

COVID-19 Helping practice staff make the most of digital services

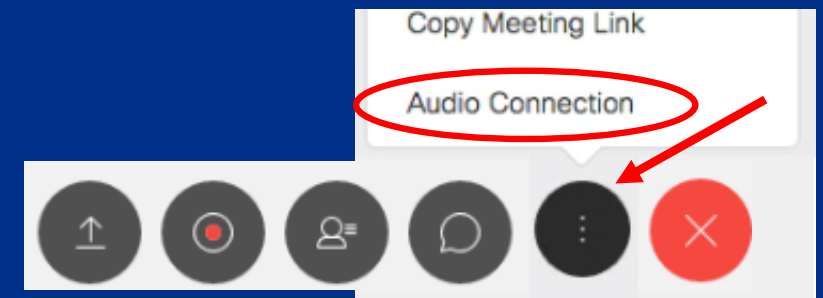


How to make the most of your current systems in response to coronavirus (COVID-19).

To find out more about online and video consultation software, equipment, training and support please register here <https://future.nhs.uk/>.

Connect your laptop or phone to hear audio:

- 1) In the toolbar at the bottom, click on the 3-dot button.
- 2) Click on "Audio Connection" and follow instructions



Chelsea Felstead, Implementation Manager
Chelsea.felstead@nhsx.nhs.uk

Tristan Stanton, Implementation Lead
Tristan.stanton@nhsx.nhs.uk

- Total Triage First
- Total Triage First Options
 - Online consultations
 - Video consultations / Telephone consultation
- Telephone triage (interim solution)
- Verifying ID remotely (vouching)
- NHS App and GP Online services
- Resources
- Q&A

