

Welcome to our webinar

Digital first: moving to online triage and consultations

To help with the smooth running of the webinar:

- Please ensure you have muted your microphone
- Please use the chat function to submit any questions



Please note this webinar is being recorded



Digital first: moving to online triage and consultations



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@MinalBakhai #PrimaryCare



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Co-Founder eHub Hurley
Group

General Practitioner

Digital primary care



All practices should move to a triage first model (online, phone, video) as rapidly as possible to protect patients and staff from possible infection.

Rapid procurement for those practices that do not currently have an online consultation and/or video solution will be supported through a national bundled procurement.

There is national work underway to address known barriers to digital access.

Practices should manage patients remotely unless face to face care is clinically required, in order to minimise infection risk.

NHSE/I are working with local commissioners on implementation resources to help practices to deliver the changes required to deliver a successful total triage model

The National Commercial and Procurement Hub

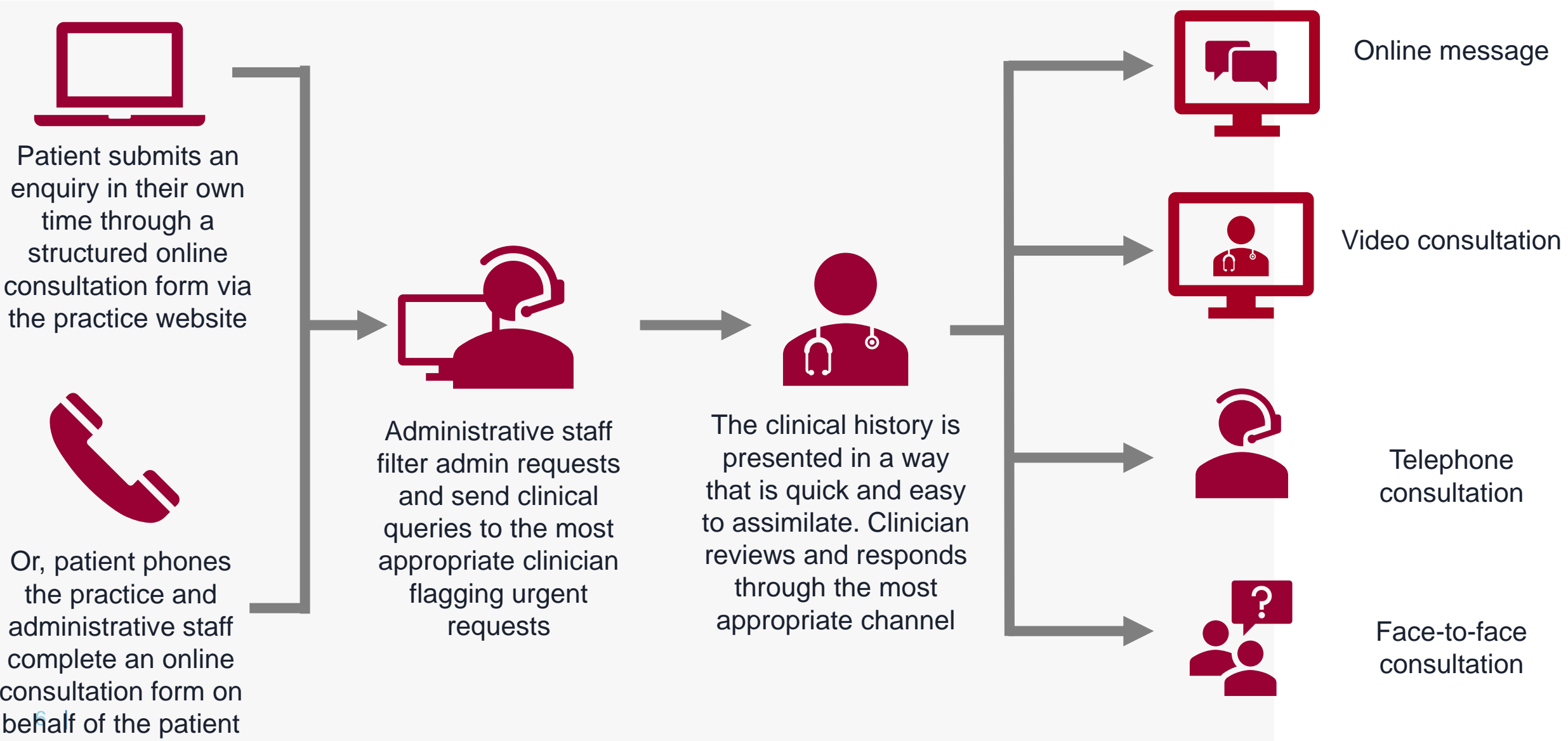


commercial.procurementhub@nhs.net

Steps to take: moving to total triage and online consultations

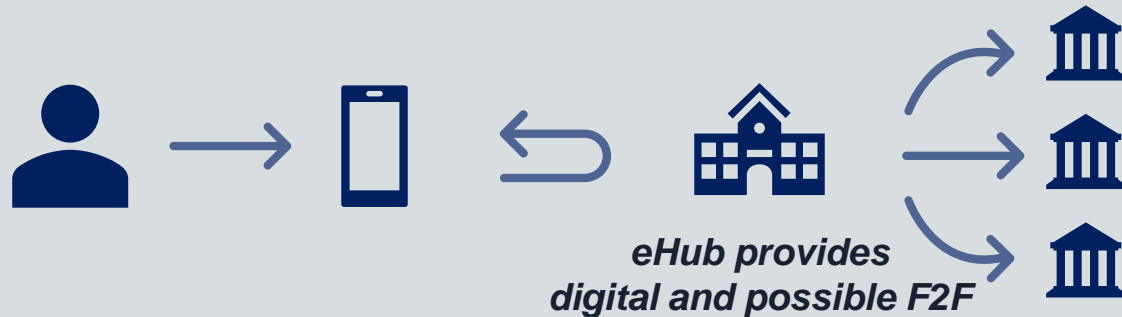
- **Current pre-booked appointments should be converted to remote management** unless face-to-face contact is clinically necessary
- **Turn-off online pre-bookable appointments** if all triage is handled through an online consultation system
- **If online pre-bookable appointments are being turned off, practices must not turn off other patient facing services**, e.g. repeat prescription ordering and patient access to medical records
- **Appointments made available to NHS 111 for direct-booking should be set up as remote appointments** not face-to-face
- **Practices should enable record sharing across PCNs** (as a minimum)

Digital/phone total triage



Virtual hubs

Resident is able to access a platform which allows them to consult online with eHub clinicians



eHub provides digital and possible F2F services.

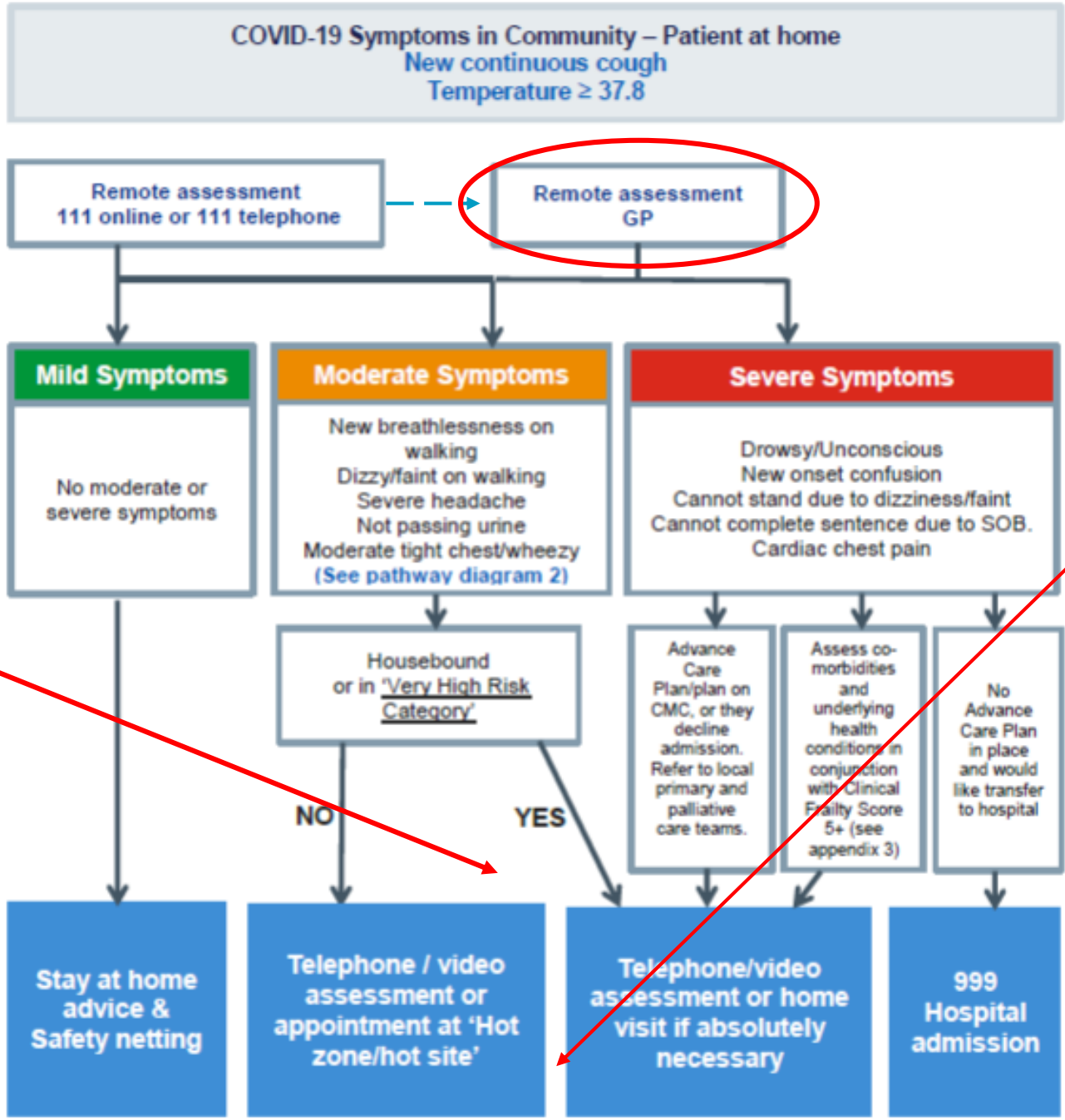
Where eHub appointment is not in patients' best interest, capacity at registered GP is sought.

