



**Charlene McLaughlin, Project Manager**

# Background

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## Pulling together; transforming urgent care for the people of Scotland

(Scottish Government, 2015)

“We would expect the specific needs of remote and rural communities to be taken into account particularly for transport and communication issues. Greater use of remote video consultations may help matters”.

## Benefits

- ❑ Reduced travelling costs
- ❑ Reduced travelling time
- ❑ Reduced carbon footprint

# Test of Change

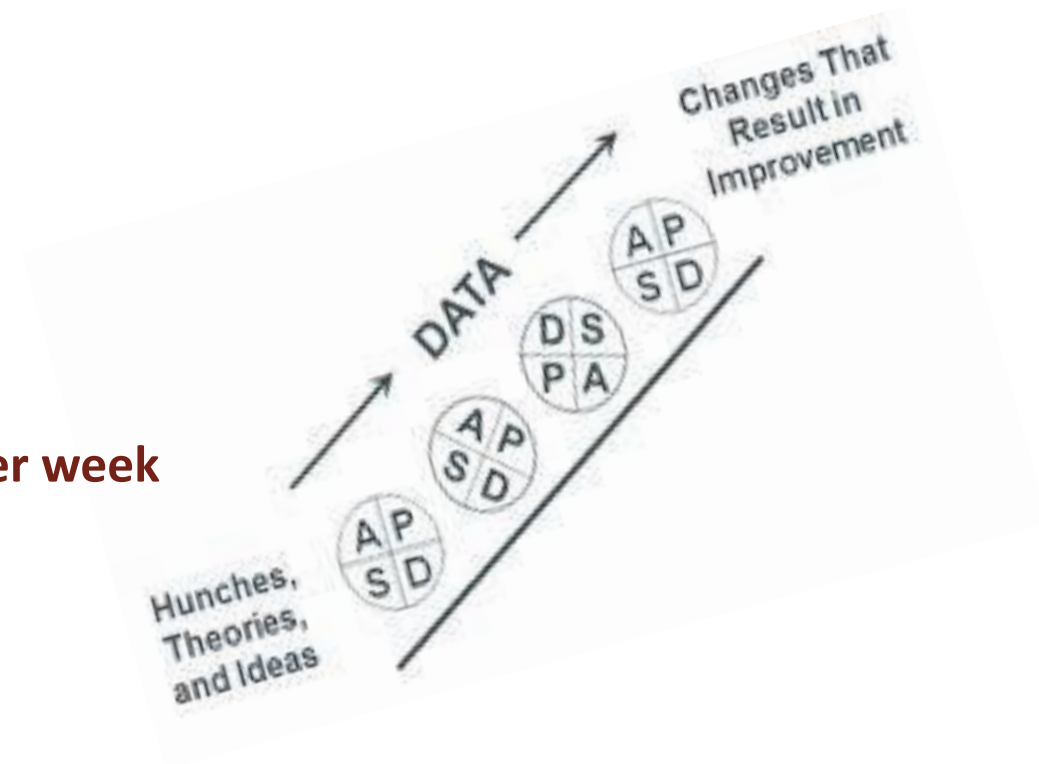
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Start small

- Specific case types
- Defined age range
- Specific time frames

Centre Visit case types + 16 years of age and over +

within four hours case priority = **over 200 consultations per week**




# Reception/Call Handler Process


| Active Time | NHS24 Triage... | Next Action By | Activ... | Pe... | Case # | Case Type | Case Tag D... | Priority (latest) | Last... | Sp... | Fullname  | Address   | Age       |
|-------------|-----------------|----------------|----------|-------|--------|-----------|---------------|-------------------|---------|-------|-----------|---|-----------|
| 15:31       | 26-Apr-19       |                |          | 5     | 45479  | PCTC      | Remote Co...  | To Be Asses...    |         |       | Test Test | The Lister Centre Lister Street Crosshouse Kilmarnoc... | 19 years  |
| 15:31       | 26-Apr-19       |                |          | 5     | 45480  | PCTC      | Centre Visit  | To Be Asses...    |         |       | Test Test | 1 Lister Street Crosshouse Kilmarnock Ayrshire KA2 ...  | 24 months |

| Case Type | Case Tag Description |
|-----------|----------------------|
| PCTC      | Remote Consultation  |
| PCTC      | Centre Visit         |

Action choice



**?** Do you want to send the patient an SMS message containing their appointment details, as well as the remote consultation URL?



