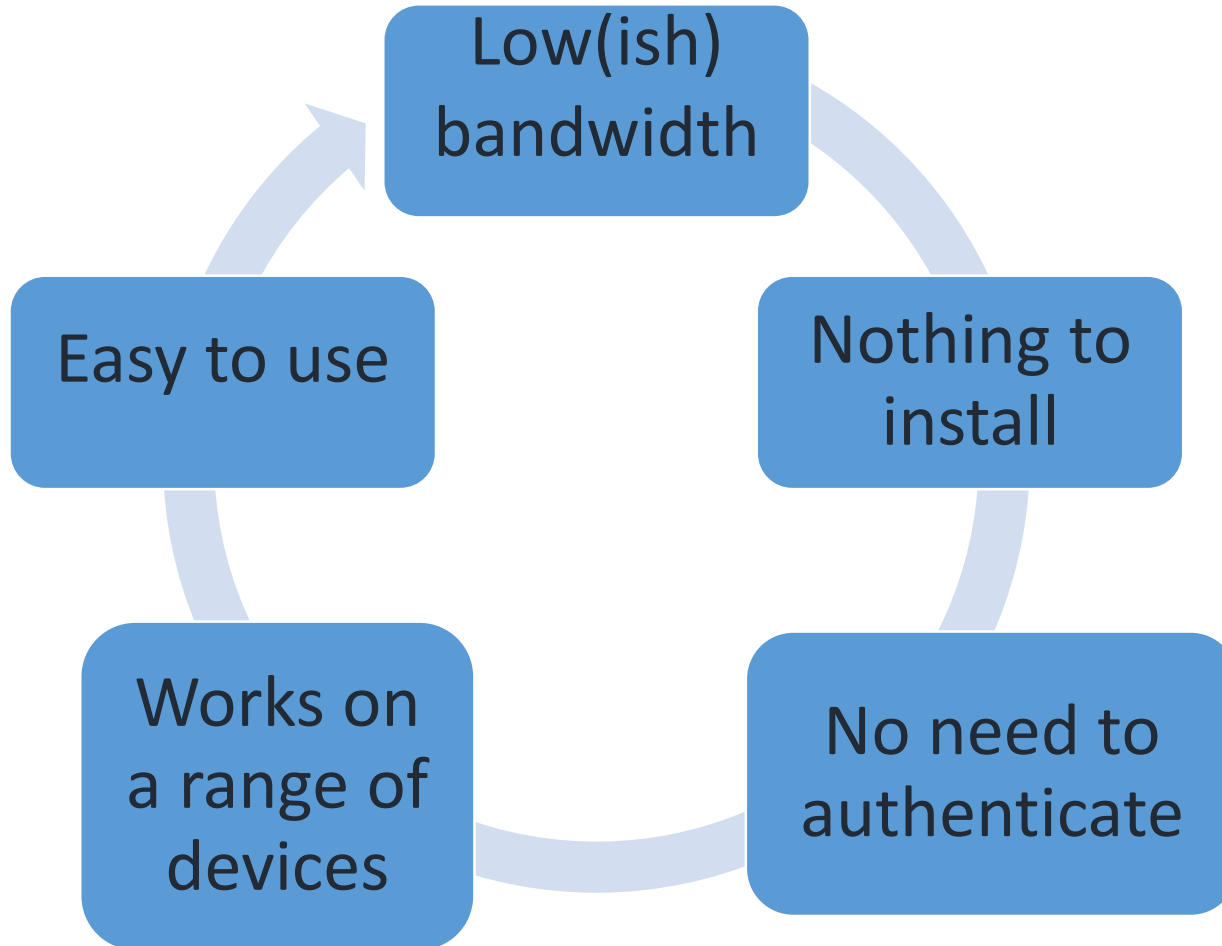


Video consultations

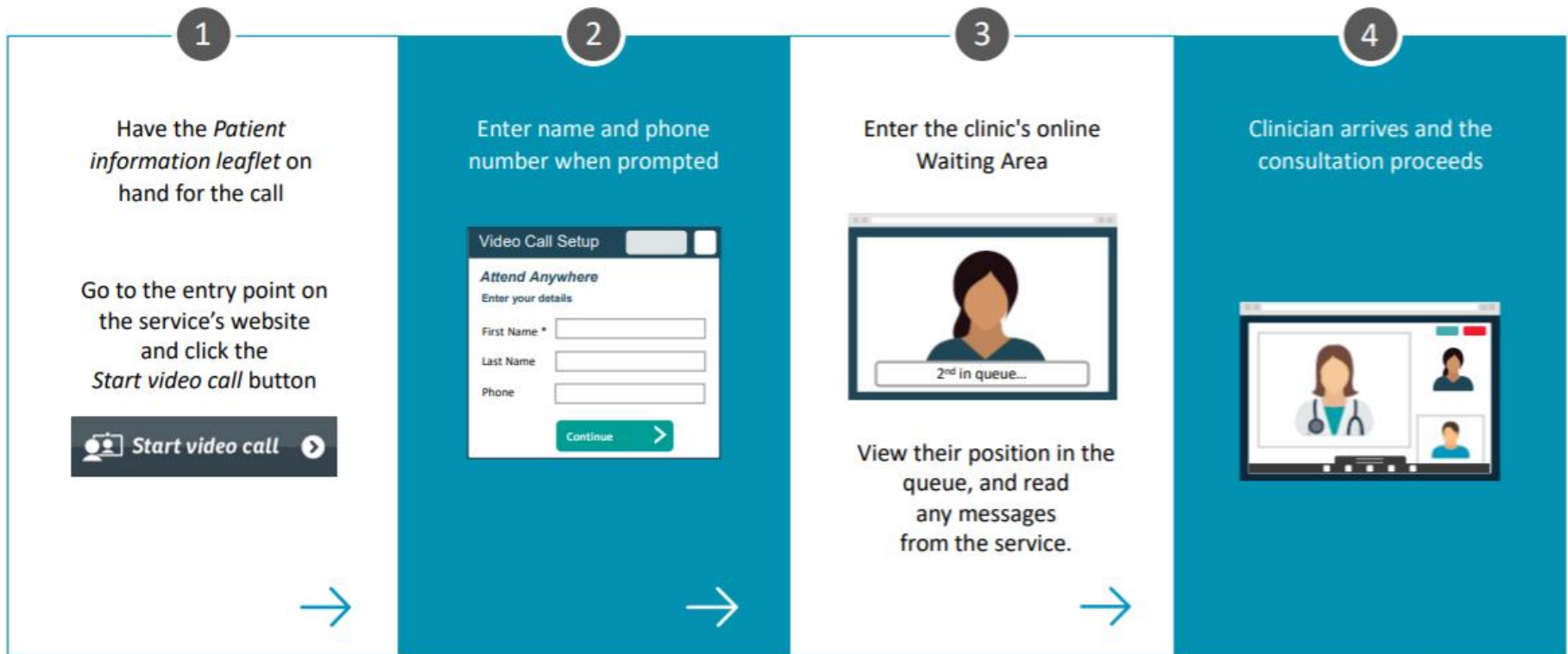
Yvonne Leathley
Senior Improvement Adviser



Key Components – Attend Anywhere



Patient process



Clinician Overview



Video Call Management x

Secure | <https://nhs.attendanywhere.com/waiting-area/view-one/3911>

Quick View

Waiting Areas

1 WAITING **0** IDLE

3 MINUTES LONGEST WAIT

1 ATTENDED

1 Waiting Area has callers

Meeting Rooms

- AA project meeting roo...
SCTT AA project team (SCTT)
- EPR Program
EPR Program (NHSG)
- Aberdeen Data Health S...
Aberdeen Data Health Science (N...)
- AppDevs
AppDevs (NHSG)
- Attend Anywhere Enquir...
Attend Anywhere Enquirers (NHSG)


Displaying 5 of 30 Meeting Rooms

Reports




Video Call Management x
Secure | <https://nhs.attendanywhere.com/waiting-area/view-one/3911>

Waiting Areas Meeting Rooms Reports
Administration... ?





(demo) NHS ACME Health Surgery Waiting Area Waiting Area


Scottish Centre for Telehealth




Status	33 min	Caller	Participants
Waiting	33 min	Mark Demo	1
Waiting	0 min	Chris Ryan	1


Start calls with my microphone enabled



Start calls with my camera enabled



New caller alerts to 07825386320


Advanced Menu

What URL do I give to people?