eHub could be set up as:

1. Separate entity
2. Part of access hub
3. Linked to UCC/UTC if applicable

Online consultations are managed centrally by a group of clinicians working on behalf of a group of GP Practices

Example of a Local COVID-19 Pathway



Consider

- Using buddying and/or huddles where difficult decisions need to be made and to make a decision for face to face or home visits (2 or more clinicians)
- “Face to face” should be reserved for only when the benefit outweighs the risk e.g. suspected acute abdomen

Consider
A virtual hub/ward for remote monitoring of patients with moderate symptoms in case they deteriorate

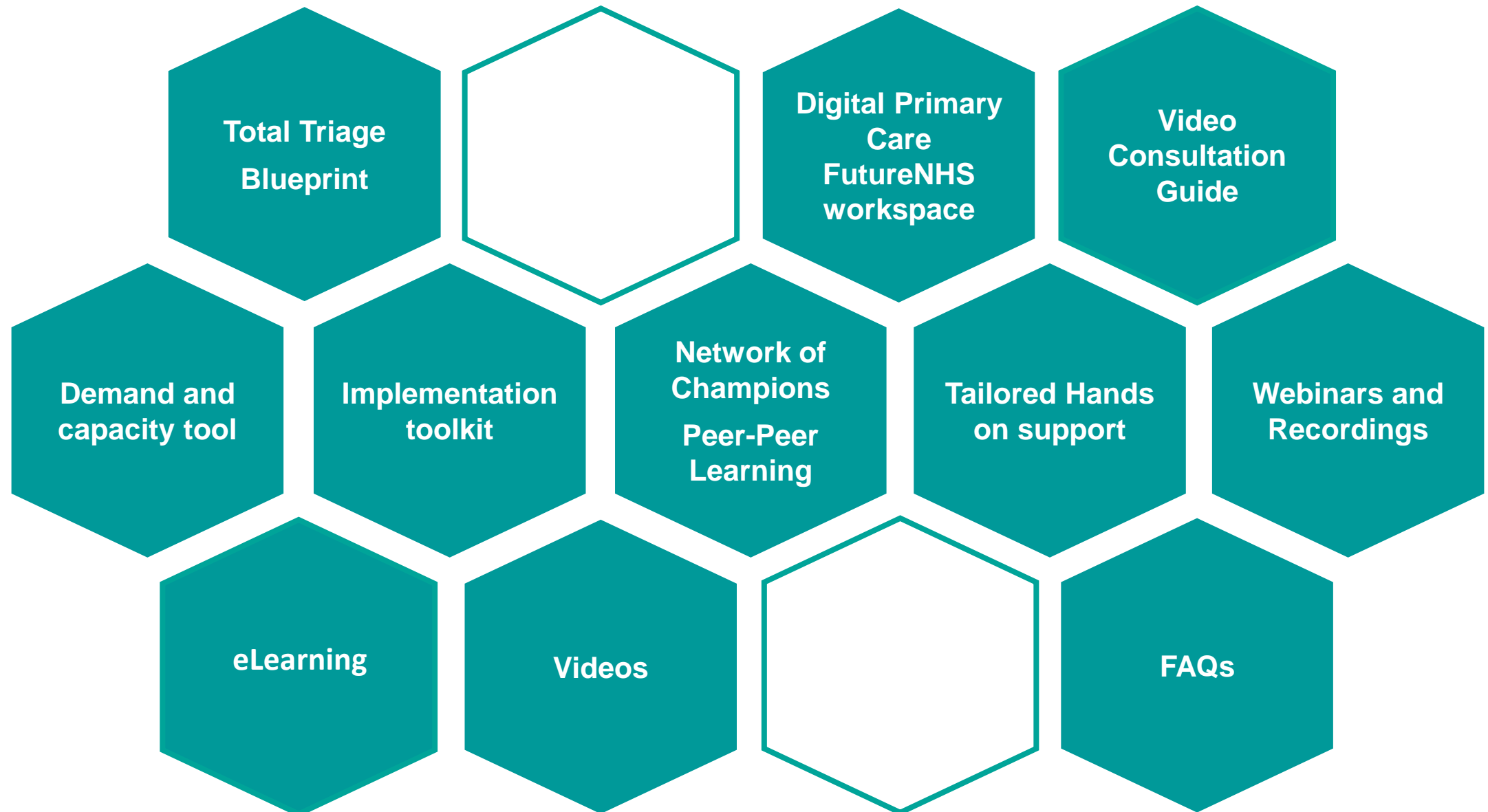
Top tips for online consulting



- Aim to respond promptly
- Don't be daunted if you see a lot of requests
- Be clear about who is responding
- Check the patient's understanding
- Make sure that patients are able to ask questions
- Consider wording of messages

- Be alert to written cues
- Avoid jargon and acronyms
- Pass the online consultation to the patient's regular clinician
- Quick wins
- Try to do today's work today

Support offer



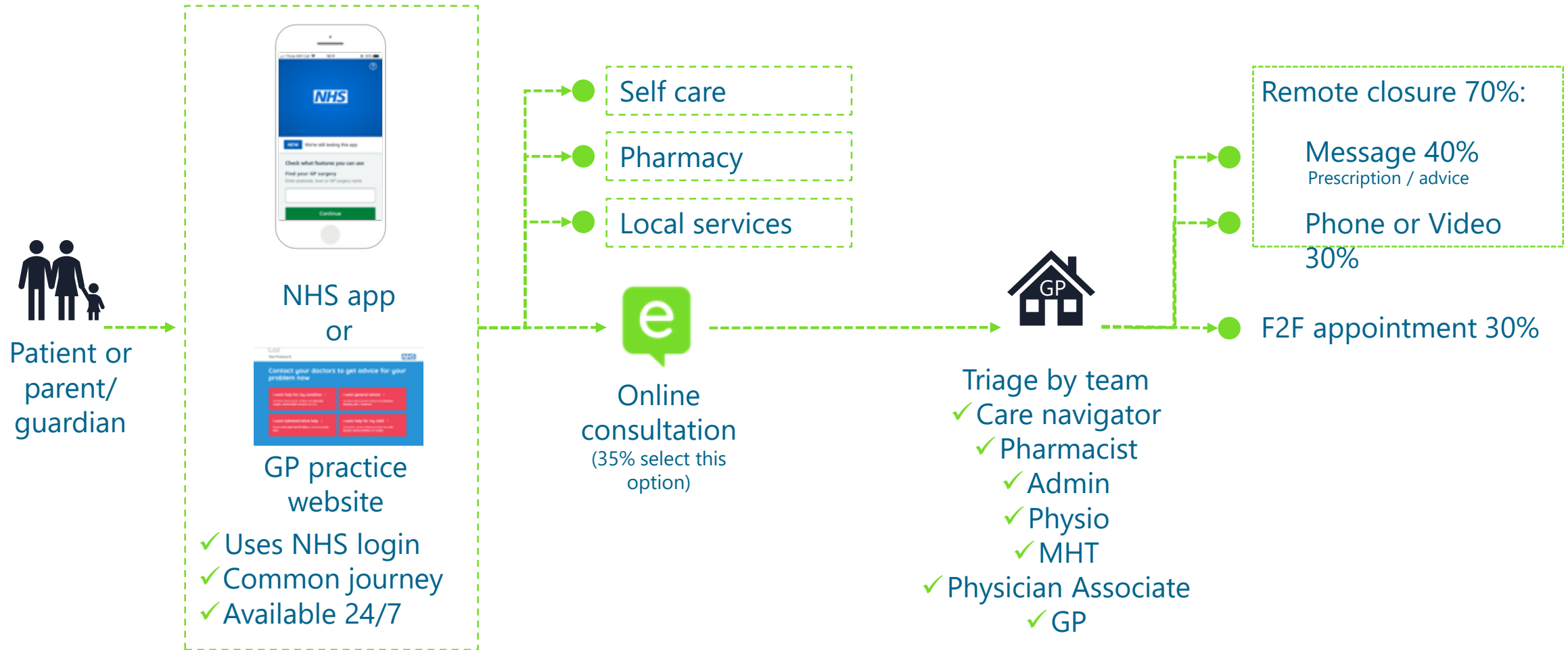


How to create a 'Total Triage' model

Dr Murray Ellender MRCGP MRCEM



Patient flow through the eConsult system



What is 'Total Triage'?

Online Consult is the preferred **route** for accessing help or an appointment

GP Practices taking 'control' of appointment offer

Managing patient demand and improving **efficiency**



Benefits of Total Triage

- ✓ Easiest model to introduce for practices / simple message for patients
- ✓ Improved access for patients without internet access
- ✓ Reduced appointment waiting time
- ✓ Increased continuity of care
- ✓ Utilising the full practice team
- ✓ Appointments for patients who *need* to be seen
- ✓ DNAs reduced to zero
- ✓ Protects workforce in Covid-19 crisis by significantly reducing footfall

Total Triage – key message

Your practice needs to consider 3 Cohorts of patients...

