



South West  
Academic Health  
Science Network

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

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

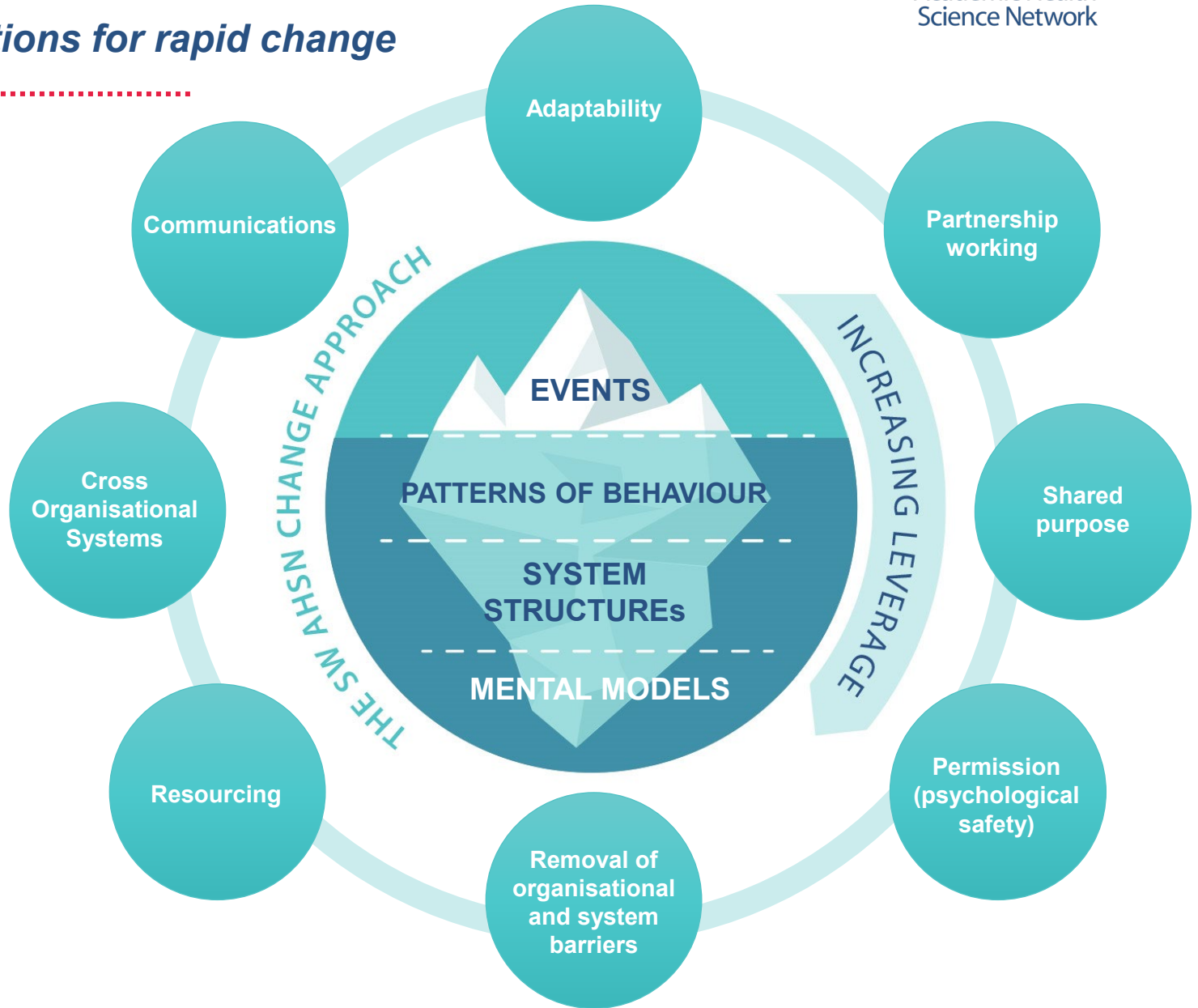
**Stuart Monk**

Working together to achieve  
better health and wellbeing



