

Virtual Clinics

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Context

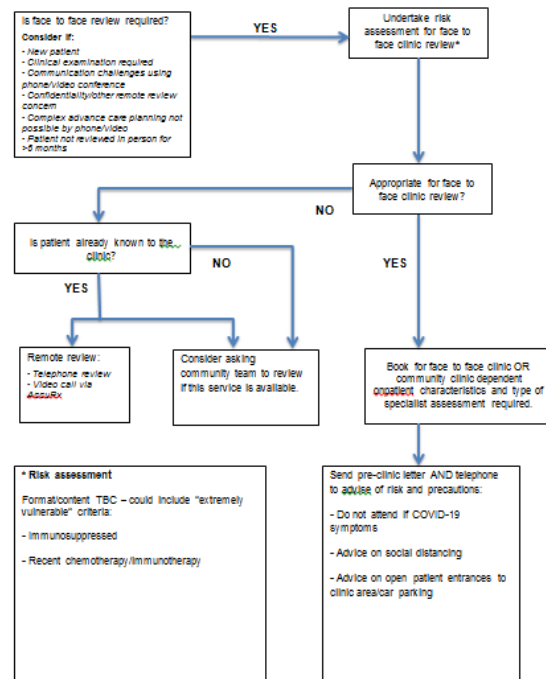
- Longstanding need to reform Outpatients
- Transformation of services fast tracked with COVID
- Older peoples needs must be accommodated



Telephone, video of F2F

- Needs of patient
- Will video enhance consultation?
- Patient availability of smart phone and ability to utilise
- Inform patient triage

Clinical Patient Pathway



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

Teletherapy Platform Functions							
	SCREEN SHARING	CLIENT REMOTE CONTROL	CHAT FUNCTION	NUMBER OF PEOPLE IN CALL	WHITEBOARD FEATURE	SECURITY	OTHER FEATURES
ZOOM	✓	✓	✓	Basic/Pro = up to 100	✓	Disable private chat Waiting Room and room lock Virtual backgrounds	Breakout rooms Annotation
ACCURX (NHS)	✓	✗	✗	Up to 5	✗	NHS Digital approved	SMS function and documents/photo links
ATTEND ANYWHERE (NHS)	✓ <small>Requires browser plug in</small>	✗	✗	Up to 5	✗	NHS Digital approved Waiting Room Client detail check	Message clients in waiting room Add people into call
MICROSOFT TEAMS	✓	✓	✓	9 on screen Up to 250 in meeting	✓	Blur Background Lobby feature	Can set up Teams/channels
CISCO WEBEX	✓	✓	✓	Up to 100	✓	Blur Background Lobby feature	
WHEREBY	✓	✗	✓	Free version = Up to 4	✗	Can lock room	Simple/Easy to use
JITSI	✓	✓	✓	Up to 75	✗ <small>Available as add-on</small>	End to end encryption Passcode security Blur background	
GOOGLE MEET	✓	✓	✗ <small>Integrates Google Chat</small>	Up to 30	✓ <small>Integrates with Jamboard</small>	GDPR compliant End to end encryptions Unique links per person	Filters out background noise

Compiled by Rachel Radford, Rebekah Davies & Kate Boot

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

Comparison of Teletherapy Platforms

The RCSLT does not recommend any particular platform for teletherapy

	COST	INTERGRATION	ACCOUNT REQUIRED?	DESKTOP/APP/ BROWSER
ZOOM	Free Paid versions for more participants and time	All Calendars	Host needs registration No account needed to join chat	Desktop and App Works in Chrome, Firefox, Safari
ACCURX (NHS)	Free	AccuRx chain integrates with SystmOne/EMIS electronic patient records	nhs.net login None for client	Desktop/Whereby App Chrome or Safari
ATTEND ANYWHERE (NHS)	NHS Trust/CCG License required (Free for 12 months during COVID 19)		nhs.net login None for client	Desktop Chrome and Safari
MICROSOFT TEAMS	NHS funded Non-NHS from £3.80/month	Outlook	Account required for full function None for client	Desktop/App All browsers
CISCO WEBEX	Free Paid options for more participants	All calendars	Account for host None for Client	Desktop/App Extension required in Chrome
WHEREBY	Free Paid version for more rooms	Outlook and Google calendar	Account for host None for client	Desktop/App Chrome, Firefox, Safari
JITSI	Free	Outlook and Google Calendar		Desktop/App Chrome extension required
GOOGLE MEET	Free for 6 months followed by subscription	Google app/ G-Suite Google Calendar	Gmail account None for client	Desktop/App Chrome & Safari

Welcome to accuRx Fleming

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

Continue with:



✓ *This is the quickest and easiest way to get access*

OR



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



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

Patient feedback

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



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

First wave and second wave

- Limits to remote review for some
- Hybrid approach to clinic
- Long term plans



Resources: patient

- <https://www.youtube.com/watch?v=56zLslH0mi8&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



Emma Vardy @emmavardy2 · Apr 23

Clinic is unrecognisable these days [#nogoingback](#) [#innovateaswego](#)
[#theremotegeriatrician](#)

