

The Dr Will Zoom You Now Webinar Chat (Date of webinar: 24 July 2020)

Digital and digital exclusion
Digital exclusion definitely needs looking at: many don't have smart phones, internet access or mobile phones; remote areas do not have good coverage
How to address opportunistic moments in consultations (I came to chat about x, but I also have y...)?
How to hold clinical risk safely when you can't see the patient?
Some cohorts might find this particularly challenging, e.g. people with dementia, people whose first language is not English, people from a range of cultures, people with impairments, people with financial barriers
We must engage people who do and don't have access to digital
Explore how volunteers can support virtual appointments
Strike the right balance between receiving bad news on your own face to face versus being in your own space with a loved one
Use of digital can enable people to access their own test results. This needs to be coordinated across physical and virtual spaces. Ensure cross operativity of systems
Need to hear people's feedback on how it works for them (not just patients, but service users more generally including carers, and professionals) – digital can enable this too
What are the options for those people who cannot be connected?
QOF and Public Health indicators need to be updated to reflect digital means
Adopt evidence-based approach in moving towards digital
Most digital is phone consultations rather than video
What proportion of requests to GPs can be solved with asynchronous chat (i.e. no need to do video or call)?

Mental health and digital options
Virtual appointments are not being as well received by those with mental health conditions as those with physical health needs. At the same time, . attending appoints on site can be very stressful for some people with mental health issues, especially social anxiety
Home may not be a private, safe place
Need to be able to offer choice! What works for one person may not for others
Appointments from home are no substitute for person to person contact
Mental health act review did not discuss digital care
What about people who are not engaging such as people who have been or could be sectioned under Mental Health Act?
Ideas
Couldn't an iPad be part of a health and social care package for housebound patients?
Think more joined up work on Teams and Zoom training with Healthwatch, CCG'S, Councils for members of the public
Get early year medical students trained up as digital health champions
It is so important for us all to connect to share our good work. working in connection, collaboration is the goal, mission for Assist Angels. Encouraging participants and involvement
Hopefully we won't go back to the way we used to work before Covid-19
Primary and Community Care
A GP practice bought a tablet for its health champions to show patients where to look for info (mainly social prescribing)
GP Practices were provided with NHSX laptops & internet capacity and we need to develop patients' capacity to engage with remote consultations
Need better support for PPG at GP surgeries: these groups can play a key role in building people's skills