#OpenDataSavesLives
Thursday 11/02/2021
11am - 12pm

Supporting the Implementation of Online and Video Consultation Innovations during CV-19

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Working together to achieve better health and wellbeing
SW AHSN Change Findings

The 8 conditions for rapid change

- Adaptability
- Partnership working
- Shared purpose
- Cross Organisational Systems
- Communications
- Resourcing
- Permission (psychological safety)
- Removal of organisational and system barriers
Context

• Supported the rapid implementation of video and online consultation innovations across Somerset, Devon and Cornwall from April to June 2020

• Worked closely with NHS England and NHS Improvement regional digital team, NHSX and the CCGs/STPs

• Involved different activities:
  – Visiting practices to provide on the ground support
  – Remote workshops to understand barriers and support sharing and learning
  – Use of different types of data to assess progress and gather insights
  – Delivery of Digital Spread Academy in Autumn to share and spread learning using our emerging Spread Methodology
Total Triage – this is what we were spreading!

Patient submits an enquiry through an online consultation form via the practice website.

Or, patient phones the practice and administrative staff complete an online form on behalf of the patient.

Administrative staff filter admin requests and send clinical queries to the most appropriate clinician flagging urgent requests.

Clinician reviews and responds through the most appropriate channel.

- Online message
- Video consultation
- Telephone consultation
- Face-to-face consultation
Spread Approach

Learning from other systems nationally

Planning, engaging and partnership forming at regional level

Using QI and spread methodologies to support change on the frontline

Deploying and spreading

Macro (National)

Meso (Region)

Micro (STP/ICS)

Learning and informing

Feeding learning into national collaborative

Sharing learning using stories and data between STPs

Gathering learning rapidly from frontline teams delivering the change and ‘story-fying’
Spread Framework

1. Raise awareness
   - Communications
   - Network riding

2. Understand context
   - Data analytics / visualisation
   - Culture & readiness assessment

3. Build will
   - System engagement
   - Business case development
   - Story telling
   - Evidence collation and sharing

4. Support implementation
   - Extension Agents
   - Quality improvement methods
   - Collaborative / action learning Sets

5. Influence behaviour
   - Evaluation
   - Communities of practice
   - Share learning
Use of Data to Support Implementation and Spread

• Utilisation data for both online and video consultation used to support implementation and target specific interventions

• Utilisation data used to help identify sites where learning (both positive and negative) could be gathered through a deeper dive

• Qualitative data needed to:
  – Gather clinician insights; what is working and what does not work
  – Patient perspectives from different cohorts
  – Story telling to understand benefits all sides of remote consultation
Question to Explore Now.....

• How do work across agencies to secure better insights from clinicians and patients on the virtues of video and online consultation?

• How can openly available data play a role in understanding the quantitative impact of technology in primary care?

• How do we enable primary care to use its data to improve operations
  – Online consultation providers the perfect opportunity to do so; we are starting to see this (Digital Spread Academy) but we also need to support our general practices to go further