

COVID-19 Giving your patients access to online services remotely

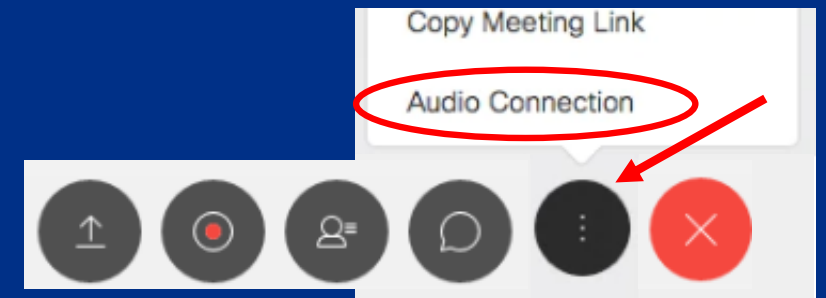


How to make the most of your current systems in response to coronavirus (COVID-19).

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

- Why remote vouching
- NHS App and GP Online services
- Questioning
- Access levels
- Practice examples
- The Do's and Don'ts
- Resources
- Q&A

Why remote vouching?



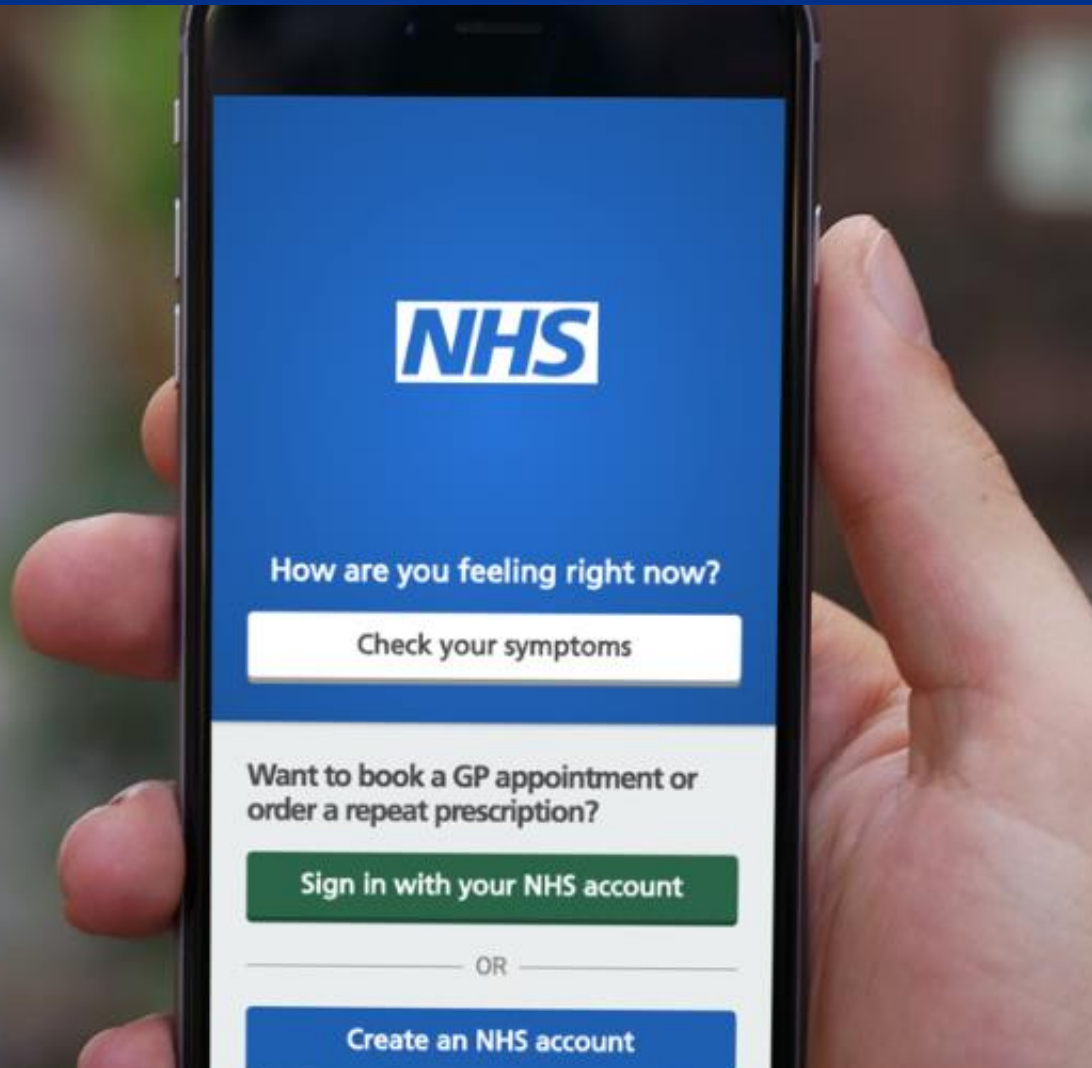
During this challenging time we want to:

- Minimise footfall by enabling advice and care without physical attendance at practice wherever possible
- Reduce workload burden on frontline staff

Remote vouching supports this by:

- Encourage patients who have yet to register for digital services safely, without physically coming into the practice
- Allowing patients who are unable to create an NHS login remotely to do so

Remote registering for online services **NHS^x**



Prove your identity (PVI)

- Download the app
- Create an NHS Login
- Upload and validate ID
- Register for NHS App

Access to online services including

- Appointments
- Prescriptions
- Summary Information

Vouching for your patients

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



Patients should not attend GP practice for ID verification

Services Provided



Automatic access

Booking / cancelling appointments

Requesting repeat prescriptions

Summary information

Additional access

Detailed Coded Record

Test Results

Full record access

Proxy Access

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
- Results
- Values
- Diagnosis Procedure Codes
- Codes showing referral made
- Other codes (QOF)

- Encourage patients to sign-up for online services using an app which uses NHS Login
- Agree who can verify identities using remote vouching
- Undertake questioning of patients discreetly
- Ask questions based on fact from the record
- Include a range of questions not just on demographic information
- Confirm the patient's email address before sending log-in information
- Record the process and decisions taken in the record



Don't

Accidentally disclose confidential information to the patient
before their identity has been verified



Questions



www.nhs.uk/nhsapp

Useful Resources

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

Useful resources



Emis Web:

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

[Emis appointment book configuration and messages](#)

SystemOne:

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

Microtest

[Microtest appointment configuration guide](#)

Tools to help support implementing and delivering services:

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

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>

RCGP Patient Online Toolkit

<https://www.rcgp.org.uk/patientonline>