**Warning!**

SMS to 07 will say:

Your appointment is booked for 26/04/2019 17:15:00.  
To access video consultation please visit the following link:  
<https://www.nhsaaa.net/services-a-to-z-support-pages/nhs-ayrshi-re-arran-attend-anywhere/>

I have read and understood the above.

| Status          | Caller    | Telephone     |   |
|-----------------|-----------|---------------|---|
| Waiting (0 min) | Test Test | 01563 000 000 | 1 |

- Join Call
- Notify...
- Call Activity...
- Participants

### Send notification to Test Test's room

Welcome to the Ayrshire Urgent Care Service, your arrival has been noted, a clinician will join you shortly.

Send

Cancel

Characters remaining: 92

### Replicate existing processes for centre presentations

- Clinician running late
- Patient does not arrive or leaves the virtual waiting area prior to their appointment
- Unexpected patient in the virtual waiting area

# Clinician Process

| Active Time | ▲         | N |
|-------------|-----------|---|
| ▶ 11:08     | 12-Jun-19 |   |



**NHS A&A, Ayrshire Urgent Care Service Waiting Area**  
NHS AA Community Services

[← Back to Waiting Areas](#)

| Age      | Locked By |
|----------|-----------|
| 20 years |           |

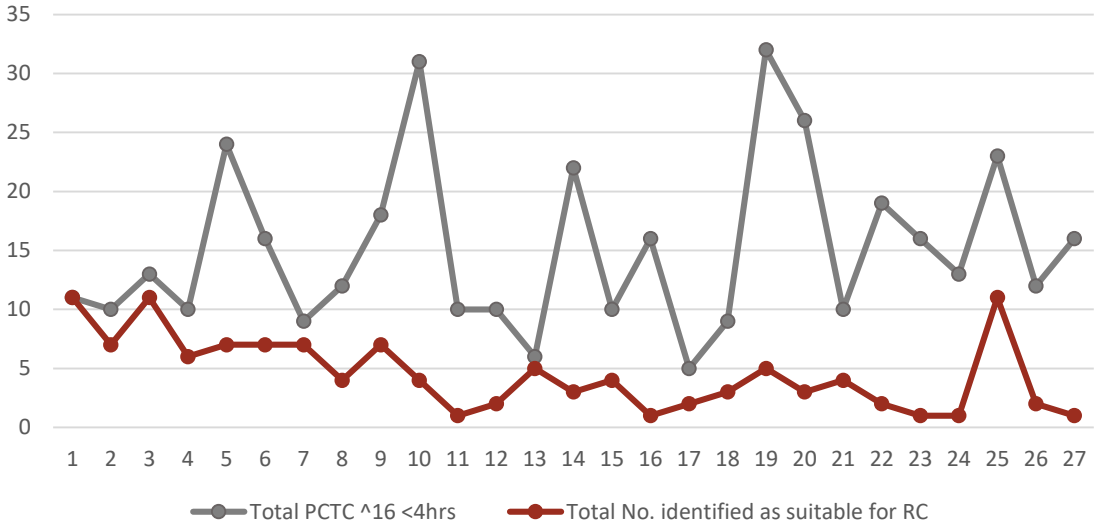
| Case # | Entry Time | N |
|--------|------------|---|
| 61512  | 12-Jun-19  | 1 |
| 61511  | 12-Jun-19  | 1 |
| 61510  | 12-Jun-19  | 1 |

| Status                 | Caller                | Telephone   |   |
|------------------------|-----------------------|-------------|---|
| <b>Waiting (0 min)</b> | ▼ Charlene McLaughlin | 01563545500 | 1 |