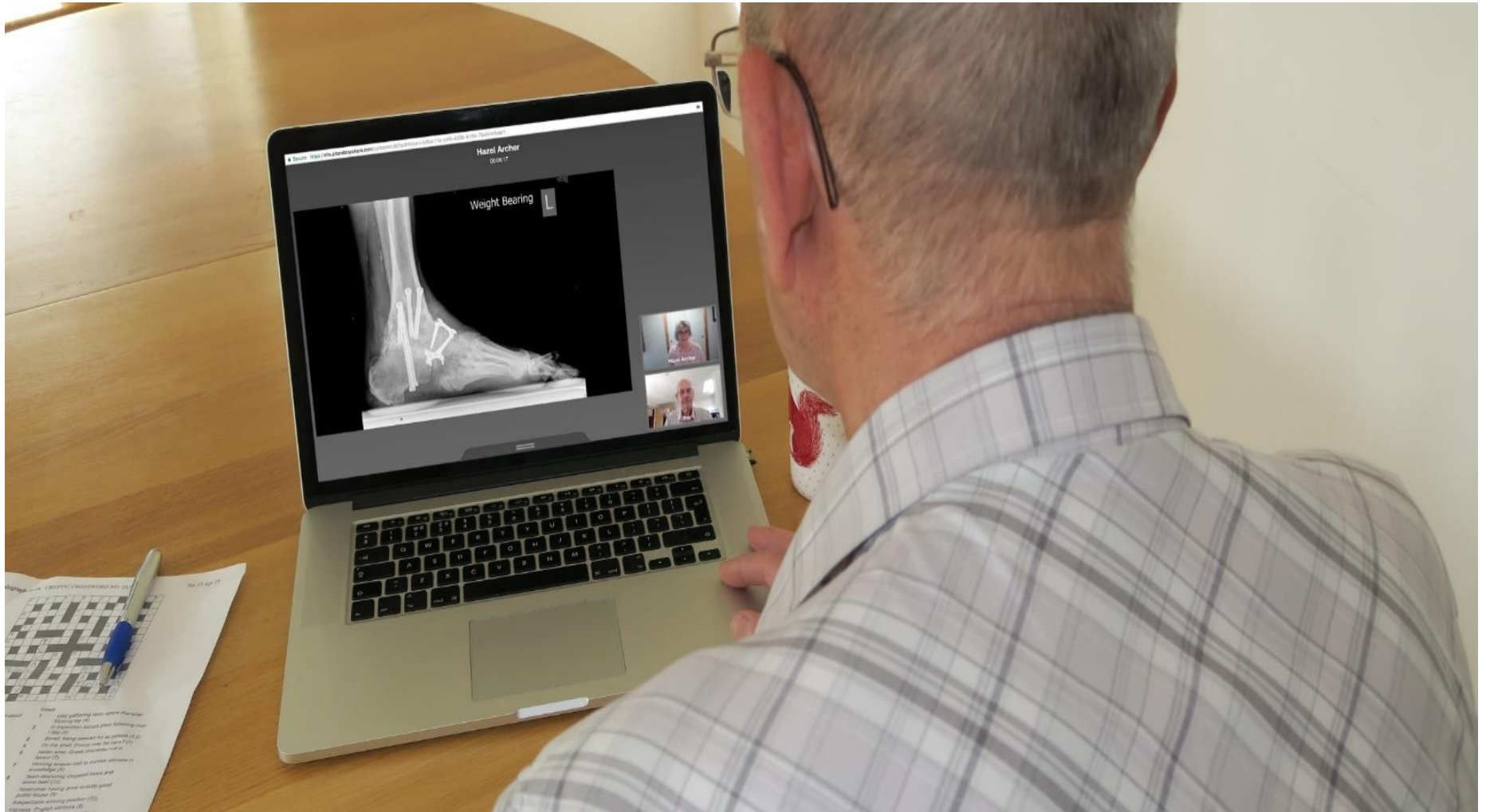
<https://sctt.org.uk/attendanywhere>

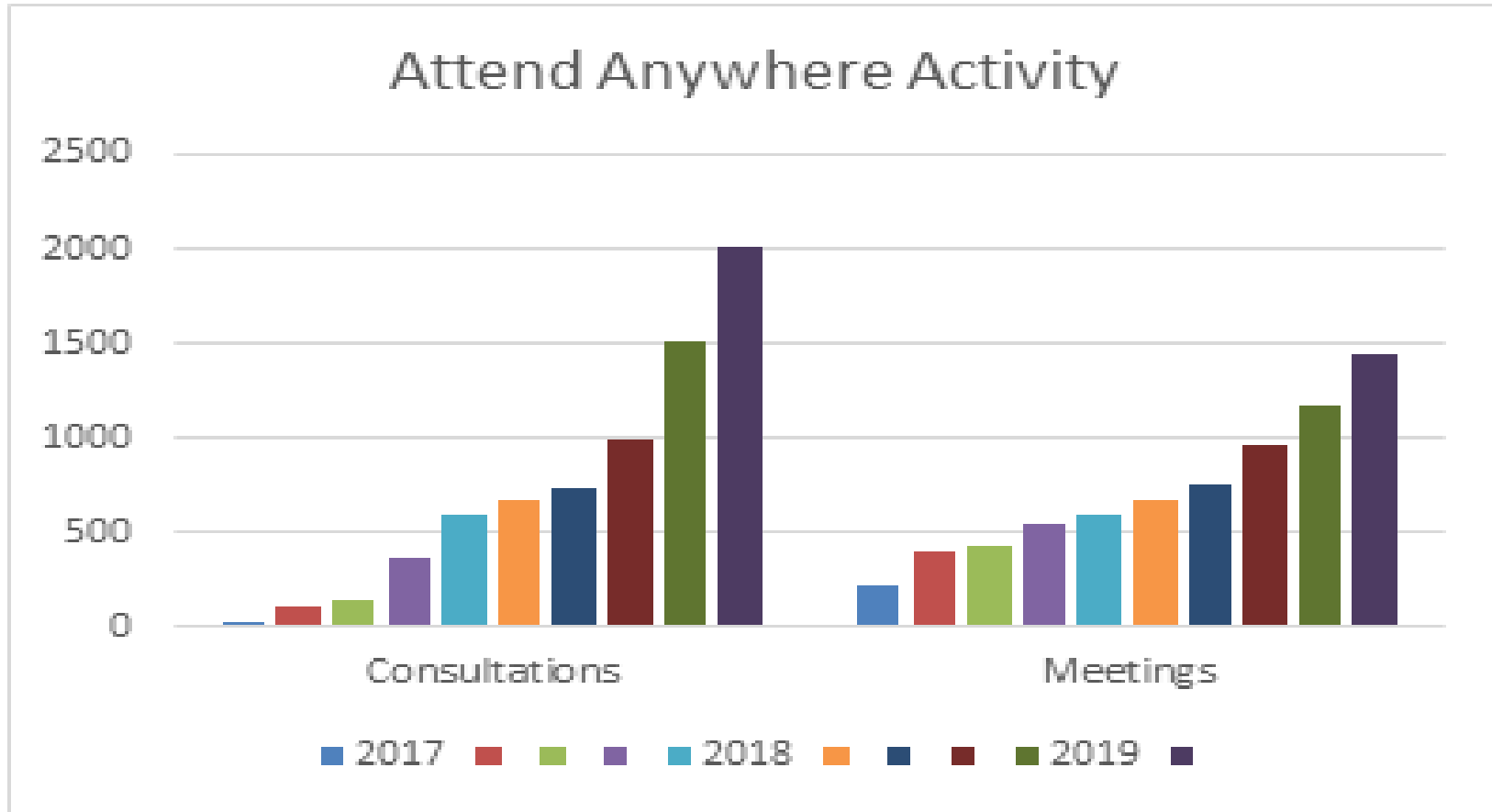

Copy URL to Clipboard

 This page lists all of the people either waiting for, or participating in, a video consultation with your service.

Only users with the **Service Provider** role can join a person in a call.

Video consultation







Services



Respiratory

Neuro/MND/MS/Stroke

General Out Patients

Gastro/Colorectal

Dietetics

Occupational Therapy

Cardiology