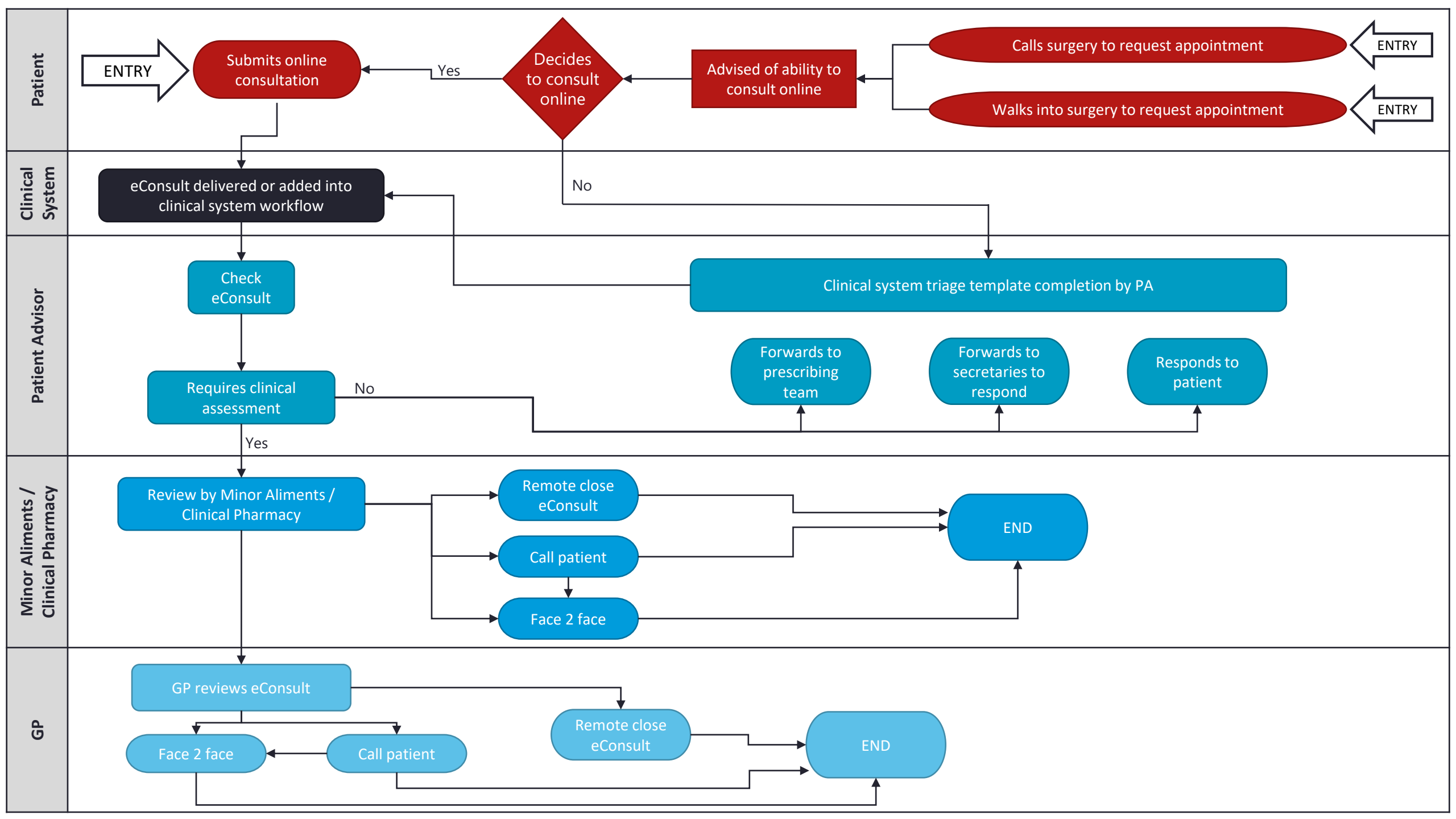
1. Those who cannot complete an eConsult - no internet, blind, language issues, learning difficulties, aged under 6 months etc
2. Those who have started their eConsult journey but unable to complete for "safety concerns"

3. Everyone else

Change in Practice

- All online bookable appointments for triage trained clinicians turned off
- Procedure for patients unable complete an eConsult (cohorts 1 & 2)
Navigation utilising clinical system templates
- Mandate all administration requests through eConsult

Patient Journey



Protect workforce in current climate – Covid-19



docklands medical centre

Important information about coronavirus (COVID-19)

If you live alone and have either a high temperature or a new continuous cough, do not leave your home for 7 days. If you live with other people, keep everyone at home for 14 days. To check if you need medical help, [use the 111 coronavirus service](#) . Only call 111 if you cannot get help online. **DO NOT go to your GP surgery, hospital or pharmacy.**

We're about to ask you a few questions about your request. Your answers will be sent securely to your practice.

To get started, please agree to the privacy notice and tell us if we can share your data with your practice

I have read the [privacy notice](#), and I consent to eConsult Health Ltd (an NHS-approved, third party organisation) using my personal and health data to provide an online consultation. I can withdraw my consent at any time by abandoning the form.

I consent to eConsult Health Ltd sharing my personal and health data with Docklands Medical Centre.

Next step



South View Partnership



Is your query specifically about a new cough or high temperature?

Answering this question will help us limit the spread of coronavirus (COVID-19).

A high temperature means you feel hot to the touch on your chest or back. A new continuous cough means you've started coughing repeatedly.

Yes

No

Next step

South View Partnership



You need to stay at home. Do not go to a GP surgery, pharmacy or hospital.

- If you have symptoms of coronavirus, you'll need to stay at home for 7 days.
- If you live with someone who has symptoms, you'll need to stay at home for 14 days from the day the first person in the home started having symptoms.
- If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.
- If you have to stay at home together, try to keep away from each other as much as possible.

If you have been told to self-isolate because of coronavirus and you need a note for your employer, you can [get an isolation note from NHS 111](#) .

Find out more from [GOV.UK guide to staying at home](#) .

Use the NHS 11 online coronavirus service if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days

[Use the 111 coronavirus service](#) .

Only call 111 if you cannot get help online.

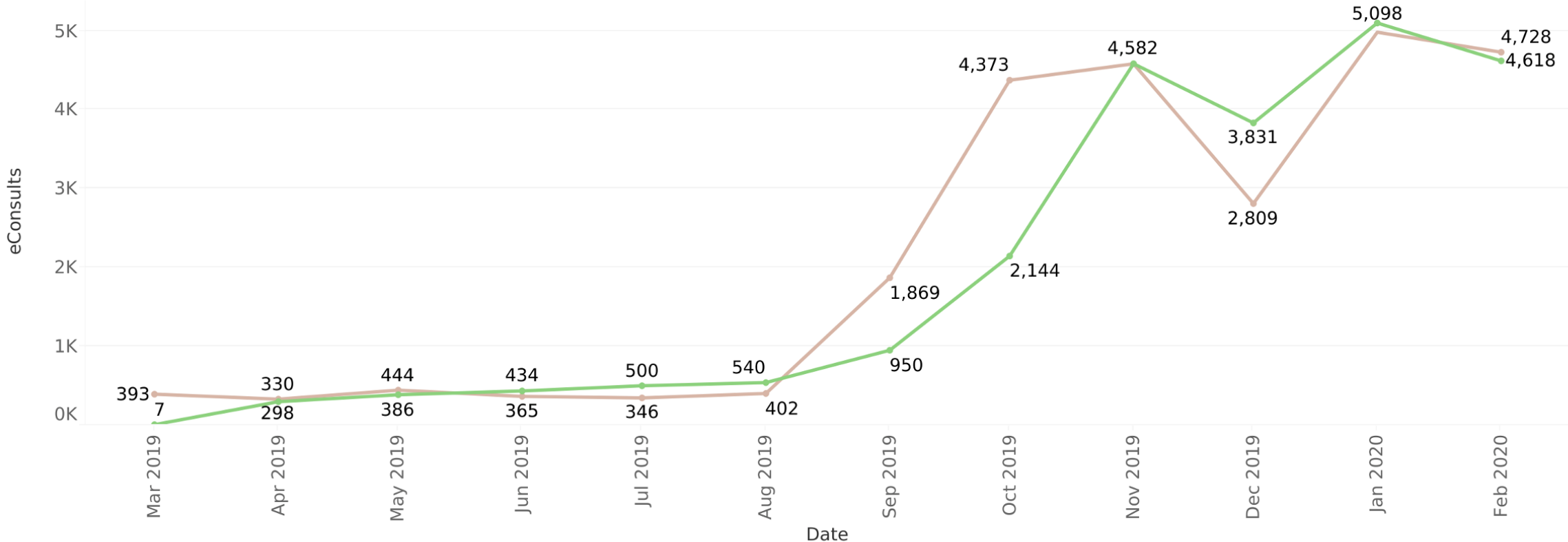
Impact on numbers

Your incoming eConsults will increase... but you will cope!



Practice Name
Beacon Medic..
Brownlow Heal..

Beacon Medical Group & Brownlow Health Central Dashboard



Both practices have around 40,000 patients



What do our current total triage practices think?

The screenshot shows the Beacon Medical Group website. At the top left is the Beacon Medical Group logo. To the right, contact numbers are listed for Chaddlewood, Glenside, Highlands, Ivybridge, Plympton, and Wotter, along with out-of-hours information. A navigation menu includes Home, Surgeries, Clinics & Services, Patient Hub, New Patients, About Us, Careers, and Contact. The main content area features the eConsult logo and a headline: "A Tap and a Click could save you a trip". Below this, a paragraph explains the service: "Fill out a simple online form to get advice and treatment from a member of the clinical team. Requests for fit notes must be submitted on the day required or an existing one expires, requests for future dates will not be accepted. ** Requests will take up to 5 working days to complete **". Three red buttons offer options: "Ask about common problems like coughs, back pain or mental health", "Ask about general symptoms like dizziness, tiredness or pain", and "Request sick notes and GP letters, or ask about recent tests".