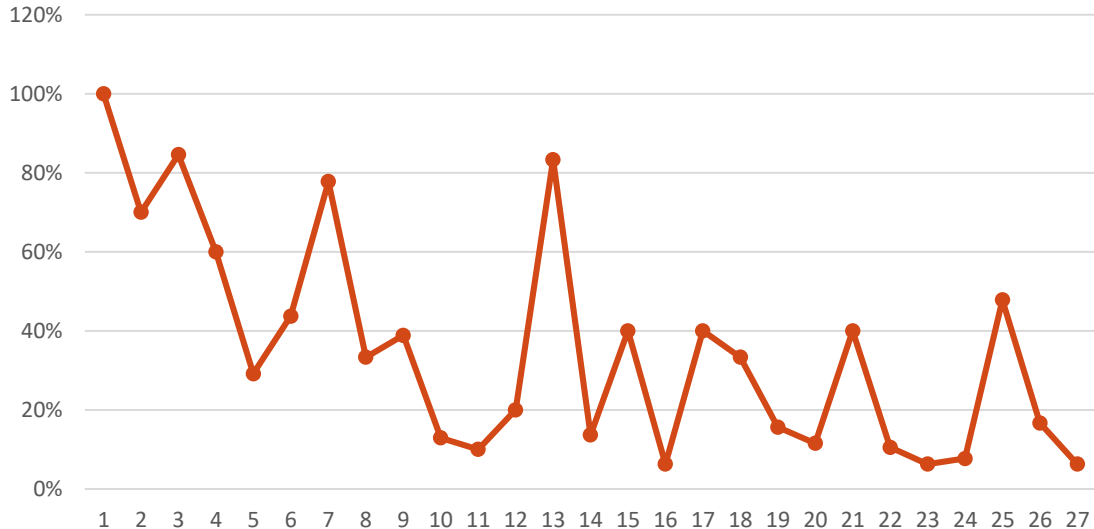
- Join Call
- Notify...
- Call Activity...
- Participants ▼

# Outcome Measures

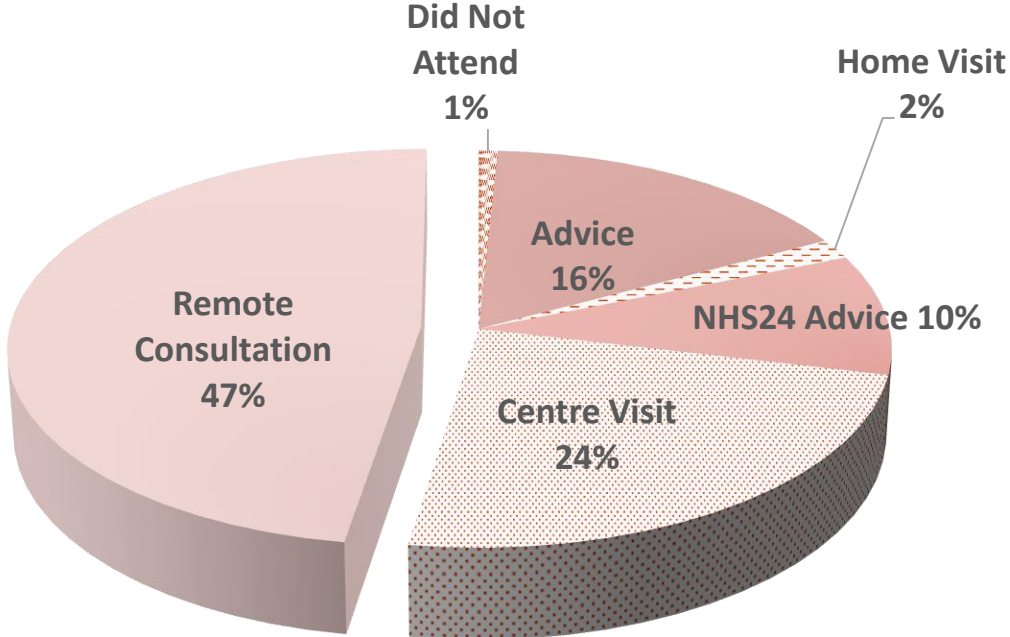
Number of PCTC case types and remote consultations,  
15 January - 30 April 2019 (27 clinical sessions)



