

The Dr Will Zoom You Now: Getting The Most Out of Virtual Healthcare Experiences 2020

Projects shared at the webinar on Friday 24th July 2020.

Project mapping:	WHO
Research and Projects and will be doing a small research project on this subject.	Nisha Devani, Healthwatch Hammersmith & Fulham.
Disability led research charity focusing on increasing accessibility and usability of products and services.	Caroline Jacobs from research institute for Disabled Consumers.
We have done insight work on this area.	Ruth Light, Healthwatch Coventry.
is interested in how we can use remote consulting for people with Long Term Conditions - we think this is different	Nick, Year of Care Partnerships
We are in the early stages of planning a piece of engagement focusing on digital exclusion.	Michelle Smith, Macmillan Cancer Support Engagement and Volunteering Manager for South West England and Channel Islands. MSmith@macmillan.org.uk
which is an organisation that works with patients, carers and health professionals to set priorities for research. Interested in virtual ways that healthcare is being accessed.	Caroline, James Lind Alliance,
I am in my final year of my PhD investigating patient preferences for virtual consultations.	Anthony Gilbert,
Markella Boudioni A number of service evaluations at the Royal Marsden explore views and experiences re virtual consultations...	Markella Boudioni, Royal Marsden
we ran an online survey in may top gather experiences and we created a short film on what to expect from your remote video consultation - available here www.nhs.uk/healthathome and on youtube	Healthwatch NT : In NorthTyneside
have been working hard to come up with ideas to prepare people ahead of remote consultations in Primary Care linked to care and support planning	Lindsay Oliver : Year of Care
ran a short snap survey of people's experiences of primary care in May and their views about what they'd like to see in the future. It looked at triage as well as appointment method. WE are publishing this in the next few weeks with the our report about what	Healthwatch NT : We at Healthwatch North Tyneside

the people we spoke to want in the future attached. Our CCG are using our research for service design at the moment.	
has recently published annual report on attitudes and usage of digital tech.	Margit Physant : OFCOM
: What training on MTeams and Zoom is being done for members of public, think both CCG and Healthwatch should look at this . We are providing it at for our Carer and S/U and it is much needed	Peter Atkins, Bournemouth University
Jemma : Get in touch with me Jemma Stone jemmastone.org for joint working as Assist Angels, helping others. My number 07400 076 664	jemmastone.org, Assist Angels,
We have been surveying patients over the last four weeks and would be happy to share, predominantly with Speech and Language Services for Adults and Children	Alison Leicestershire Partnership NHS Trust
I'm involved in a rapid review of impact of digital primary care on inequalities - i.e., asking about unintended potential to for digital primary care to increase (rather than decrease) health inequalities. Impt that we find ways to make future of primary care work for all. Be great to keep in touch	Charlotte Paddison Nuffield Trust
have many reports from Covid-19 surveys..... https://healthwatchlancashire.co.uk/healthwatch-project-reports/	Dawn Allen : Healthwatch Lancs
kate : I work for Groundswell - we support people experiencing homelessness to access healthcare. We're looking at some of the potential barriers for people who are homeless accessing appointments virtually. We're also exploring how our team of Homeless Health Peer Advocates can support people during phone/video consultations	kate Groundswell
UMacikene : at Healthwatch England we are planning a follow-up piece of work which will be a deep dive into the remote consultation experiences of people from groups that existing research has identified as being at greater risk of digital exclusion (older people, people with disabilities, lower income people and some ethnic minorities). This will hopefully give us an opportunity to understand who might be getting “left behind” by the rapid transition to digital GP consultation affecting the majority of the population and give a strong equalities focus to this project. Our aim is to understand how their interactions with services have changed alongside the shift to digital service delivery, what are the potential equalities and access issues around digital appointments, and what changes and improvements could be made to address these. We’re currently	UMacikene : at Healthwatch England