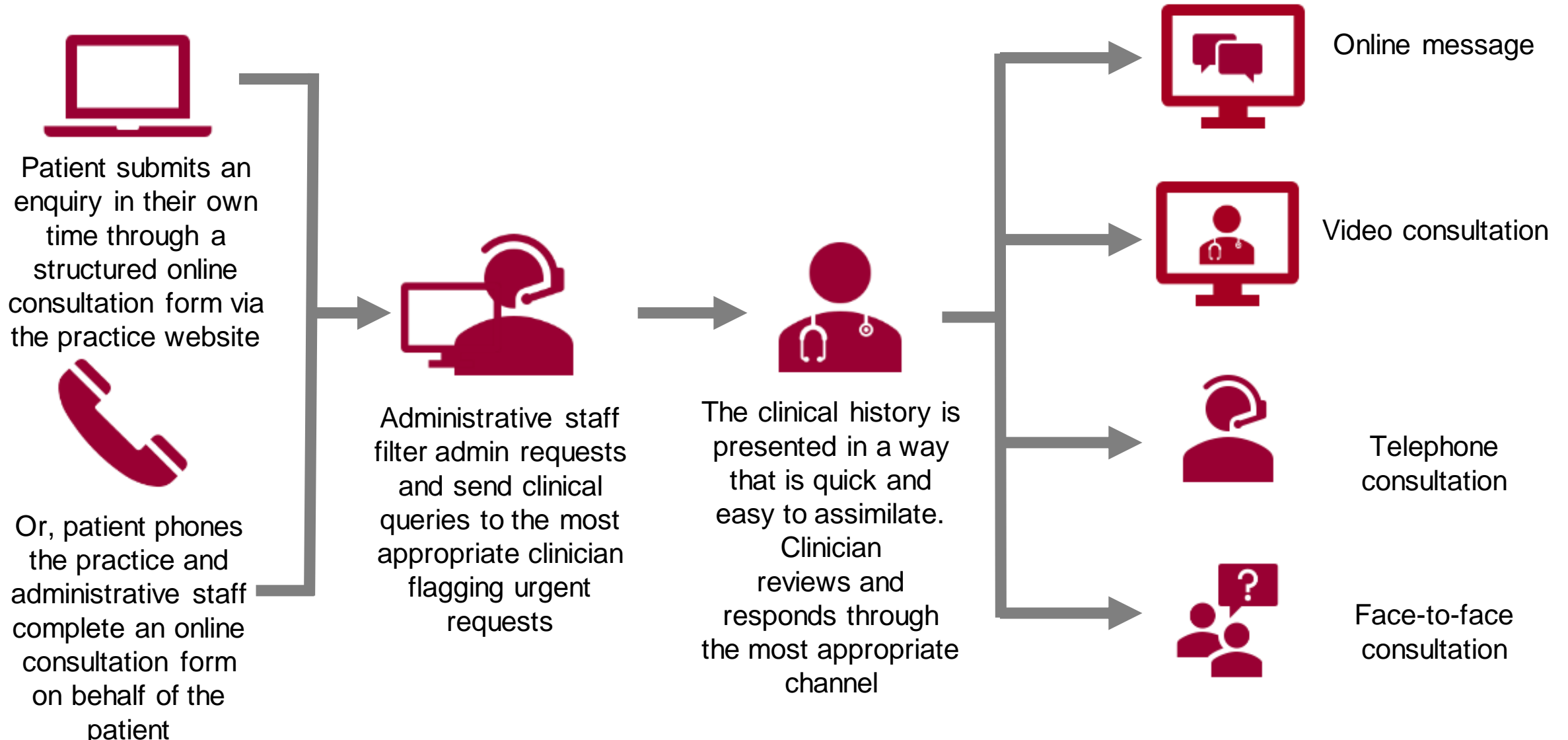
Total Triage First

Protect your staff and patients:

- Minimise footfall by enabling advice and care without physical attendance at practice wherever possible
- Disable online appointment booking (except for 111 direct booking and these should be telephone appointments)
- Only book appropriate face to face appointments