Joe Nicholson
@JoeNichIAPM

What a week! Here it is in numbers: 2500+ contacts, over 1000 [@econsult_thinks](#), 55% of contacts by eConsult, 10% less phone calls, 16% less average wait time on phones, 1.5% DNA (6 hours less DNA time), and 65% saved a trip to the surgery. But it isn't about numbers...

3:24 PM · Nov 15, 2019 · [Twitter for iPhone](#)

13 Retweets 34 Likes



Joe Nicholson @JoeNichIAPM · Nov 15, 2019
Replying to [@JoeNichIAPM](#)

...it's about people. Staff in all areas reporting a greater positive working environment, greater capacity to tackle other workload, ability to manage demand and patient queries being answered and/or offered appointment only hours after submitting an eConsult or phone call.



1






6



27






779 eConsults processed last week! (not ALL by Dr Pawson, but he deserves a lot credit for leading on this) Thank you for your support as we streamline the process- we're aware it's a huge change, but all about helping you see the right , in the right , at the right .






11:58 AM · Oct 3, 2019 from Li

11 Retweets 42 Likes

 **Anna** @poeticunlicense · Oct 3, 2019
Replying to @brownlowcentral
I received a call back from a doctor within 30 minutes of completing the eConsult form last week. Very impressed with the new system. Well done! 

 1  1  10 

 **Brownlow Health Central** @brownlowcentral · Oct 3, 2019
That's great to hear- thank you!



Promotion is key; patient-focussed messaging is important!

Launch day!
From 16th September all appointment requests should be made using eConsults via our website.
No more phone queues
No more unnecessary trips
No more seeing the wrong person
With eConsults we'll make sure you get the right help, from the right person, at the right time.

Need an appointment?

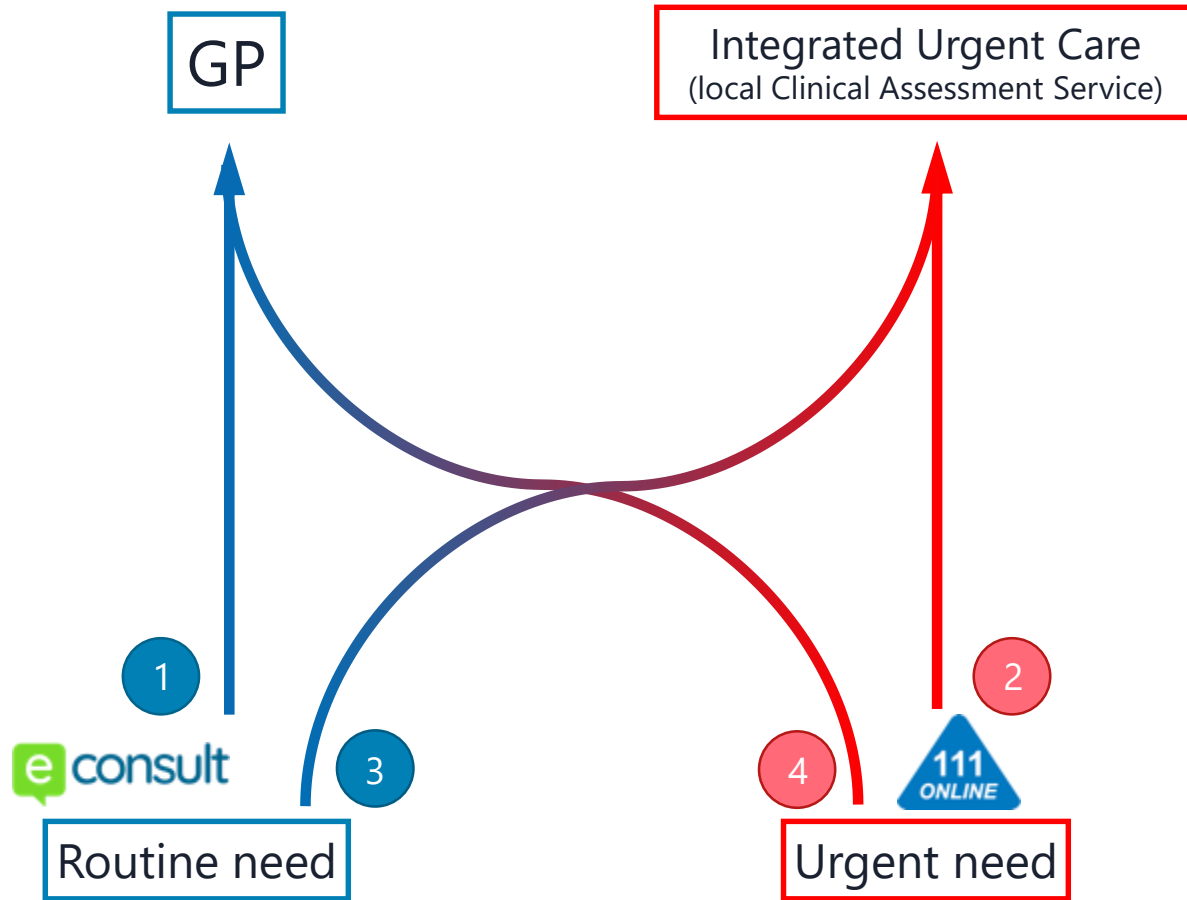
Submit an eConsult via our website and we will contact you by the end of the next working day at the latest.

Your eConsult will help us ensure you get the most appropriate help, whether it's by email, telephone, or a face to face appointment with the right person at the right time.



How does this all fit together?

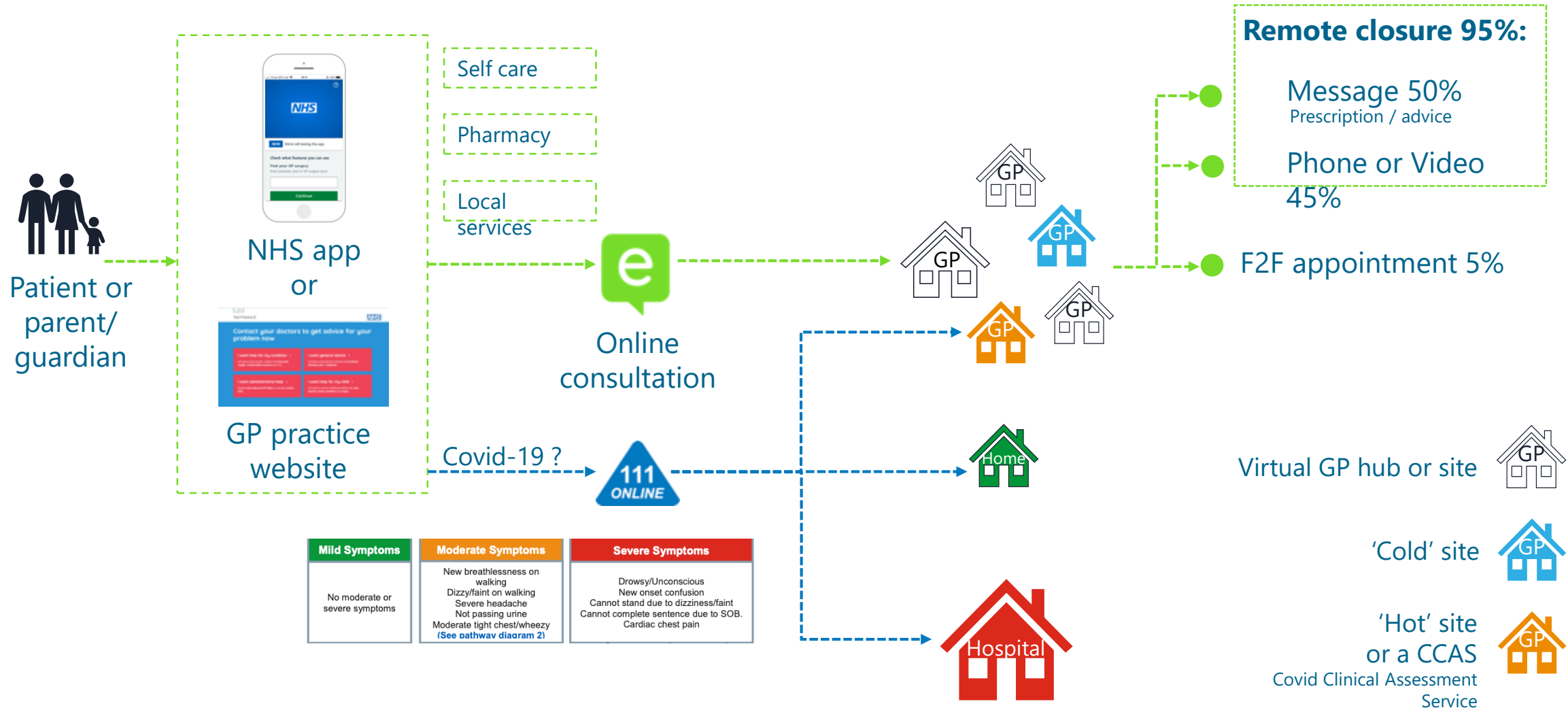
111 Online + eConsult: work has started to link journeys



Use cases:

- 1 Patient starts journey in primary care online setting (NHS app or practice website), completes eConsult and it is routed to GP for closure/management.
- 2 Patient starts journey in 111 Online setting, completes triage and it is routed to most suitable part of the IUC for closure/management, according to disposition.
- 3 Patient starts journey in primary care online setting (NHS app or practice website), is identified as having a more urgent need and eConsult is routed to IUC hub and delivered via ITK for more urgent closure/management.
- 4 Patient starts journey in 111 Online setting, disposition is "GP" and rather than being signposted to call GP, they are directed to eConsult platform to complete stripped down version (no duplication) that is then routed to GP for closure/management.

How are practices reacting to the current situation?