Rheumatology

Obstetrics and Gynaecology

Dermatology

Speech and Language Therapy

Psychiatry/Psychology/Counselling

Advice Services

Oncology & Haematology

Paediatrics

Rehabilitation

Primary Care

Diabetes

Surgery

Renal

Sleep

Physiotherapy

Orthopaedics

OOH

Medicine

Pharmacy

Weight Management

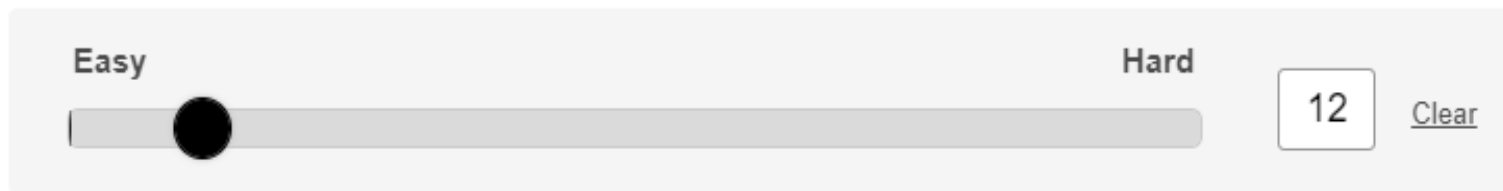
Social Work

Ophthalmology

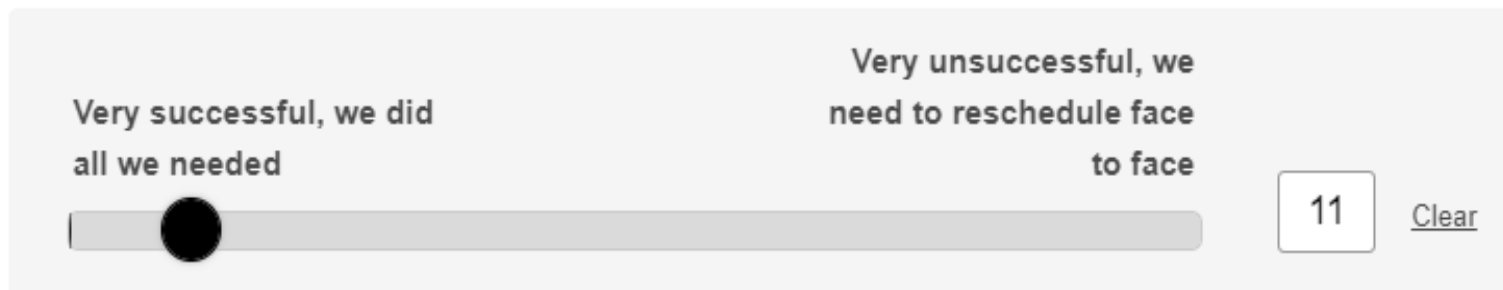
Research

Smoking Cessation

* 1. How easy was it to use the video consulting system?