Recommended Triage First Model



Telephone Triage Interim Solution



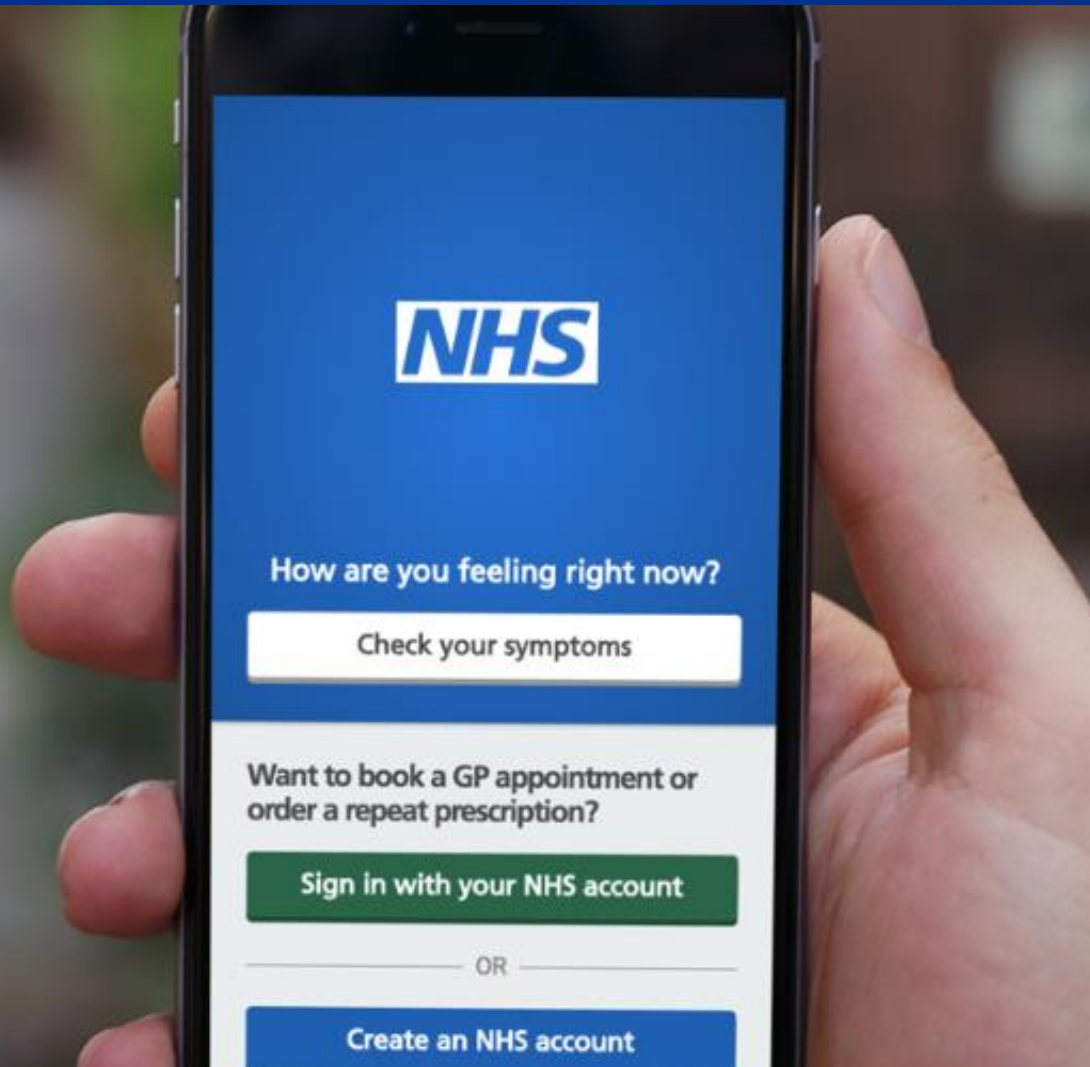
Use online booking of appointments

Ask patients to provide a reason for appointment

Appointment reason checked and patient signposted elsewhere if appropriate or telephone appointment takes place

Face to face appointment may be required following telephone triage





- Patients can download the NHS App and gain access to online services without coming into practice
- e-learning available: [NHS App e-learning](#)

Provide access to test results



- The practice started offering online test results to their almost **20,000 patient population**
- **1,200 patients** are signed up for this service

The savings...

- On average, the practice did **50 tests** in a day, most of which were blood results.
- This created the potential for up to **50 follow-up phone calls or consultations** from patients wanting to know their results.
- After offering online access to test results the practice only experienced **25 calls a day**.
- Each phone call takes on average **2 minutes**, but can take longer if a patient wants additional information.

Detailed Coded Record Access:

- Demographics
- Allergies / Reactions
- Medication
- Immunisations
- Diagnosis Procedure Codes
- Codes showing referral made
- Other codes (QOF)

Remote vouching for Online Services












































- Demographics plus recent history questions
- Verified email address
- Check up-to-date phone number



Patients should not attend GP practice for ID verification

Patient-booked telephone appointment

16:00                                     

Your appointments

Coronavirus

Do not book a GP appointment if you think you might have coronavirus.

Stay at home and avoid close contact with other people.

[Use the 111 coronavirus service to see if you need medical help](#)

[Feedback](#)

Book an appointment

Choose a phone number for this appointment

09974098719

Use other phone number

Give a reason for this appointment

Text must be shorter than 150 characters (about 25 words).

This text may not be read by your GP or practice member until the day of your appointment. If it's urgent, contact your GP surgery before booking.

