

Showcase Presentation

St. George's

St George's University Hospital NHS Foundation Trust (SGH)
Outpatient Transformation
VIRTUAL CONSULTATIONS

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“Right place, right time, right information and right clinician”

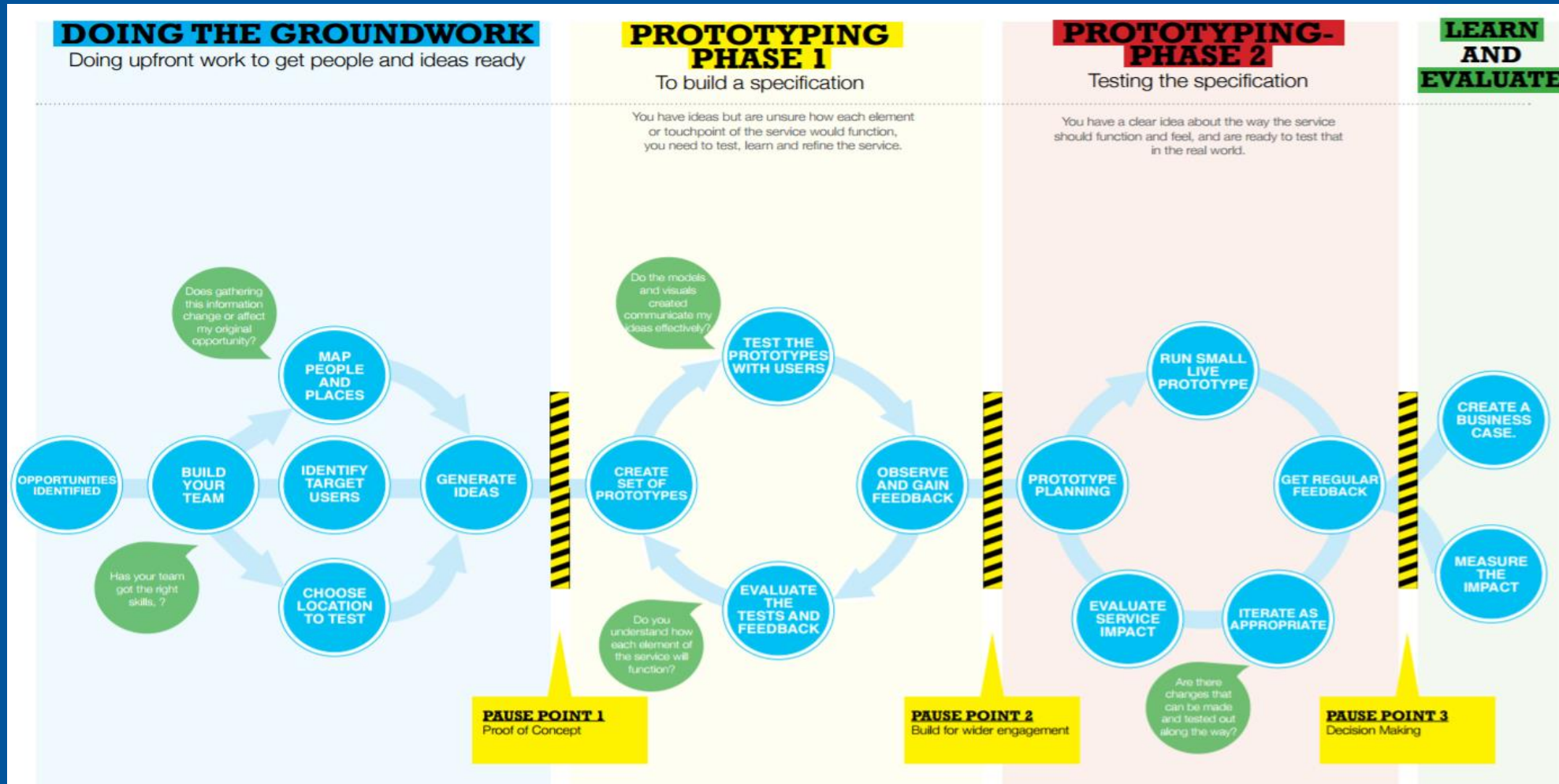
Why did we join the virtual consultations Collaboratives?

- St George's Hospital have set themselves an **ambition to deliver 20% of new outpatients attendances and 50% of follow up outpatient attendances differently by 2020**
- This includes implementation of integrated community models, intermediate services, advice and guidance, demand management pathways and delivery of virtual consultations
- The collaboratives were an opportunity for SGH to meet other Trusts and share best practice virtual working models and provided a forum for challenge with peers around virtual models in the design and test phase

What have we gained from the Collaboratives?

- Barts Hospital shared their virtual fracture clinic model which we are using to scope and design a model which will work with our processes. Due to commence prototyping in August 2018
- Used the challenges posed by peers at the collaborative to inform the redesign of our Gastroenterology Clinical Assessment Service prototyping
- Used the resources provided for example the PDSA cycle template, Life QI and Slack which has been really helpful for bringing better structure to our prototyping

Our Approach to Implementing New Models of Care



Virtual Consultation Projects at SGH

Prototyping Phase 1

Clinical Assessment Service Gastroenterology

- Enhanced Consultant led triage; patients are pre-investigated and where possible managed on a virtual pathway
- Phase 1 Prototype commenced in February 2018 (Consultant and Pathway Coordinator)
- Phase 2 Prototype will commence in August 2018 (10 GP practices, CNS, greater use of IT functionality and testing different virtual models)

Doing the Groundwork

Tele-dermatology

- Model co-designed with our Consultants and GP partners using learning from other Trusts e.g. Surrey Downs
- Pilot due to “go live” July 2018

Virtual Fracture Clinic

- Currently being scoped and designed based on models used at Barts and Salford Hospitals
- Prototype due to “go live” August 2018

Key achievements in our Projects

- All of the virtual working models described have excellent clinical buy-in, are therefore clinically led and are an example of truly bottom up change
- We have seen greater collaborative working across teams/ divisions which usually work in silo achieved through a clear vision and shared purpose
- Starting to breakdown of some of the traditional boundaries and ways of working between the Trust, commissioners and GP partners
- Two patients who took part in the CAS pilot had cancer detected early
- Learning from our mistakes...