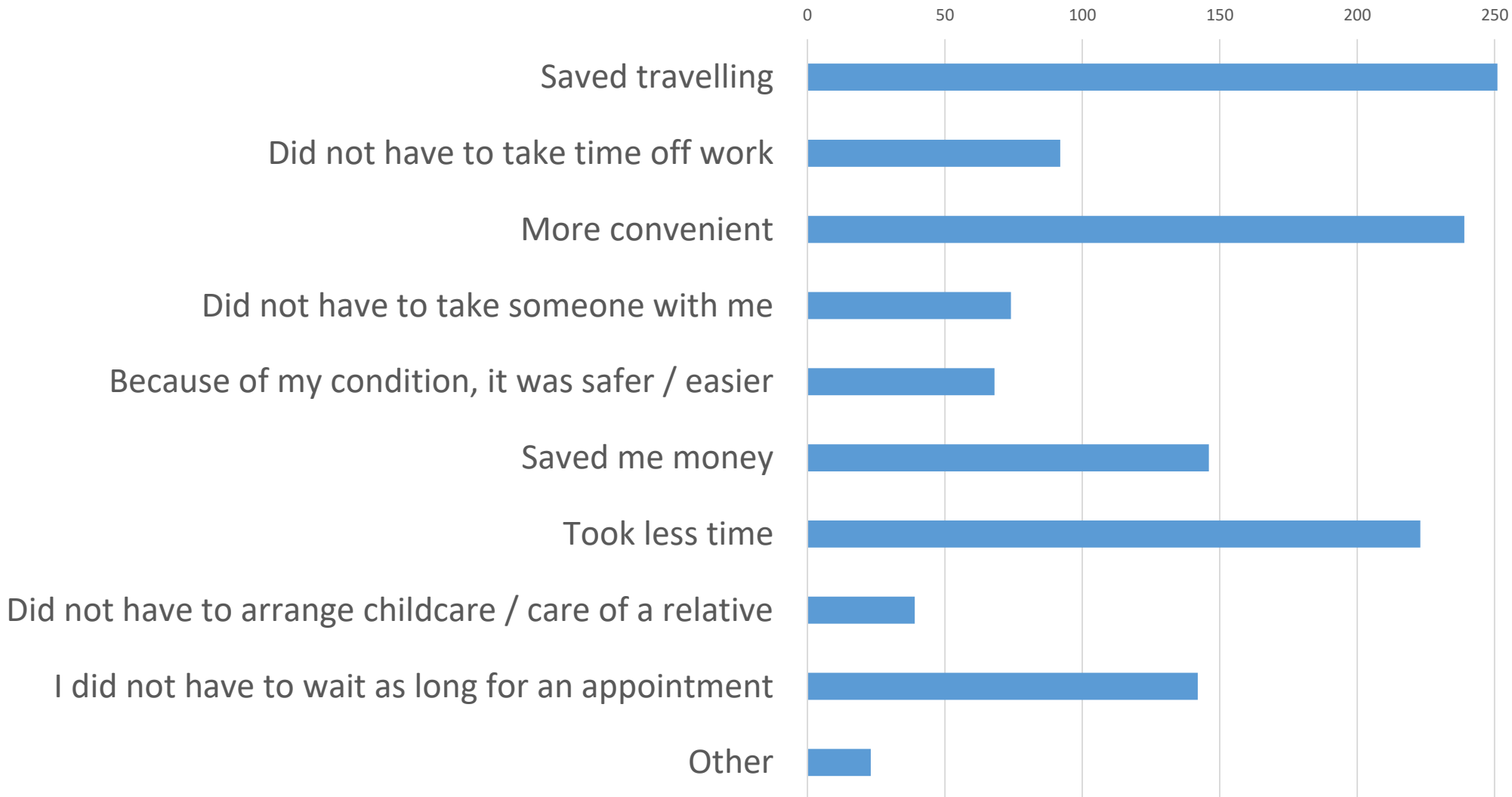


* 2. In your experience, was the video consultation

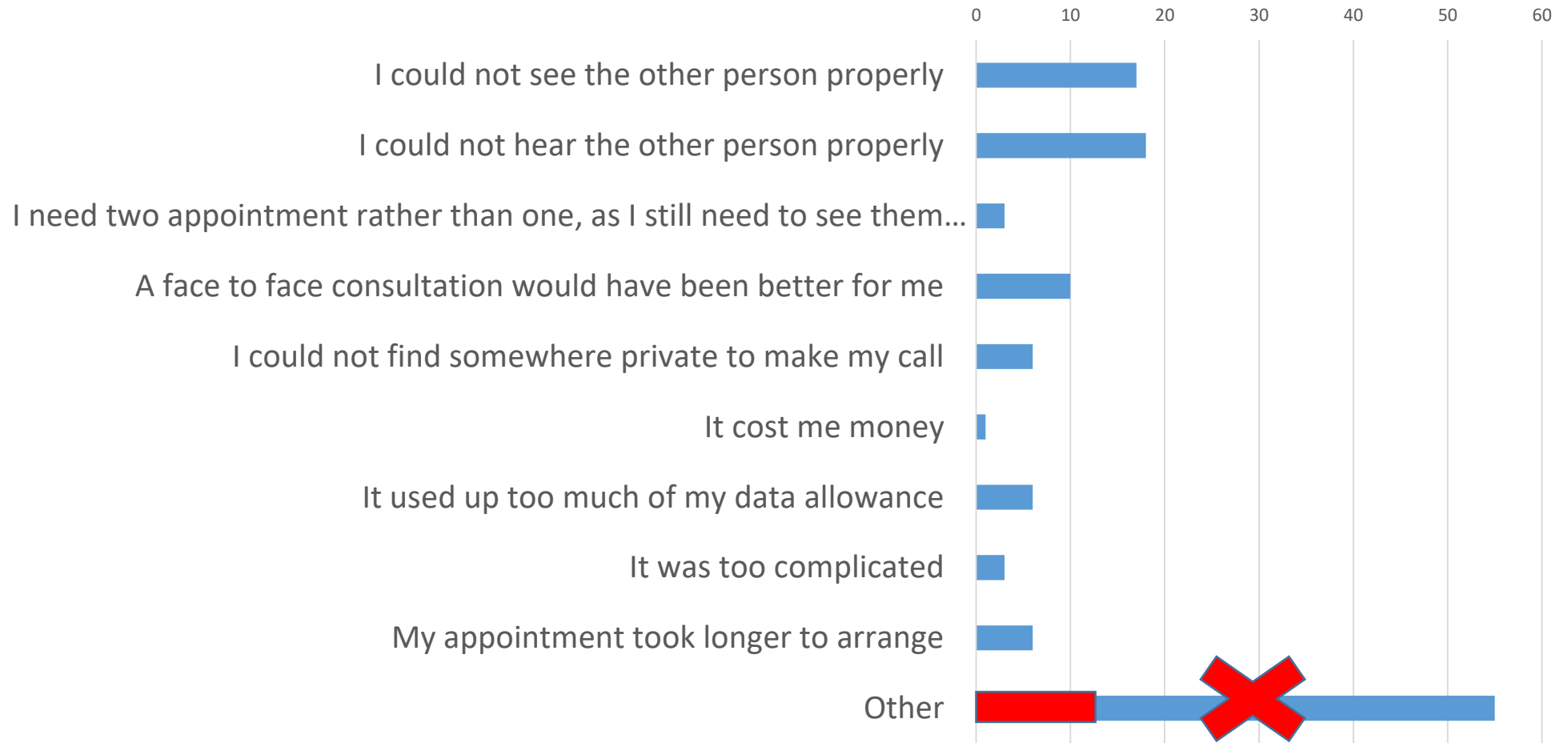


98% would use again

Benefits



Disadvantages



Disadvantages



If calling when no one is around then display a sign that there is no one there.

Give an opportunity to try out the process with someone other than the GP first.

It was a bit echoed. I could hear myself speaking after I finished talking.

Provide web address hyperlink in the email.

Improve sound quality.

Give a timescale of when your call will be answered.

Impact



I really appreciated this service. It allowed me to take care of my own healthcare needs without having to struggle for access to respite care for my son, who has complex additional support needs, in order to do so. In the past, I have had to ignore my own need for healthcare for this reason, so I appreciate this service more than I can express.

Clinicians thoughts