# SW AHSN Change Findings

## The 8 conditions for rapid change



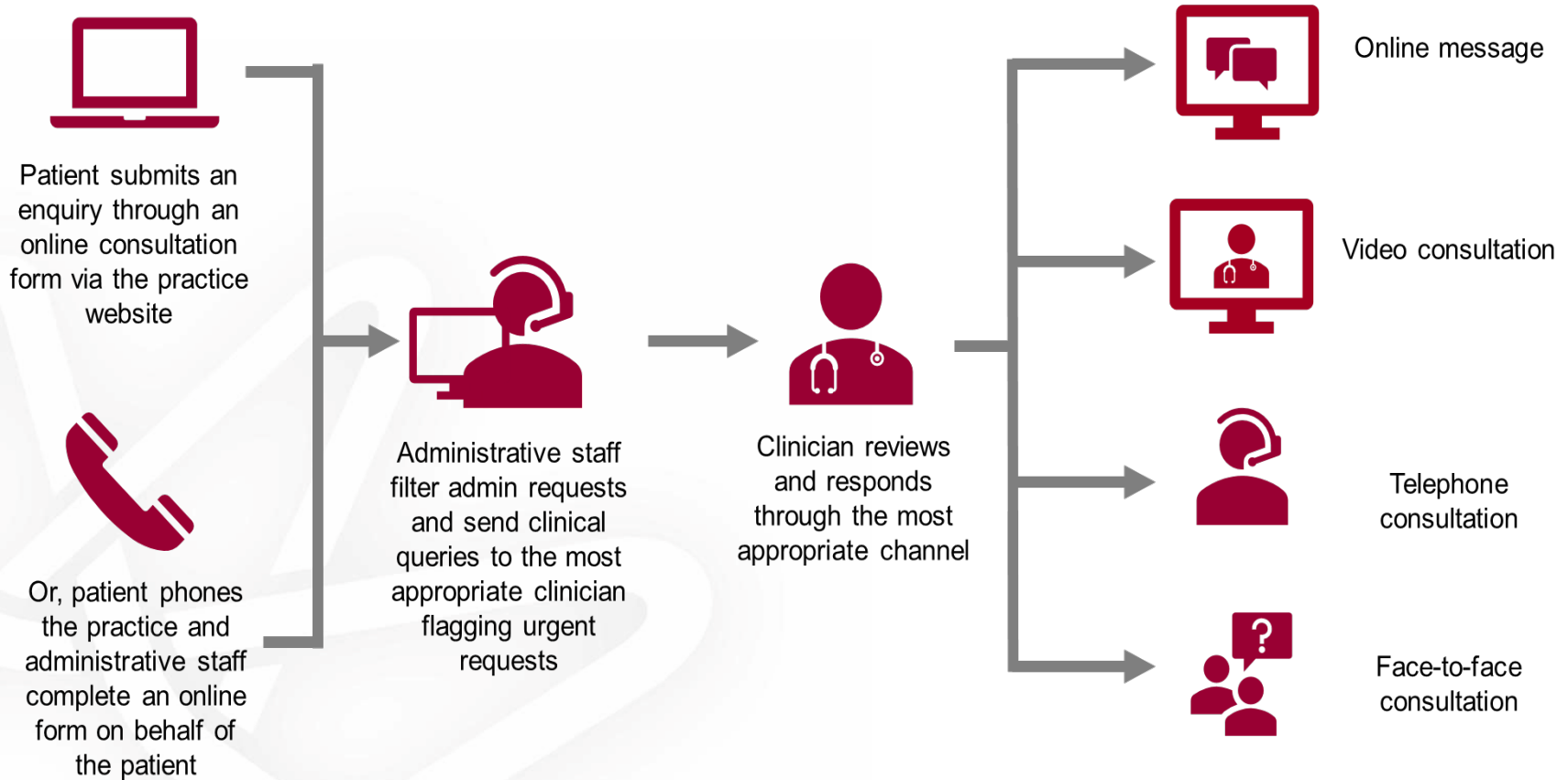


## Context

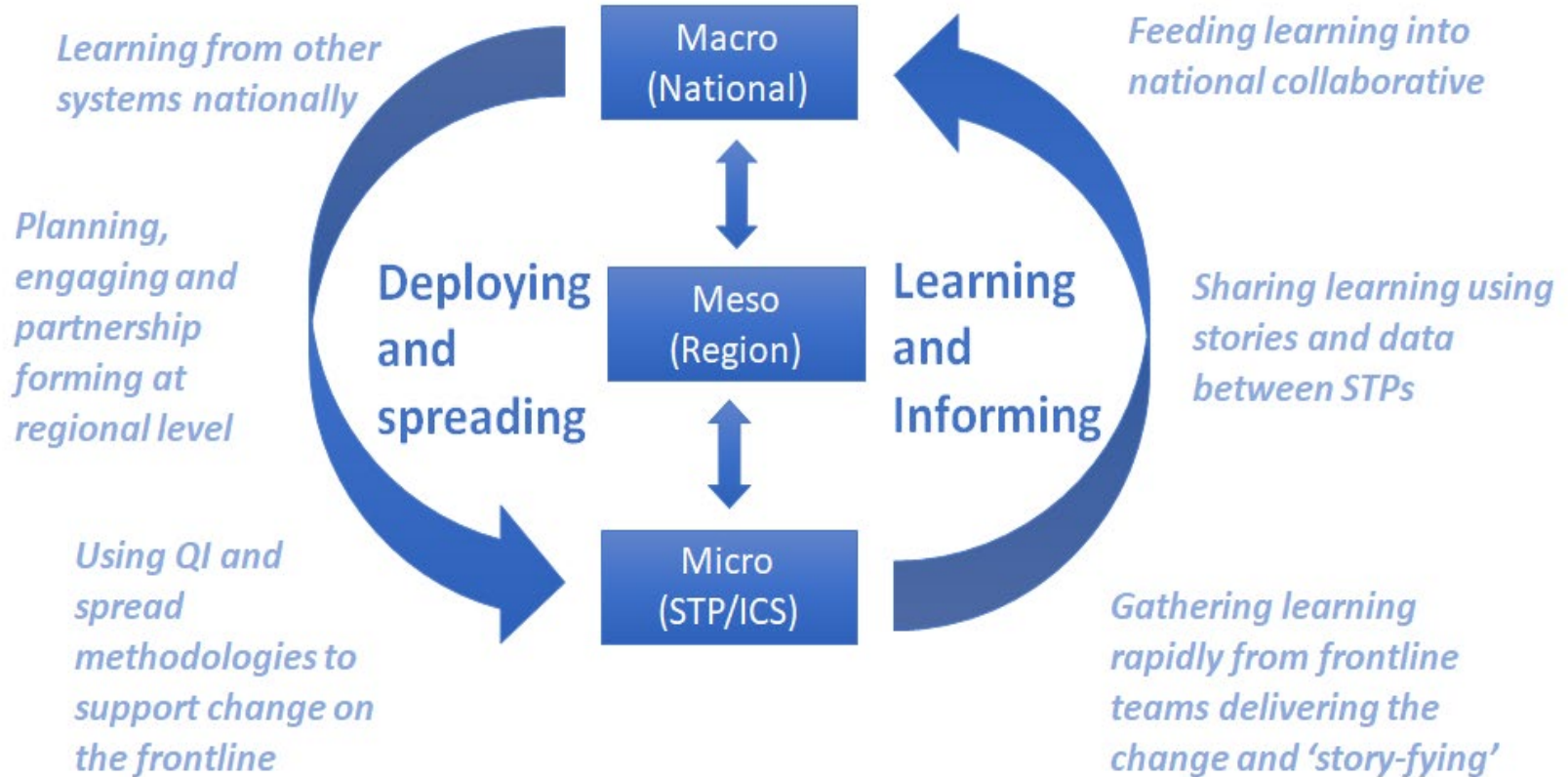
- Supported the rapid implementation of video and online consultation innovations across Somerset, Devon and Cornwall from April to June 2020
- Worked closely with NHS England and NHS Improvement regional digital team, NHSX and the CCGs/STPs
- Involved different activities:
  - Visiting practices to 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!