Setting up an eHub

Dr Ross Dyer-Smith MRCS MRCGP MFCI



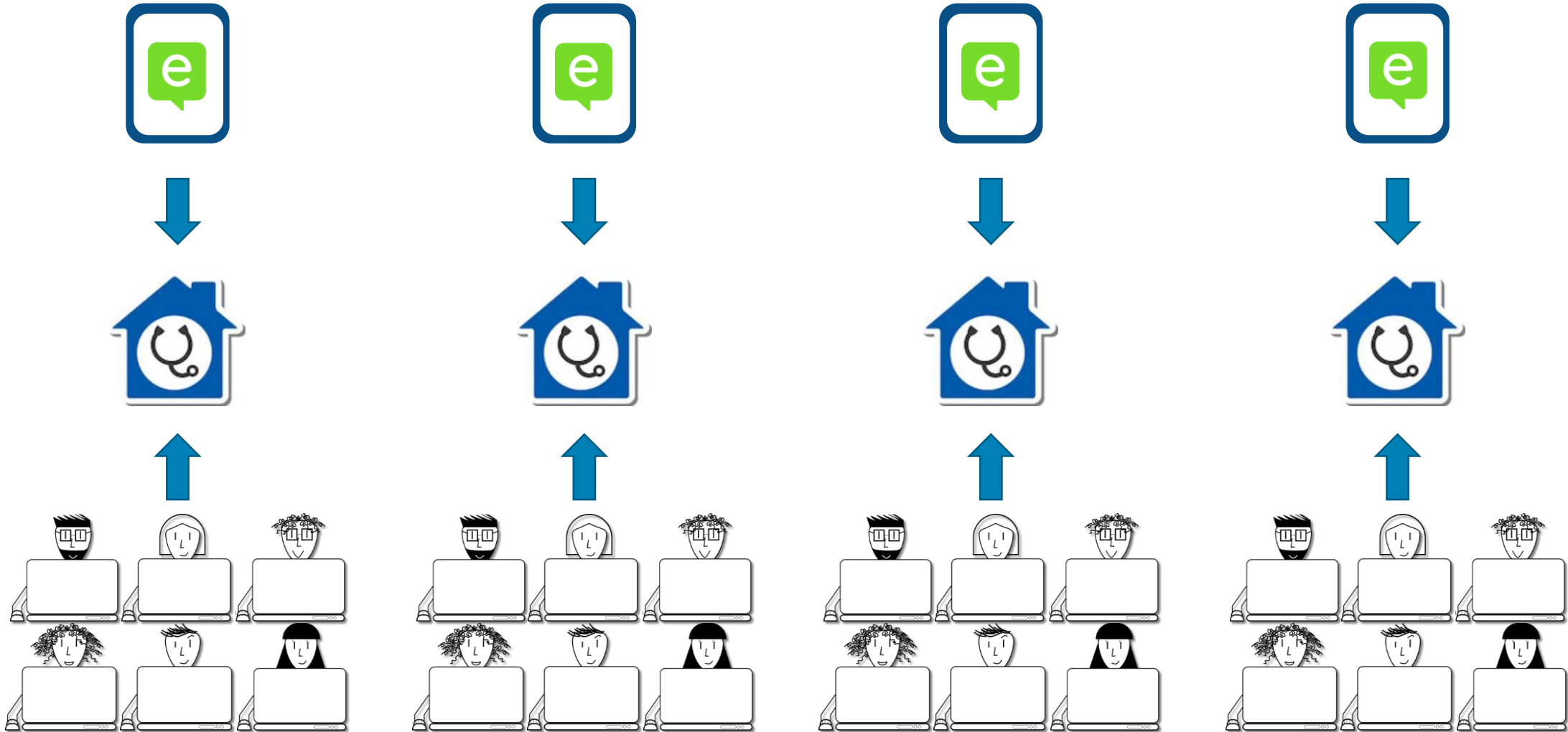
@dyersmith
@eHubGP



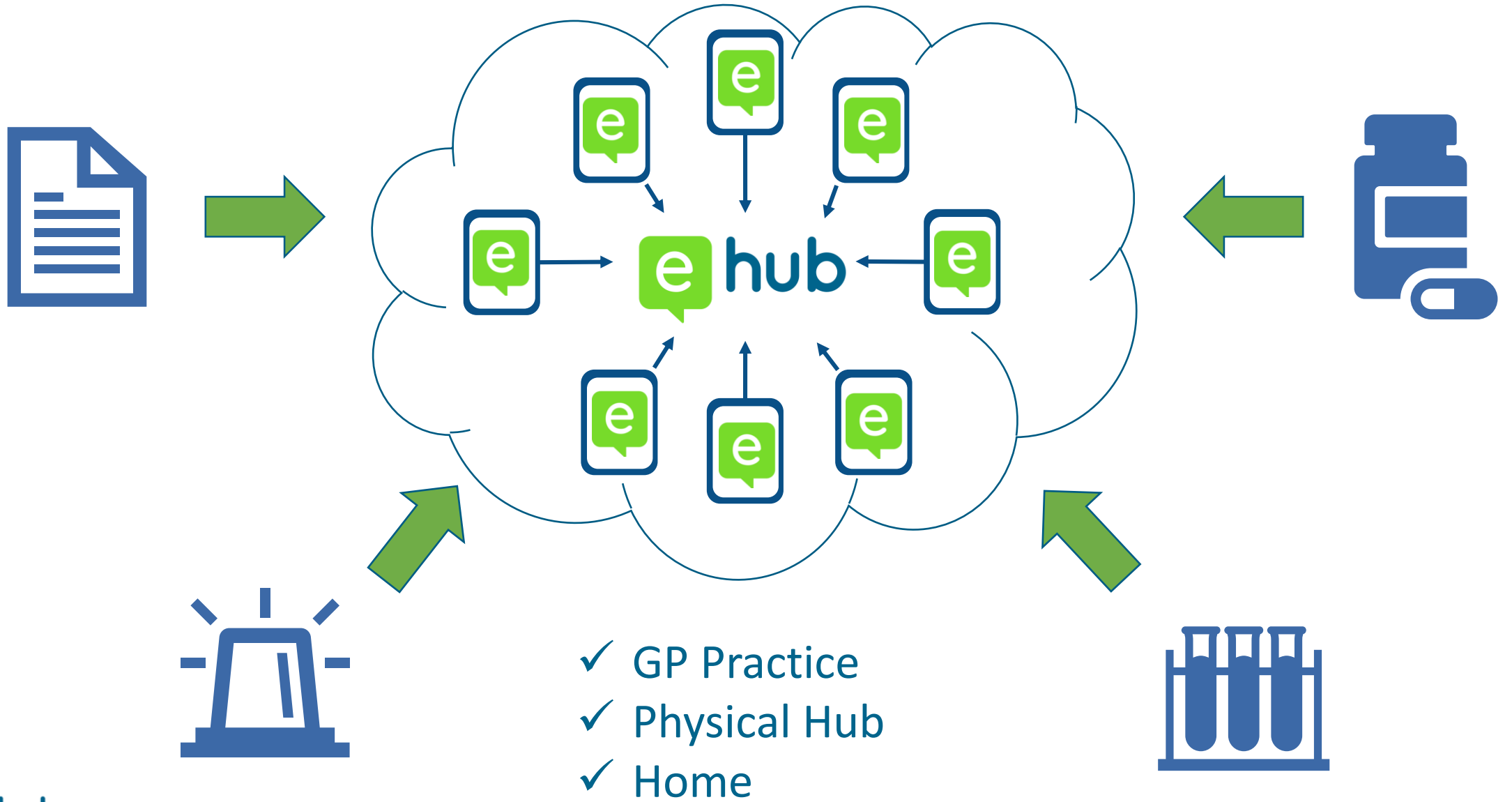
Objectives

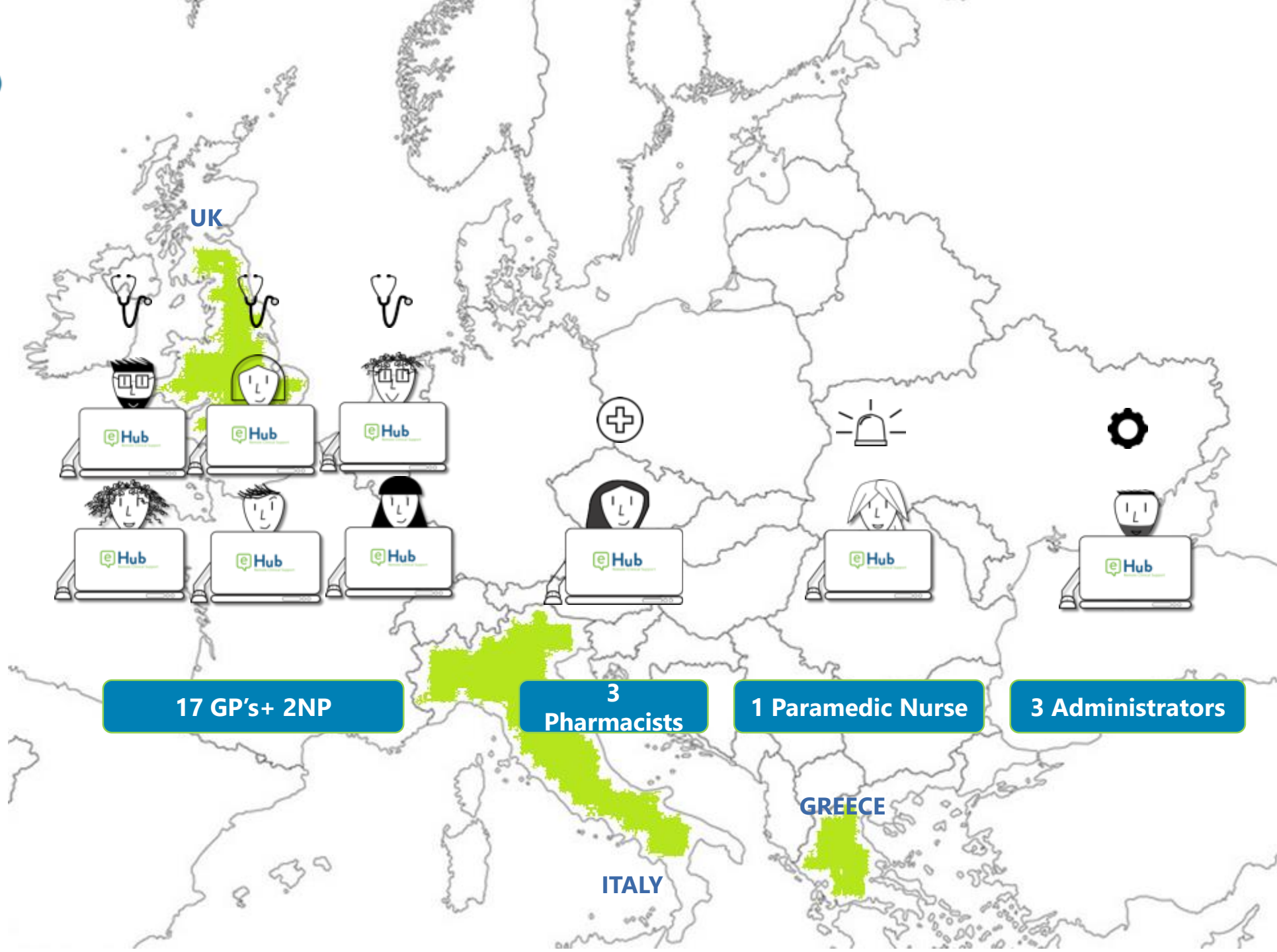
- The eHub story
- Models of delivery at scale
- The impact of training
- Technical Set up
- Tips