- Ideal service for disabled patients as causes less trauma, saves resources, time and achieves same results. Invaluable service.
- Good to use for appointments especially if getting to and from places is difficult.
- I think this is a great way to access appointments, certainly for mental health services.
- This service has the potential to revolutionize N.H.S. consultations both in cost and treatment outcome.
- It would be helpful if all staff received training and time to practice.
- Please work on.....

Wider research



Patients

Reported positive experiences

Particularly helpful for working people and people with mobility or mental health problems.

Clinicians

Considered VC superior to telephone consultations in providing visual cues and reassurance, building rapport and improving communication.

Conclusion

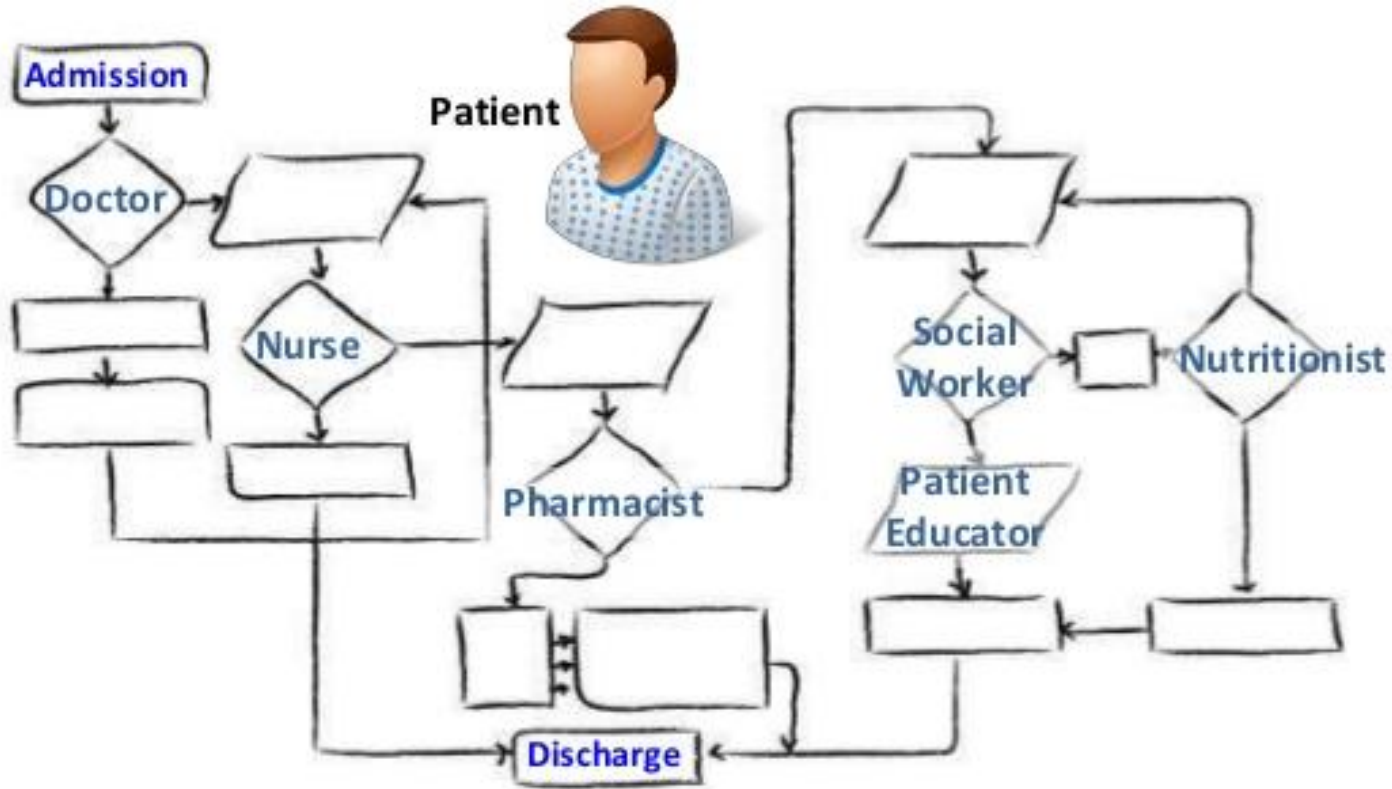
Demand for VC services is likely to rise,
Improved technical infrastructure required.

