



Smart Choice

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Introduction

Low proportion of cardiac outpatient appointments are conducted as video consultations; 50 of 2839, 2% in November 2021. The number and proportion declined as we emerged from the pandemic and has continued to decline since. Outpatient appointments shifted to telephone, which are less satisfying for both patients and clinicians. However, roll out of the video consultation software was rushed due to lockdown and there were problems which made clinicians reluctant to use it. We conducted a root cause analysis and identified barriers to the adoption of video outpatient appointments, which we incorporated into our driver diagram. We created a team which included a patient representative, a clinician, education, transformation and administration specialists to include a range of expert skills and knowledge to deliver improvement.

Aim

To increase the proportion of cardiac outpatient appointments conducted as video consultations from 2% in November 2022 to 15% by the end of December 2023, 50 to approximately 425, respectively.

Initial Assessment

We know this is important to the Trust's objectives. Movements to virtual appointments support both the NHS Long Term Strategy, the Trust's Five-Year Strategy and the Trust's Green Plan. Virtual appointments are seen as a useful format by patients, as indicated by our survey results that showed almost 60% thought there was a role for them in the outpatient offer. Patients highlighted benefits of not having to travel and wait for long periods in the hospital.

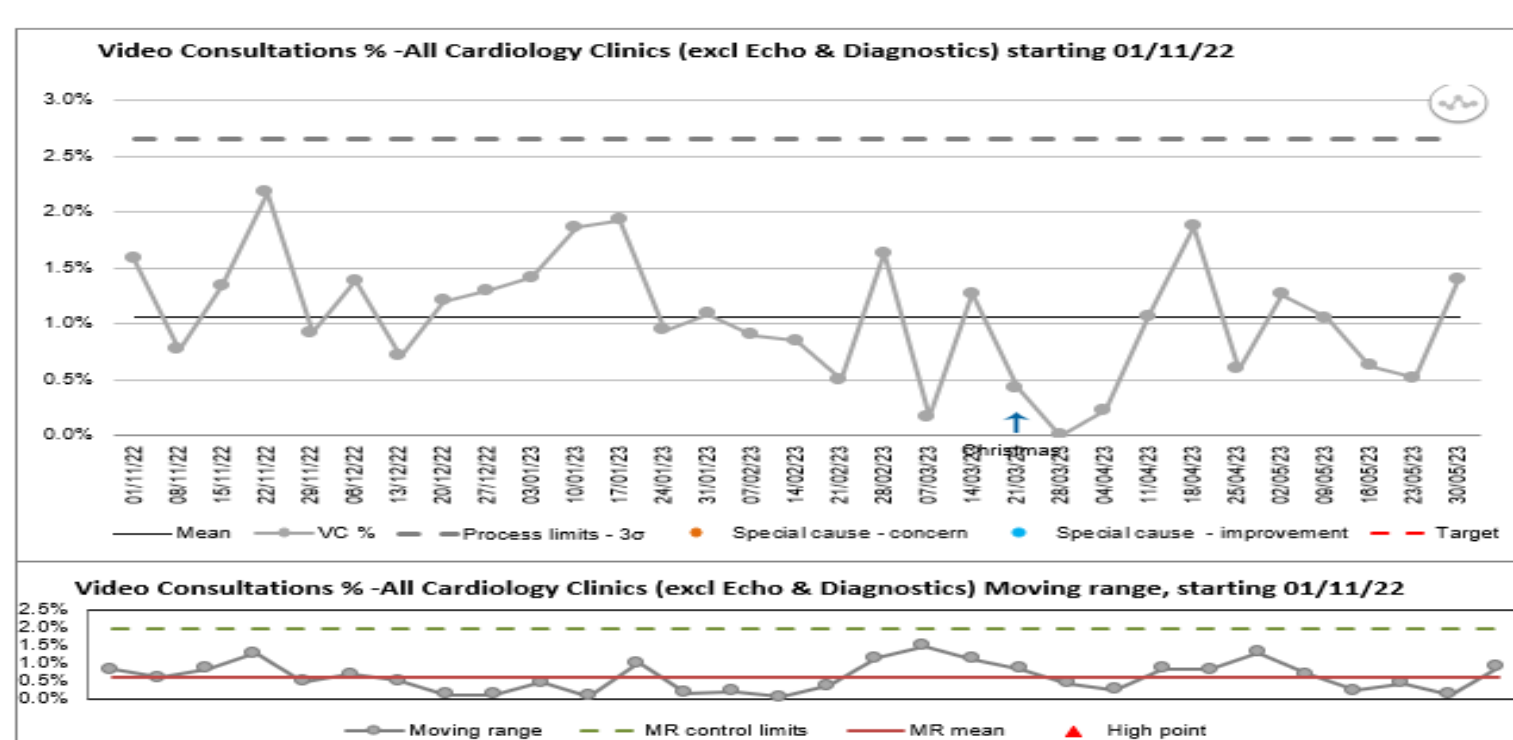
Change Ideas

- To offer patients appointments via video consultation
- 1. How many patients offered video appointments accepted
- 2. How many patients who accepted a video appointment, completed the video appointment.

Test Title:	Attend Anywhere Patient Contact (Pre/Post)	Date:	17/05/2023
Tester:	Dr Jonas Eichhöfer Clinic on the 16 th May (14 patients on clinic list), to offer patients appointments via video consultation	Cycle#:	1