What is an “eHub”



What is an “eHub”

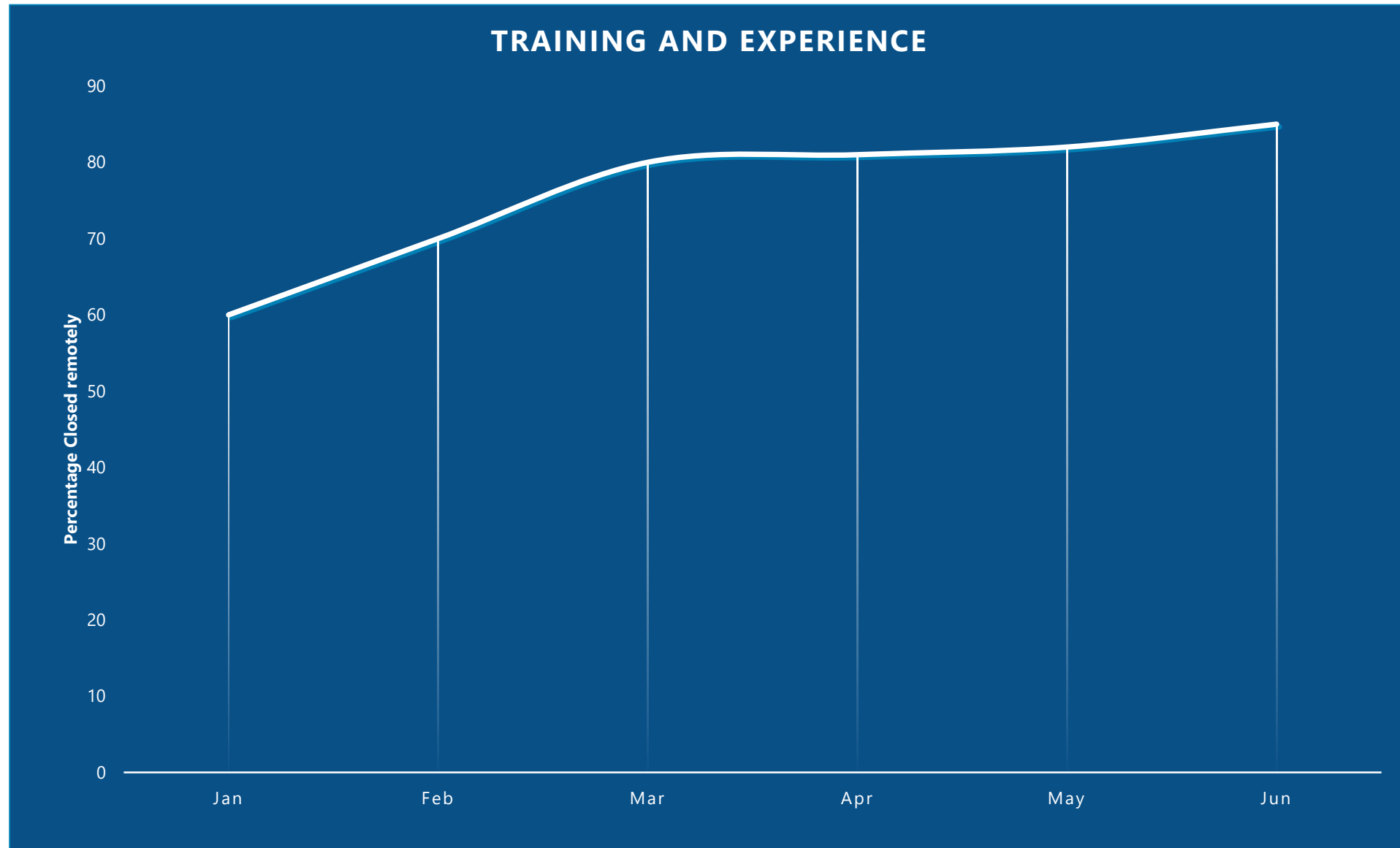




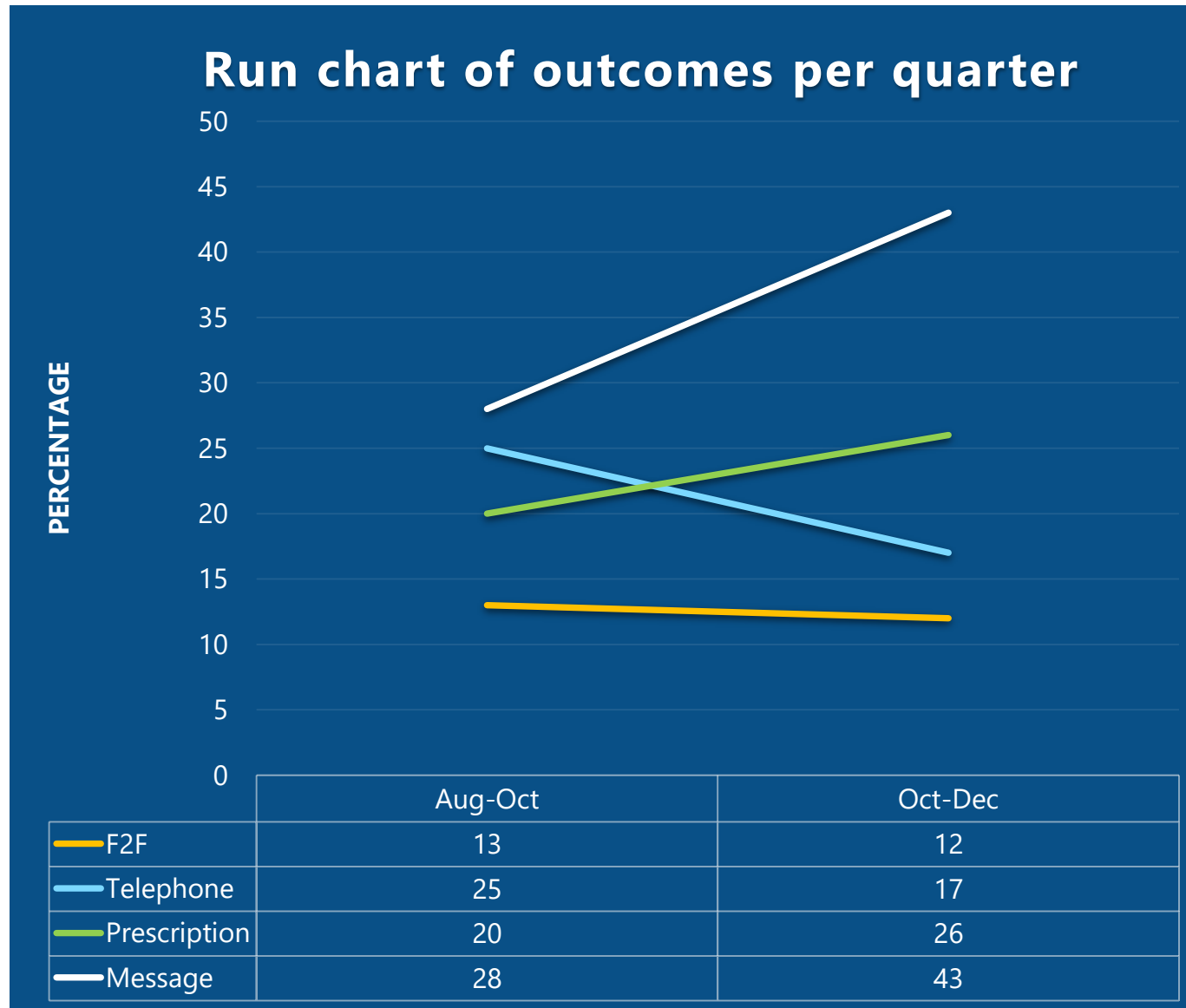
Key Facts

- 80000 online consultations
- 1600/week
- 80000 (EPS, documents, lab reports; standardised)
- 0% DNA
- Increased recruitment
- Skill mix development – Pharmacist, NP, ?physio
- 85-89% remote closure rate (97% during COVID19)

