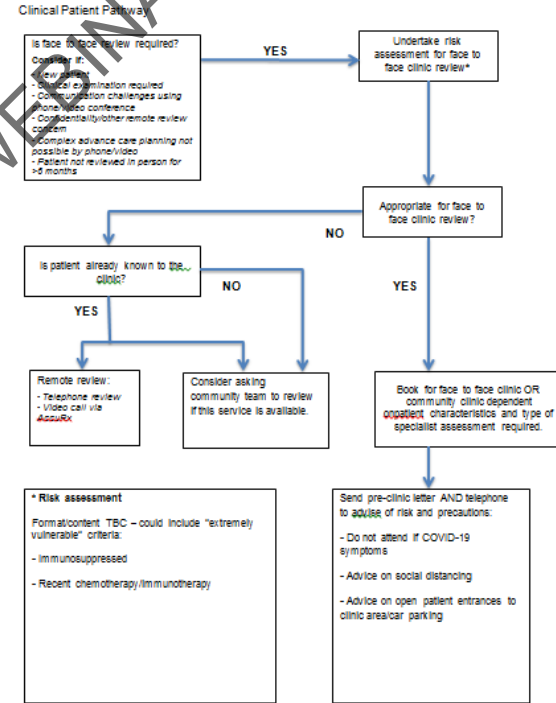
Associate CCIO, NHS Digital Academy cohort 2

Context

- Longstanding need to reform Outpatients

- Transformation of services fast tracked with COVID

- Older peoples needs must be accommodated

Royal College of Physicians

Outpatients: The future
Adding value through sustainability

Telephone or video

- Needs of patient

- Will video enhance consultation?

- Patient availability of smart phone and ability to utilise

- Inform patient triage

How to use technology

- *Before*
- Place free of interruption, office or home
- Headset can facilitate typing and talking
- Prepare as much as possible prior to commencing the consultation, eg reading clinic letters, reviewing results
- If using a personal device, type 141 before the number to be contacted (personal numbers will not be visible).

- *At the start*
- Introduce yourself and confirm patient ID
- Explain the new clinic format to the patient, new to both you and them
- Explain for example if you are typing at the same time, and that there may be pauses

- *At end*
- Ask for patient feedback, what worked for them, what would enhance the experience

What technology is available

BGS VIRTUAL CLINICS WEBINAR 2020

tweet Rachel Radford. (@RadfordSlt) tweeted at 9:59 pm on Wed, Apr 22, 2020

Considerations

- Picture quality
- Number of people in call eg relative
- Technology may not work for all patients, dependent on availability of devices and certain clinical characteristics eg significant cognitive impairment.
- Hybrid clinic solution may be appropriate

Exams work well

- Legs
- Mouth
- Some tremor
- Home circumstance
- Involve patient and carer

Governance and guidance

- CCIO/CIO approval
- Some tools have not been validated for **telephone (or video)** use
- Awareness of copyright restrictions

Resources

- Technology
- Bloods
- GP
- Radiology
- Cold sites
- Admin support
- Families and carers

Trainee Supervision

- Specified experienced clinician/supervisor
- Ensure the trainee has technology required for clinic, remote EHR access (eg via citrix)
- Identify which patients the trainee can review in advance and provide patient details
- Discuss cases and help the junior doctor to identify the key issues and formulate a provisional plan
- Review clinic letters, eportfolio assessments

Resources: patient

- https://www.youtube.com/watch?v=56zLsIH0mi8&feature=youtu.be Nuffield Department of Primary Care Health Sciences, University of Oxford and Barts NHS Trust.

Resources-HCP

- Short film which also includes a number of helpful references: https://www.rcplondon.ac.uk/education-practice/courses/effective-remote-consultations

- The complete Attend Anywhere Blueprint is available on the NHSFutures platform. If you don't have access please email gdeblueprints@nhsx.nhs.uk

- NHSX advice re information governance: https://www.nhsx.nhs.uk/covid-19-response/data-and-information-governance/information-governance/covid-19-information-governance-advice-health-and-care-professionals/

- BMJ visual summary: https://www.bmj.com/content/bmj/suppl/2020/03/24/bmj.m1182.DC1/gret055914.fi.pdf

- BMA guidance: https://www.bma.org.uk/advice-and-support/covid-19/practical-guidance/covid-19-video-consultations-and-homeworking

- GMC guidance: https://www.gmc-uk.org/ethical-guidance/ethical-hub/remote-consultations

- BMJ guide: I don't feel confident providing remote consultations. What do I need to know? BMJ 2020;369:m1746 https://www.bmj.com/content/369/bmj.m1746?utm_source=twitter&utm_medium=social&utm_term=hootsuite&utm_content=sme&utm_campaign=usage

- Canadian Geriatrics Society. Guide to assessing cognition through virtual consultation. Available at: https://canadiangeriatrics.ca/2020/05/virtual-approaches-to-cognitive-screening-during-pandemics/ [Accessed on 12th May 2020]

- Can I receive and store images from patients during remote consultations. BMJ, 2020. https://www.bmj.com/content/370/bmj.m2675?utm_source=twitter&utm_medium=social&utm_term=hootsuite&utm_content=sme&utm_campaign=usage

Summary

- Large scale innovation and transformation
- RCP, Academy Med Sci, Kings fund
- Consider consultation requirement and patient choice
- Geriatrician/AHP/nursing engagement, lead rather than follow