Confirm and book appointment

Upcoming appointments

Tuesday 10 March 2020
4:00pm

Appointment type
Telephone

Evening Phone Appointments
We will call you on 09974098719
ONLINE, NHS (Dr)

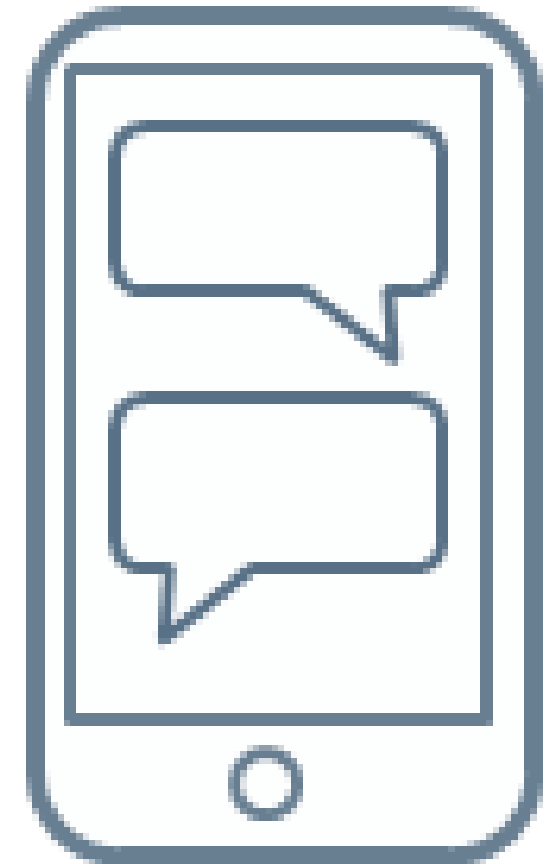
Location
Master Practice 3

[Cancel this appointment](#)

Text message promotion



Text message promotion -
quickest way to encourage
patients to use online services in
response to COVID-19



Example text message and guidance (including
GDPR) available at <https://digital.nhs.uk/nhsapp>

NHS organisations get **25,000** free text messages a year with GOV.UK Notify service
<https://www.notifications.service.gov.uk/>

Now

- Triage using telephone
- Make triage appointments bookable online
- Update your website to reflect the change in process
- Encourage patients to use online services

When your able

- Move to **Total Triage First** using your online consultation system
- You can then disable online appointment booking (except for 111 booking)

Digital First Webinars



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Digital Primary Care

- Implementation
- GPIT contract commitments
- Coronavirus (COVID-19)
- News, blogs and articles
- Digital Primary Care message board
- Digital First Primary Care
- Procurement
- Contact us
- Case Studies
- Resources
- Webinar library**
 - COVID-19 webinar library
 - Online consultations webinar library

Digital Primary Care Resources Webinar library

Webinar library

On this page you will find webinar recordings and slide decks relating to Digital Primary Care.

Coronavirus: COVID-19

Access our COVID-19 advice and guidance page from the [link here](#).

Webinar recordings and presentation slides

Online consultations

Online consultations allow people to contact their GP practice without having to wait on the phone or take time to come into the practice.

Webinar recordings and presentation slides

NHS app

Owned and run by the NHS, the NHS App is the simple and secure way to access a range of NHS services on your smartphone or tablet.

Webinar recordings and presentation slides

Support

Questions



www.nhs.uk/nhsapp

Useful resources



Emis Web:

[Create online bookable telephone and video triage appointments](#)

[Emis appointment book configuration and messages](#) - url:

<https://drive.google.com/open?id=1TWRVdtzoriPLOTdmXIVFJLyYETEPRevq>

SystemOne:

[Configuration for On-line Telephone Appointments](#) - url:

<https://help.loomermedical.co.uk/m/94969/l/1214123-configuration-for-on-line-telephone-appointments>

Vision (awaiting information from Sarah Saies at Vision - assembling guidance - will have something by end of day)

[Microtest appointment configuration guide](#)

Tools to help support implementing and delivering services:

[Quick telephone consultation tips for primary care eGPlarning](#)

Comms for patients

[Coronavirus \(COVID-19\): UK government response for public from Department of Health and Social Care and Public Health England](#)

[Patient NHS Overview - Coronavirus \(COVID-19\)](#)

BMJ Research Telephone Triage

<https://www.bmj.com/content/358/bmj.j4197>