



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets

## Our Latest Newsletter Our Latest Newsletter (11/08/2021)



### **Knowledge Exchange – Online Consultation Suppliers**

On the 22<sup>nd</sup> of July, EQUIP hosted an interactive and informative event on online consultation systems for practices across the breadth of NEL last month. We had users of the four most popular systems present their experience in virtual breakout rooms and participants got to hear the good and not so good of each.

With the looming procurement decisions that need to be made in the next few weeks, the aim of the session was to obtain insight from actual users of the software. The Digital First team are hosting a follow up session on the 17th August from 13:00 – 14:00, where we will hear from the suppliers themselves click [here](#) to register.

Each system has its own strengths and attached to this email is the outline from each provider. Some of the key points to consider in making your choice on a system are:

- Whether you want the ability to switch off submission of forms over weekends or other times, or not;
- Preference around the amount of information the patient is required to provide in the form. Weighing up the advantage of a simple, more accessible form, versus a more complex form with an algorithm built in. Longer forms can limit someone from submitting multiple forms per day;

- If you need a system that integrates into EMIS or not.

While it's important to consider your technical set up and the functionality of the system, a number of themes around utilising your own workforce effectively and enabling patients to actually use the technology came up in discussion. These were a few of the key points:

- It's crucial to pay attention to times of the day that are busier. Early mornings tend to be quieter and requests tend to be submitted after 11 am were observations made by a practice
- Triage the triage list – having a process where you can prioritise more urgent issues etc.
- Setting realistic expectations for feedback from doctors and ensuring you have the right staffing levels to enable this. For example, one practice undertakes triage and replies within 48 hours, but communicates to the patient that a doctor will contact on them on X date.
- The importance of patient engagement. A number of practices across City and Hackney involved their PPG in the procurement decision. Another practice advised that they appointed a patient ambassador to assist patients to use askmyGP while another mentioned that they have a member of their PPG who acts as a 'digital patient champion' to get patients on the journey.

## **Online Consultation Systems: NEL Procurement Process – 17<sup>th</sup> August 13:00 – 14:00**

Join our colleagues in the Digital First team for an informative session where they will be sharing an update on the procurement process for Online Consultation systems within NEL.

Topics covered will include:

- Outcomes from the NEL OC system questionnaire
- What are the key timelines and steps for procurement of online consultation systems for NEL practices
- What decisions practices will need to make and when

This is a NEL wide event and will be of interest to practice/ PCN leadership teams.

To register for this session please follow this link: <https://www.eventbrite.co.uk/e/nel-online-consultation-system-update-tickets-166150166621>

Have a great summer!

The EQUIP Team

[\*\*CLICK HERE TO DOWNLOAD PDF\*\*](#)