

Online Consultations Update

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Background

Pre-Covid

BNSSG CCG had completed an 18 month pilot of online consultations. Recommendations were presented in Open session to PCCC in January 2020.

Covid

NHS Digital mandate Total Triage Model including implementation of video consultations by 17th April 2020 and online consultations by end of April 2020.

Our Approach: Total Triage Model for Practice Resilience

Enable remote working:

Rolled out over 400 laptops to users, smartcards with cross practice access, enabled Real VNC for 1000 remote users to access practice systems.

Triage First:

Aligned triage to known technology where possible as well as supporting the significant change in processes required during Covid: all appointments changed to calls, telephony updates, telephone consultations, care navigation, NHSApp.

Deployed AccuRx (the text messaging service for practices) full functionality:

Video consultation to 100% of practices

(meeting 17th April deadline, weekly reporting mechanism & targeted support)

Enabled 'Pathways' functionality : to enable two way messaging and scheduling of messaging to patients e.g. for admin purposes

Enabled 'Florey' functionality: for sending documents including questionnaires to reduce/improve consultations e.g. COVID remote monitoring and triaging

Online Consultation Implementation: see next slide

Approach Ctd: Online Consultations

- Discussion at Clinical Directors (CD) meeting
- Follow up email and 1:1 discussions with CD's
- Decision made to roll out e-Consult as provider of choice, with a commitment of one year (funded for five years through the CCG Primary Care Transformation Fund), following due process through NHSE and CCG procurement guidance
- Practices with a solution already in place will continue to use that
- Practices wishing to use alternative solutions will have to pay the difference from the cost of e-Consult themselves
(eConsult 30p per population head, askmyGP £1.90)
- Communication to practices via CD's and daily Primary Care comms
- Follow up conversations with practices on 1:1 basis and at weekly scheduled meetings
- Emails to practices with implementation requirements
- Twice weekly training sessions in place led by Bev Haworth and Dr Andrew Appleton
- 7 day implementation plan following training and submission of required information

Current Implementation Position

All BNSSG practices have either implemented online consultations or have implementation plans in place.

Locality	PCN	Online Consultation Product Decision	Comments
Bristol ICE	FABB	eConsult	
	Bristol Inner City PCN	eConsult	The Wellspring Practice using Footfall
	FOSS	eConsult	
Bristol N&W	Affinity PCN	eConsult	
	Northern Arc	eConsult	Pioneer using Doctorlink
	Healthwest PCN	eConsult	
	Phoenix PCN	eConsult	
South Bristol	Swift PCN	eConsult	
	Bridge View PCN	eConsult	
	Connexus PCN	eConsult	
South Glos	Severnvale PCN	eConsult	
	Stokes PCN	eConsult	Concord using askmyGP
	4PCC	eConsult	
	Orchard, Downend, Green Valleys, Three Shires/Network 4	eConsult	Orchard using Footfall
	Yate and Frampton PCN	eConsult	
North Somerset	Gordano Mendip PCN	eConsult	
	Pier Health	askmyGP	
	Tyntesfield	Doctorlink	

Next Steps

- Working with communications team to support messages to the public about how access to primary care is changing
- Continued work with PPGs
- Monitor the impact on health inequalities – this is not the single means of contacting the practice with telephone triage in place and face to face still available where appropriate
- Evaluation of impact. This will extrapolate on the pilot evaluation plan during recovery phase.