“I....look forward to continued collaboration at home, and as part of an international community, in pursuit of a health system where travel is optional”

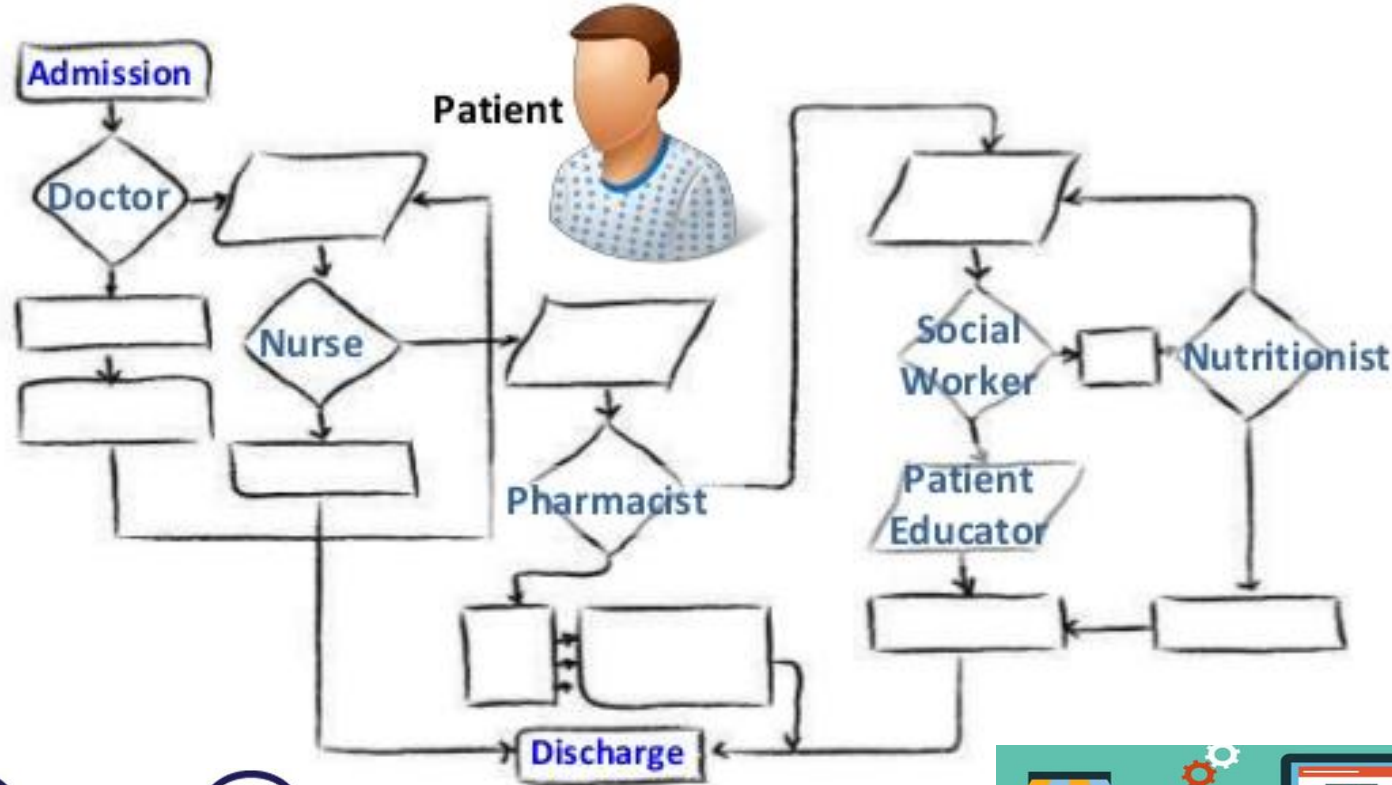
The objective is to make it easy for providers of health services to say, “Yes, you can attend via a video call”