	Testing with different consultant	Driver:	Clear process is in place to support video consultations
What change idea is being tested?	Offering patients video consultation appointments		
What is the overall GOAL of the test?	To increase use of video consultation in this clinic		
*Identify your overall goal: To make something work better? Learn how an innovation works? Learn how to test in a new context? Learn how to spread or implement?			
1) PLAN			
Questions: Questions you have about what will happen. What do you want to learn?	Predictions: Make a prediction for each question. Not optional.	Data: Data you'll collect to test predictions	3) STUDY
How many patients offered video appointments accept.	½ of patients contacted	Numbers contacted Numbers accepted	What were the results? Comment on your predictions in the rows below. Were they correct? Record any data summaries as well.
How many patients who accepted video appointment, completed video appointment	½ of patients accepted	Numbers accepted Numbers completing video appointment	18 people on clinic, 10 were contacted successfully and 5 agreed to a video appointment 2 patients >75 pulled out on the day 1 DNA'd
Details: Describe the who/what/when/where of the test. Include your data collection plan.			
14 patients on will be contacted to attend Dr Jonas Eichhöfer Clinic on the 16 th May to offer them an appointments via video consultation. Clare Westwell will contact patients on the list prior to clinic to offer video appointment and send relevant information and appointment links. Clare to record who has accepted and any unprompted feedback Jonas will record video clinic outcomes on data collection sheet below			
What did you learn?			
If patients accept in advance they may change their mind on the day. To establish what the contributing factors are for future clinics. Support for patients using Digital Navigators required for first time having a virtual appointment. Support for some patient groups As previously suspected demographics plays a part in successful uptake.			