The impact of experience and training

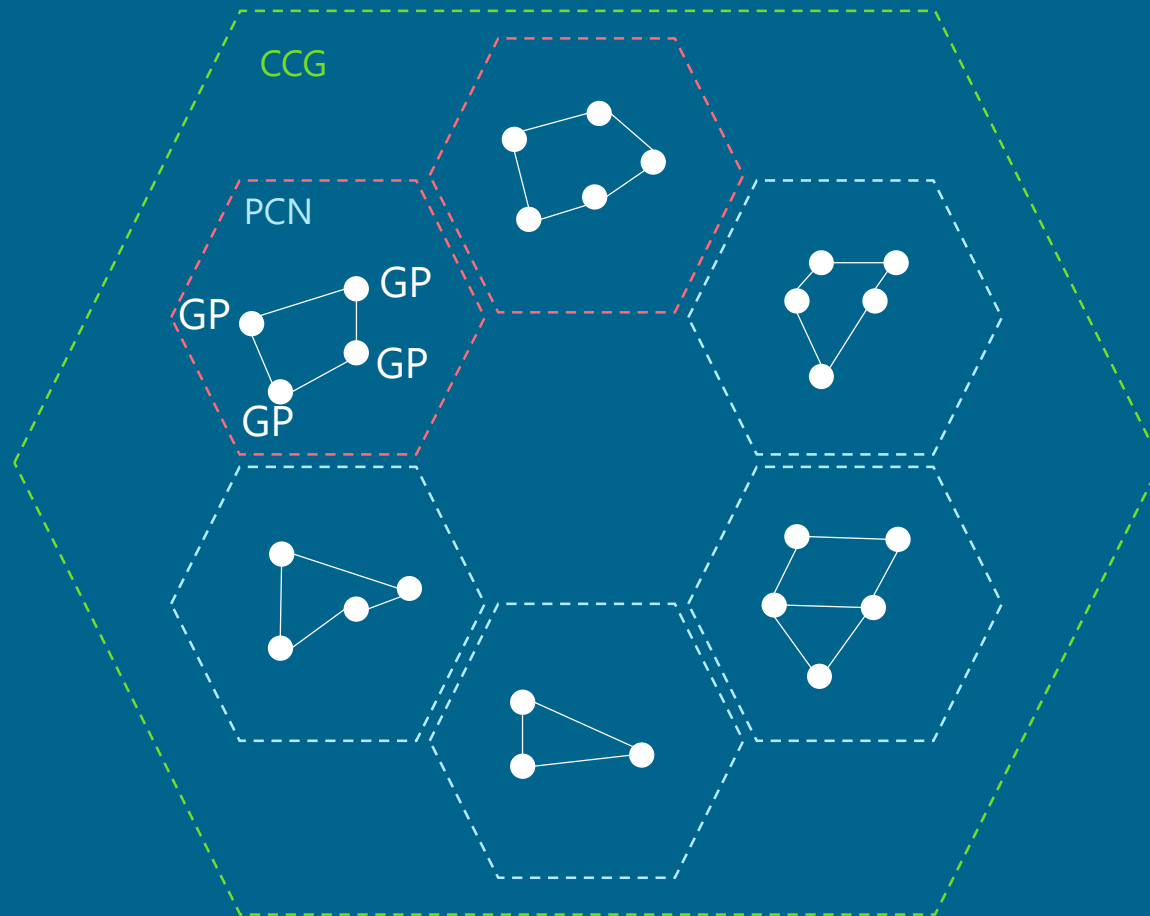


The impact of experience and training



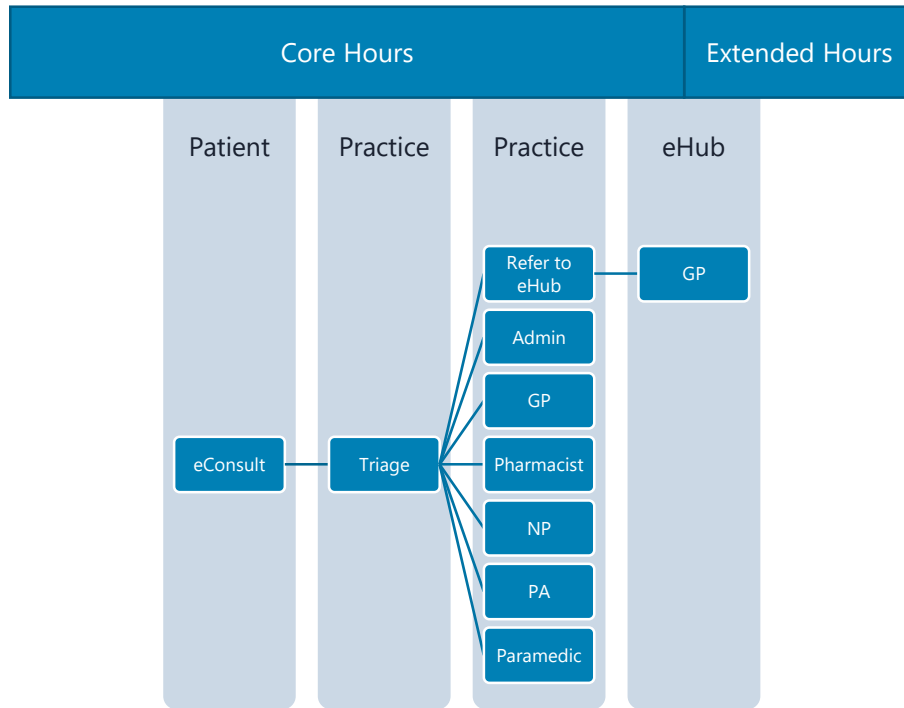
eHub Models

Scale

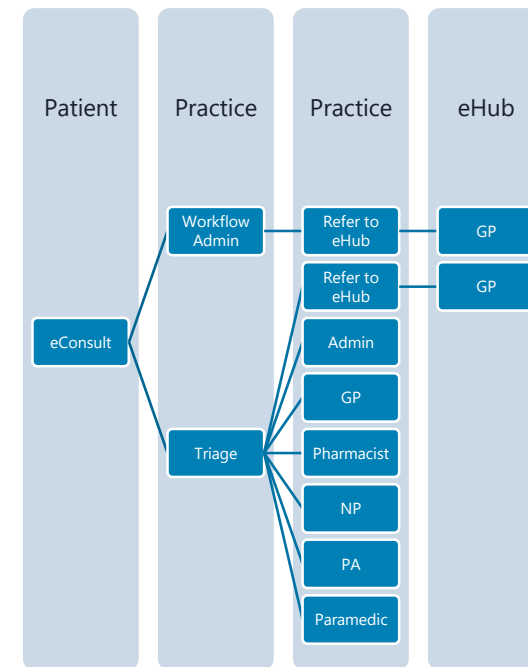


eHub Models

In hours +/- extended hours



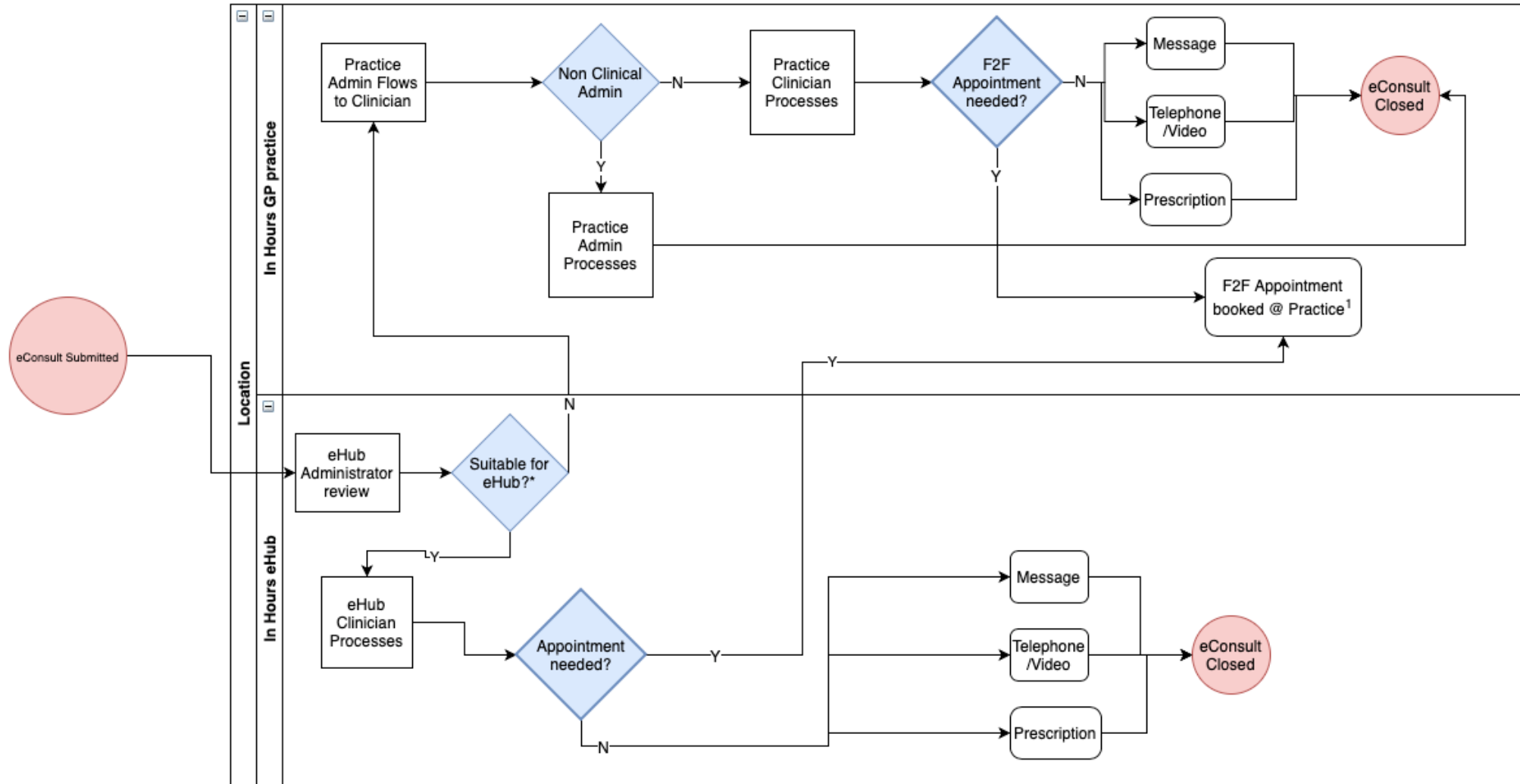
eConsult only Vs eConsult + admin







eHub to Practice

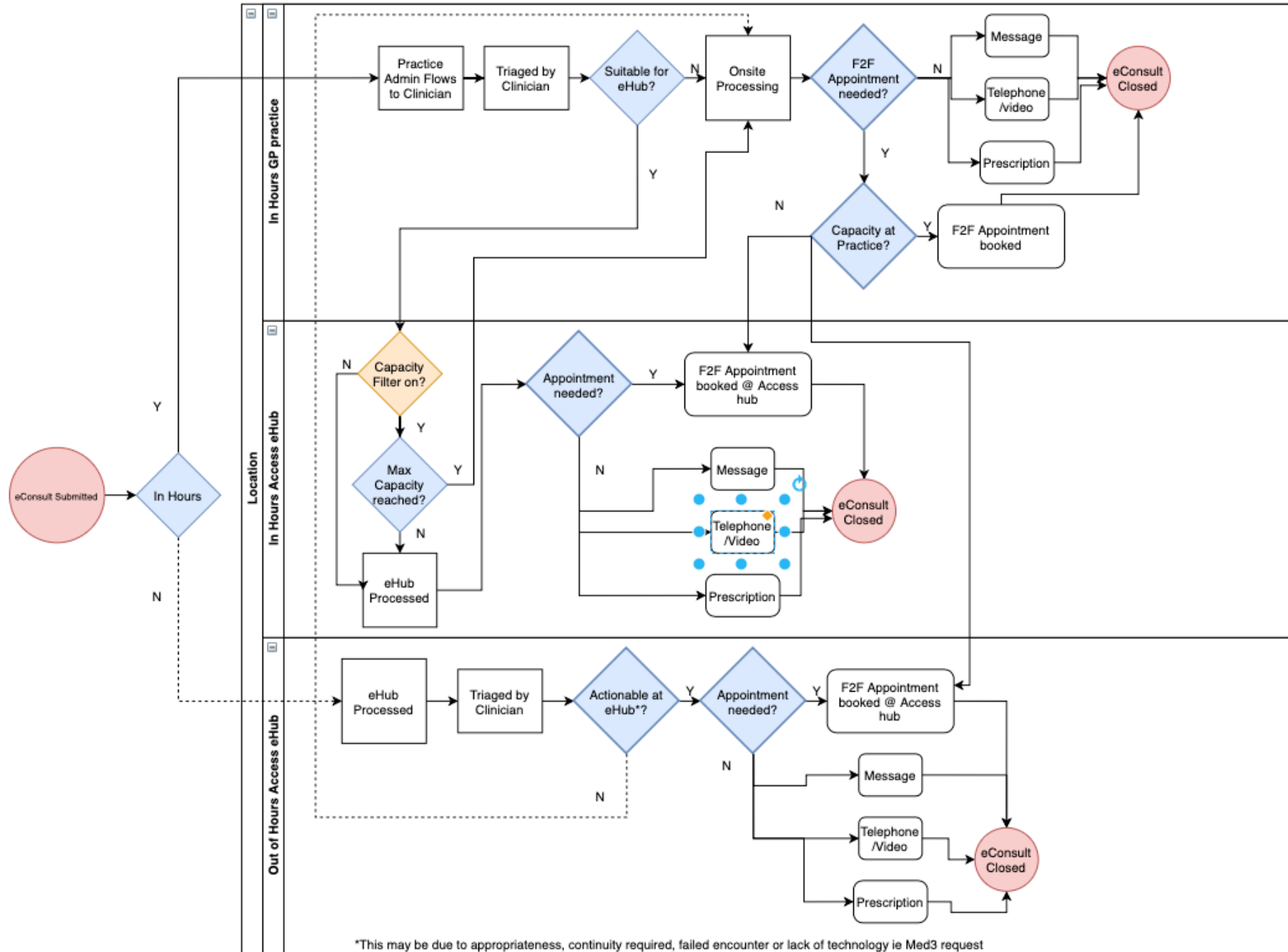


*Based on local agreed processes ie Private work requests, Med3's may be all directed to practice

¹This could be booked direct by the eHub or passed to admin at the practice site

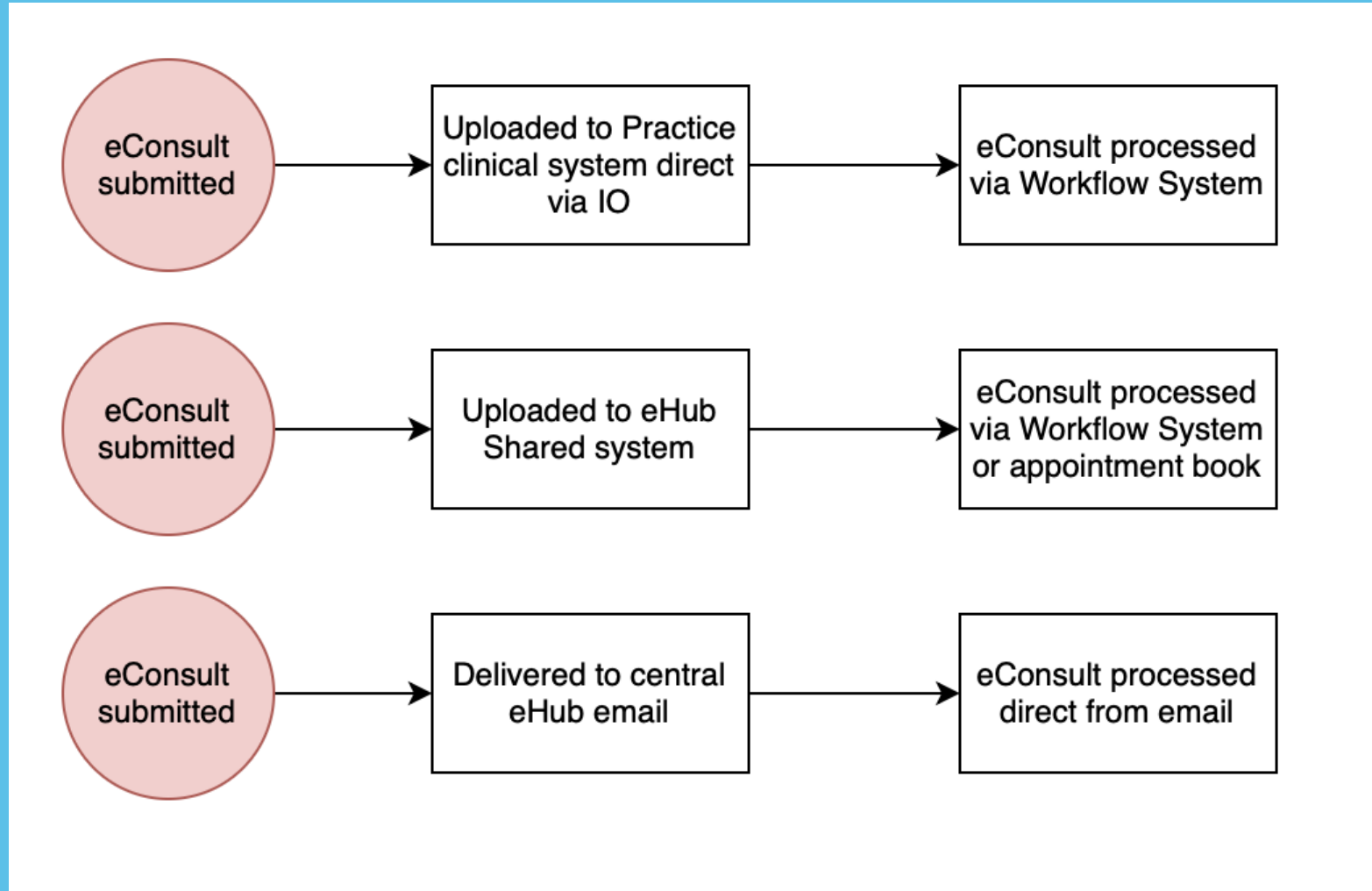


Practice to eHub +OOH



Technical Set Up

Delivery & Distribution Mechanism



Technical Set Up

- Shared Records Access modules Vs Direct Access
- DPIA/DSA
- Logins and Smartcard Set Up
- Hardware and Software – VPN, specification, policies
- Standard Operating Procedures
- Business Continuity Plans
- Data Collection -Templates
- Governance processes – IG, SER, meetings
- Communications – Microsoft teams, WhatsApp etc

Critical Success Factors

- ✓ Clinical Leadership & Belief
- ✓ Control
- ✓ IT system knowledge
- ✓ Data collection design
- ✓ Regular Monitoring & Evaluation
- ✓ 'Boots on the ground' Vs 'too many cooks'
- ✓ Culture change
- ✓ Engagement – process mapping
- ✓ Training, Volume and Experience
- ✓ Rapid PDSA Cycling
- ✓ Treating your eHub like a GP practice
- ✓ Online Consultation Uptake



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Contact us



england.digitalfirstprimarycare@nhs.net

england.empowertheperson@nhs.net

(for advice on patient facing services)



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



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england.digitalfirstprimarycare@nhs.net)