“only asking people to travel where there is a clear benefit”

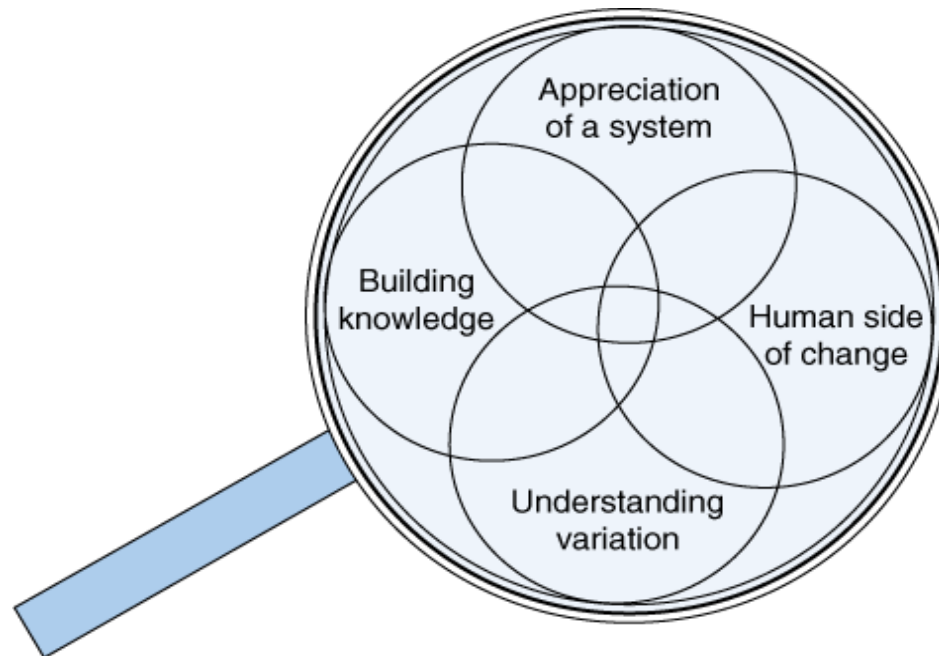
Face to Face Interactions



VC Interactions



Modus operandi



Source: McKean S, Ross JJ, Dressler DD, Brotman DJ, Ginsberg JS: *Principles and Practice of Hospital Medicine*: www.accessmedicine.com

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Planning Testing Evaluating Agree next steps



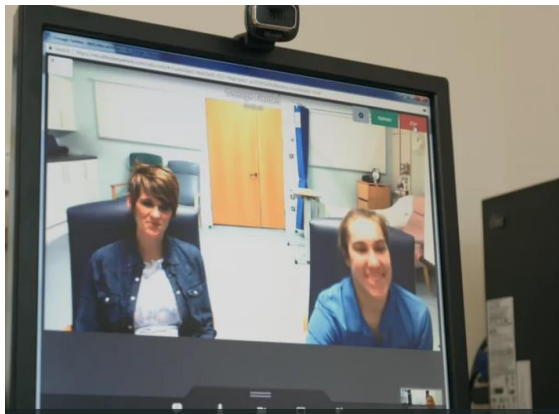
Video Consulting



<https://www.youtube.com/watch?v=wqD9gxJFaFo>



<https://www.youtube.com/watch?v=ed5Rb9Bcs-k>

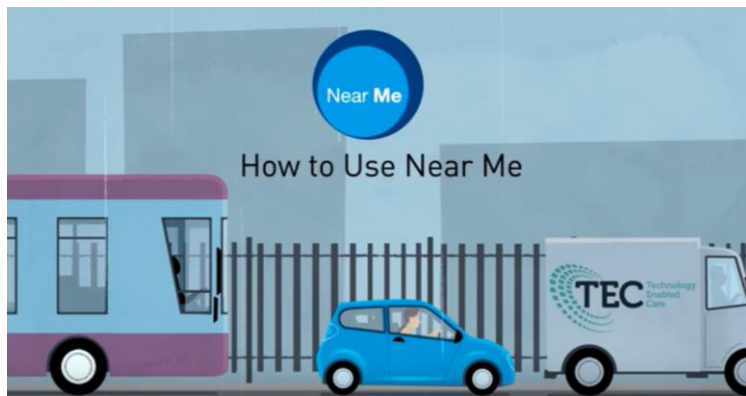


<https://vimeo.com/321555422/e0bf3efc7e>

Video Consulting



https://youtu.be/R_0cDigr8_4



https://www.youtube.com/watch?v=pOeLnYPpU_Q

Questions?

yvonne.leathley@careinspectorate.gov.scot