% of PCTC consultations identified as suitable for remote consultation



### Outcome of cases identified as suitable for a remote consultation



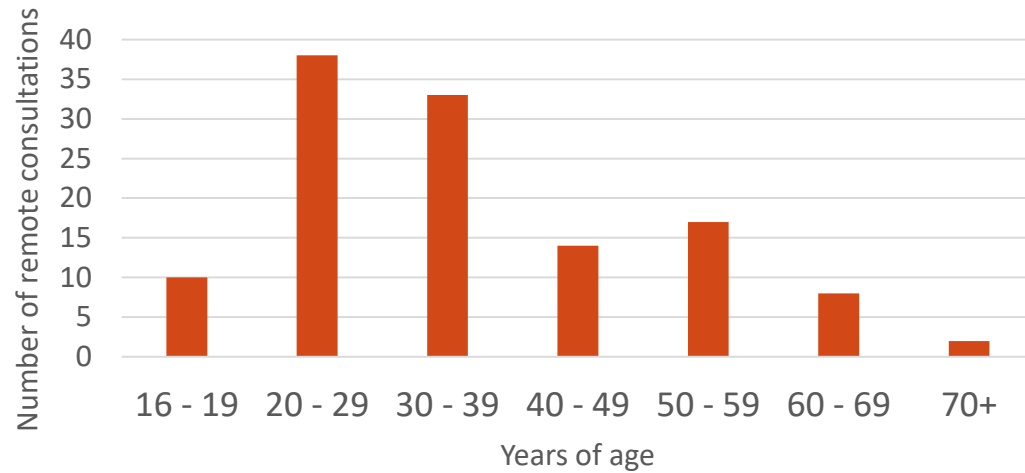
| Clinical Code                | Number of occasions |
|------------------------------|---------------------|
| Urinary tract infection      | 8                   |
| Backache, unspecified        | 8                   |
| [D] Dysuria                  | 6                   |
| Has a sore throat            | 5                   |
| Upper respiratory infect.NOS | 5                   |
| Disorders of eye and adnexa  | 4                   |
| Skin/subcutaneous infections | 4                   |
| Pain in joint - arthralgia   | 4                   |
| [D]Abdominal pain            | 4                   |
| Earache symptoms             | 3                   |
| Advice about treatment given | 3                   |
| Acute Tonsillitis            | 3                   |
| Allergy, unspecified         | 3                   |



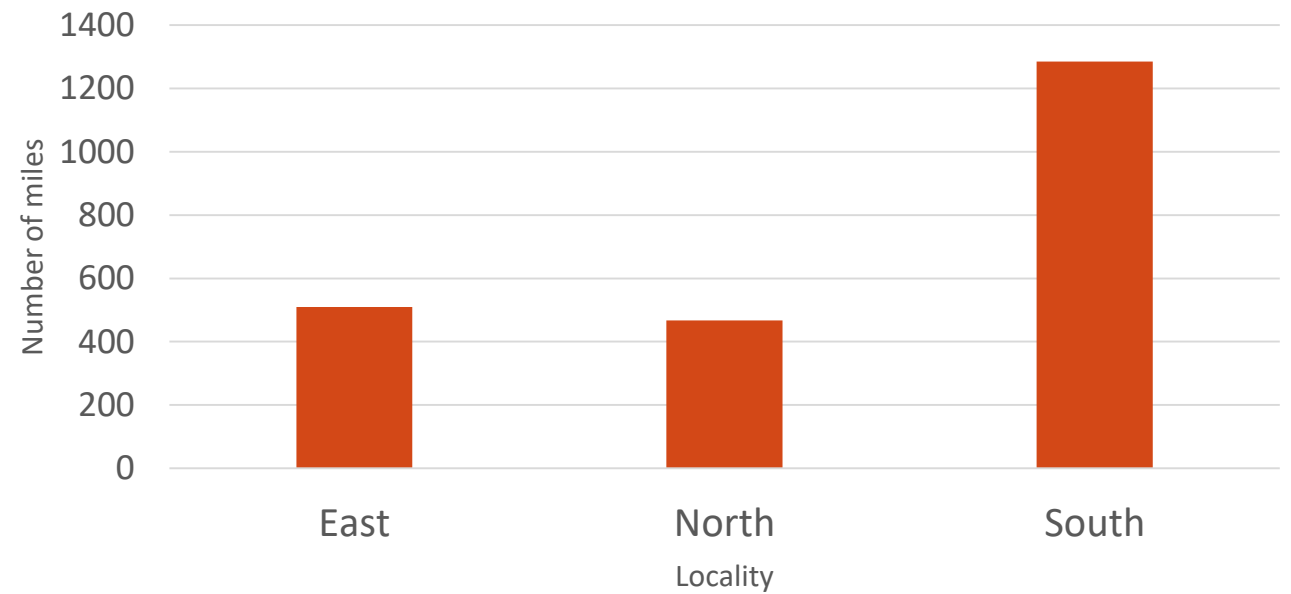
# Demographics

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Remote consultations, by age