finalising the project plan for this research and are hoping to start substantive engagement in September.	
- app in development to connect everyone together, organisations, charities - plans in the direction plan. Please connect	Jemma : email jadstoneeducation@gmail.com
have been conducting patient and staff experience activities around the experience of virtual appointments. Had around 2,700 patient surveys in so far! We are looking to do more discursive follow up activities shortly.	Laura J : Guy's and St Thomas'
planning 2+ citizens juries on data sharing in a pandemic. Very early stage thinking and would be pleased to talk to people about it. info@citizensjuries.org	Malcolm Oswald : University of Manchester
: Hi everyone - here is a link to the digital health hubs report I mentioned (link is on the webpage): https://digital-health-lab.org/health-hubs	Emma Stone (Good Things Foundation)
have been looking at digital inclusion and see it as a spectrum with a range of barriers including tech, cost, confidence, cognitive and physical barriers. Getting people online remotely takes a lot of time and patience.	Annabel Collins : Ageing Better in Camden
we are currently using a virtual system where we have had very positive comments. The system will text the patient with how to log in and what to expect during the consultation. Our clinicians have been able to share links, images, results very easily and it allows you to invite internal and external participants (after being agreed through our IG team). If anyone would like any further information my email is - Katherine.barker@wvt.nhs.uk	Katherine.Barker : At Wye Valley Trust
The top tips look really helpful - we have a blog about to go out with top tips, so will make sure we are aligned, thanks for this insight!	Jackie Glatter :
: We're currently finalising our learning from the Widening Digital Participation programme - so although the programme ended just as lockdown was starting, I feel there'll be lots of useful insights for now and the future	Emma Stone (Good Things Foundation)
survey on experience of Covid reached over 2,400 people - Spotlight reports are available - contact us - full Report available soon	MargaretReilly : Healthwatch Worcestershire
We have conducted 8 focus groups with 38 staff across two marie curie hospices. Interesting findings in relation to when remote works, and where face to face is	Daniela Rodrigues

essential. Bereavement support, first assessments, and some physical assessments are tricky; but challenging discussions around advance care planning is possible. Staff have developed strategies for improving the quality of remote consults overall. Patient choice is central; using admin team to help prep patients in advance can be helpful. We are planning patient feedback work, but agree it would be good to develop this in context of what others are doing so as not to duplicate.	
Andy Duncan : Borders project is on Twitter @PaedMedEd	@PaedMedEd
: So much great work going on - would really support anything National Voices can do to help pull this together, so we can feed into, promote and building on existing activity rather than potentially duplicate this. Thank you for kicking this off!	Jackie Glatter
have over 1,600 responses to our Covid-19 survey including answers on digital access to health and care services	Anna Wright : Healthwatch Camden
Interesting feedback from focus groups we held with care home staff recently was that they feel interaction with health professionals and GP's in particular has been much improved by virtual consultations	Healthwatch Dorset :
Peter Atkins : would like to share our website with all www.bournemouth.ac.uk/pier happy for you to share my email to	www.bournemouth.ac.uk/pier
Cristina Serrao : We are running two workshops one will be around digital changes alongside Clinical Workstream and NHSX. this is happening hopefully end of August. invitations have not gone out yet. please get in touch if you are interested in attending	Cristina Serrao
Anna Rubio : We did a survey to understand patient's experience of virtual consultation for appointments across Frimley Health NHS Trust therapies services, and also the Primary care MSK service in North east hants and Farnham. Did it by telephone. Very interested in how to widen participation. Also totally agree would be great to share survey tools, to ensure that we are getting best outcome from survey findings	Frimley Health NHS Trust
Fiona Graham : Hi, I'm a Research Associate at NIHR Policy Research Unit in behavioural science Newcastle University. We've been exploring patient and practitioners views and experiences of a new type of consultations called shared medical appointments, or group consultations, in primary care for patients with chronic conditions. We started this work	Fiona Graham, Research Associate at NIHR Policy Research Unit

<p>pre-covid but are now resuming our work and as some GP practices are looking to deliver these group consultations virtually. If anyone is interested in hearing more about our work, or if anyone else is researching virtual group consultations please get in touch, Fiona.graham@newcastle.ac.uk. Thanks very much for a really interesting session today, it has been really insightful.</p>	
<p>stephenhickey: We are doing a local survey in Wandsworth at present</p>	<p>stephenhickey</p>
<p>jbeech : Thanks for the invitation to share info on our ongoing projects. Here at the King's Fund we are running two projects at the moment- one on how general practice teams can work best while working remotely (looking at the staff experience of working remotely and virtual teaming) and one looking at the how's and why's around the rapid increase of digital during the first phase of the pandemic. If anyone wants more info send me an email at j.beech@kingsfund.org.uk.</p>	<p>j.beech@kingsfund.org.uk.</p>
<p>Andy Duncan : We're doing some local research in Scottish \borders on training GP trainees on video consulting with surrogate parents feedback and repeat sessions with evaluation of consultation skills - no results yet but informal feedback is very positive - also its harder to do than you think</p>	<p>Andy Duncan</p>
<p>It would be great for a central tracker to be set up, maybe on National Voices' website or elsewhere - something similar to what the UK Collaborative on Development Research have done (https://www.ukcdr.org.uk/funding-landscape/covid-19-research-project-tracker/)</p>	<p>Clarissa O'Connell</p>