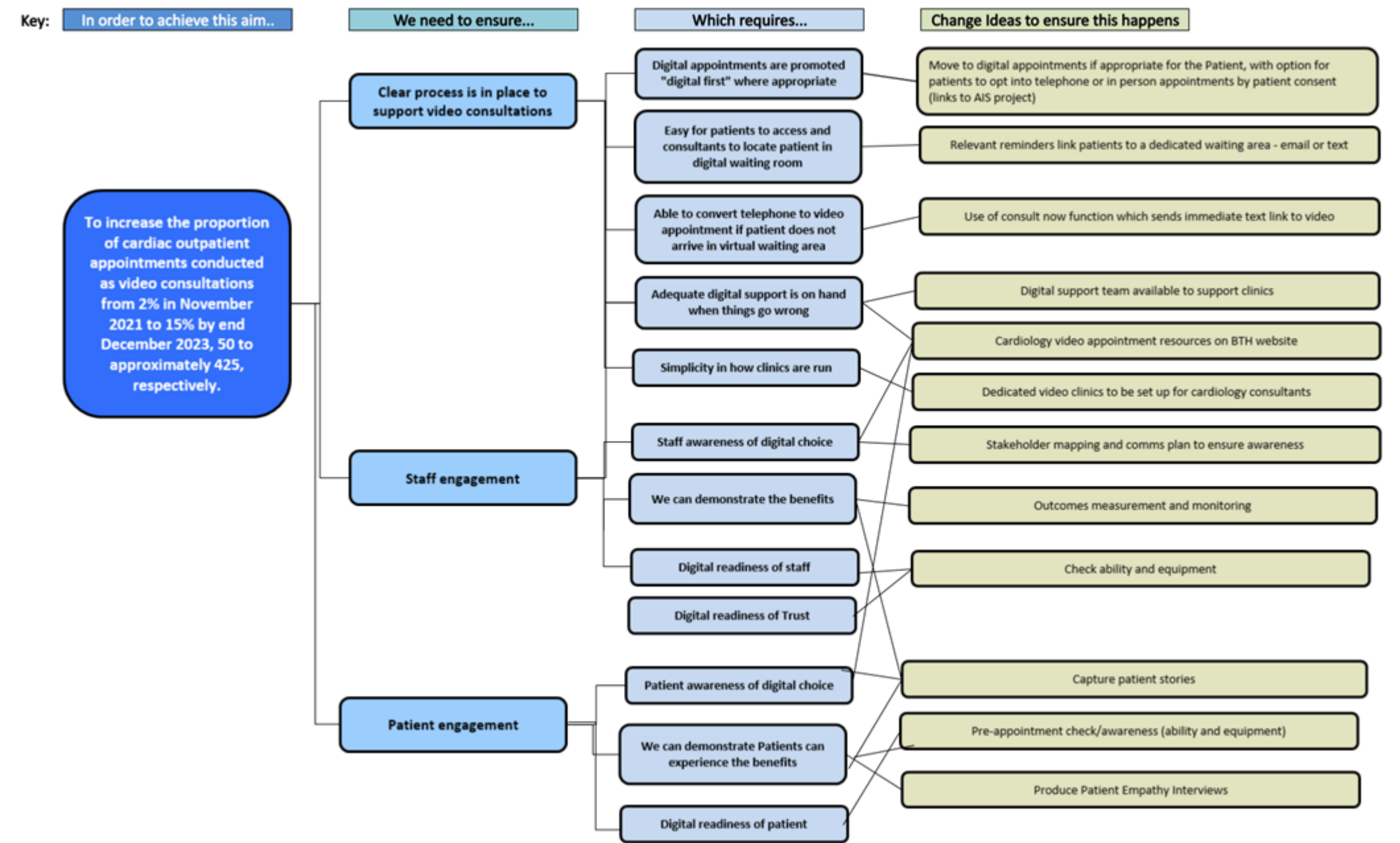
Results

This chart shows the uptake of video consultation in the Cardiology department. We did not progress to divisional wide implementation, but we have learned more about the challenges of the current system.



One of our change ideas, calling patients before their appointments to offer support to attend their video appointments, increased uptake for Dr Wong's clinics in January 2023 to 8.4% against an average of 4.4% for the period of the CQA project.

Driver Diagram



Patient & Service User Feedback

Loved it and would like to see this rolled out in the future

Would have my appts like this in the future

Full consultation given; full context of conversation had – Brilliant!

Sat waiting in the virtual room for 45 mins but wasn't an issue as sat at home relaxing in the warm.

On the day didn't feel well, didn't want to do video, may try again another day.

Doctor's camera wasn't working, connection lost, reverted to telephone appointment.

Lessons Learned

- By speaking to patients and having a patient on our team we have understood what the impact can be on someone and can now improve the process.
- We went a mile wide and an inch deep, need to go an inch wide and a mile deep.
- We missed opportunities available within our own team – working with Jonas' clinics
- Having a clear set of metrics in place to monitor our impact is vital
- Patient choice is the most important consideration for this work - some patients really want video appointments, but some don't
- It is important to continue reviewing our team charter, making sure everyone is clear on their roles and establishing our rhythm and routine

Next steps

We are proud that we had a patient representative as a core team member. Alma kept us patient focused and her insight, combine with the empathy interviews means we understand the impact on patients. We know we need to refocus to be an inch wide and a mile deep and this is what we will work on going forward. We will take our learning and work with Jonas to improve uptake video appointments in his clinics. Once we know what works we will scale to other clinicians.



The video we developed as part of the CQA is an excellent resource to promote video appointments and we will ensure this is shared across the Trust.

Acknowledgments

Thanks to Sarah Herron for all her support throughout this project.