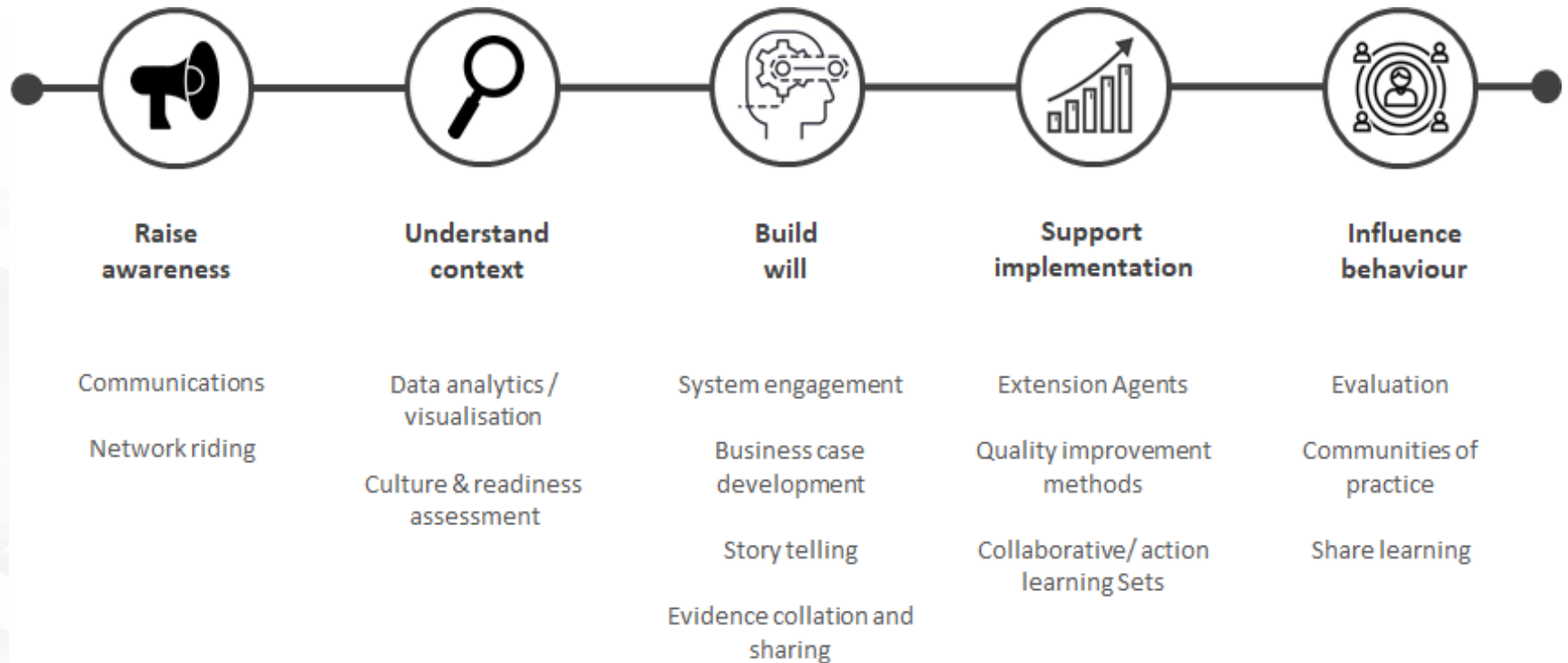


# Spread Approach





# Spread Framework



# Use of Data to Support Implementation and Spread



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- 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