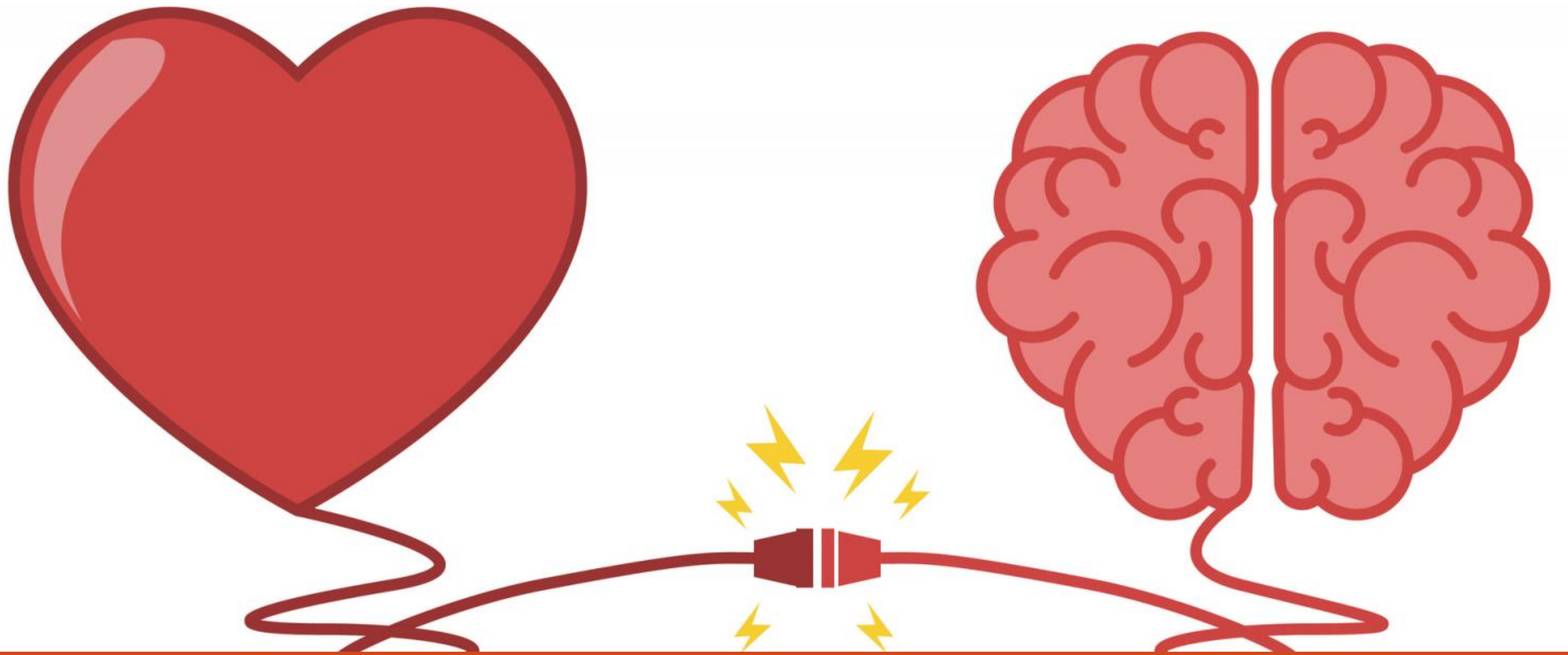
Reduced mileage travelling



# Next Steps

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- Expand existing inclusion criteria
- Explore opportunities with local community pharmacies
- Set-up more consulting rooms
- Offer remote consultations seven days a week
- Overcome existing challenges



Thank you for listening

Any questions?