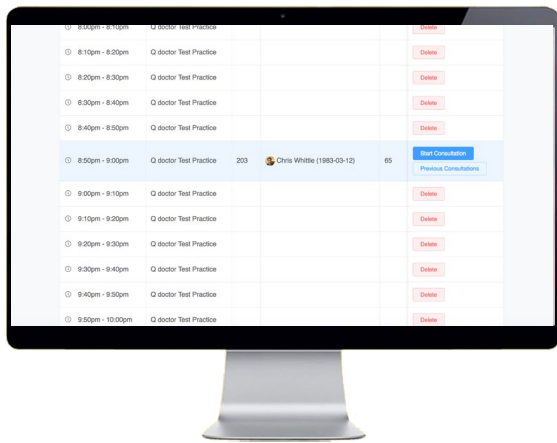
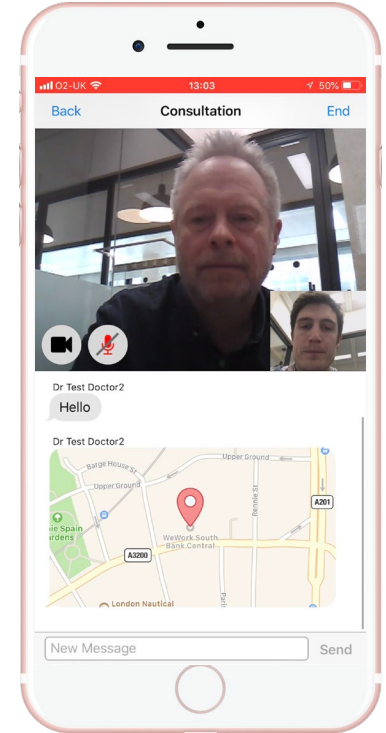
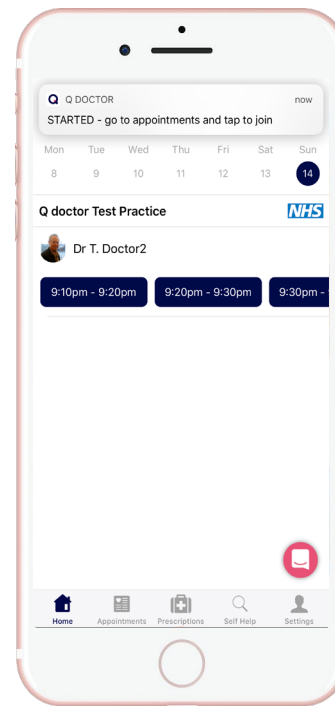




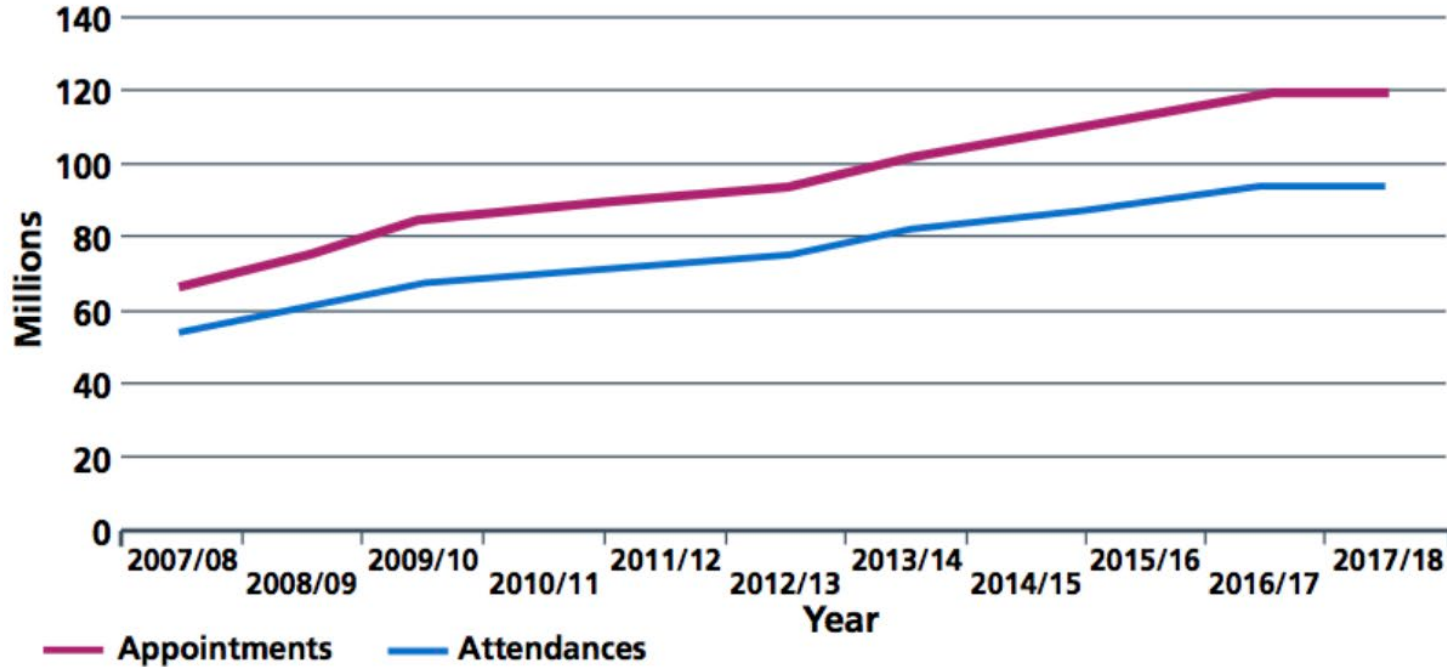
doctor



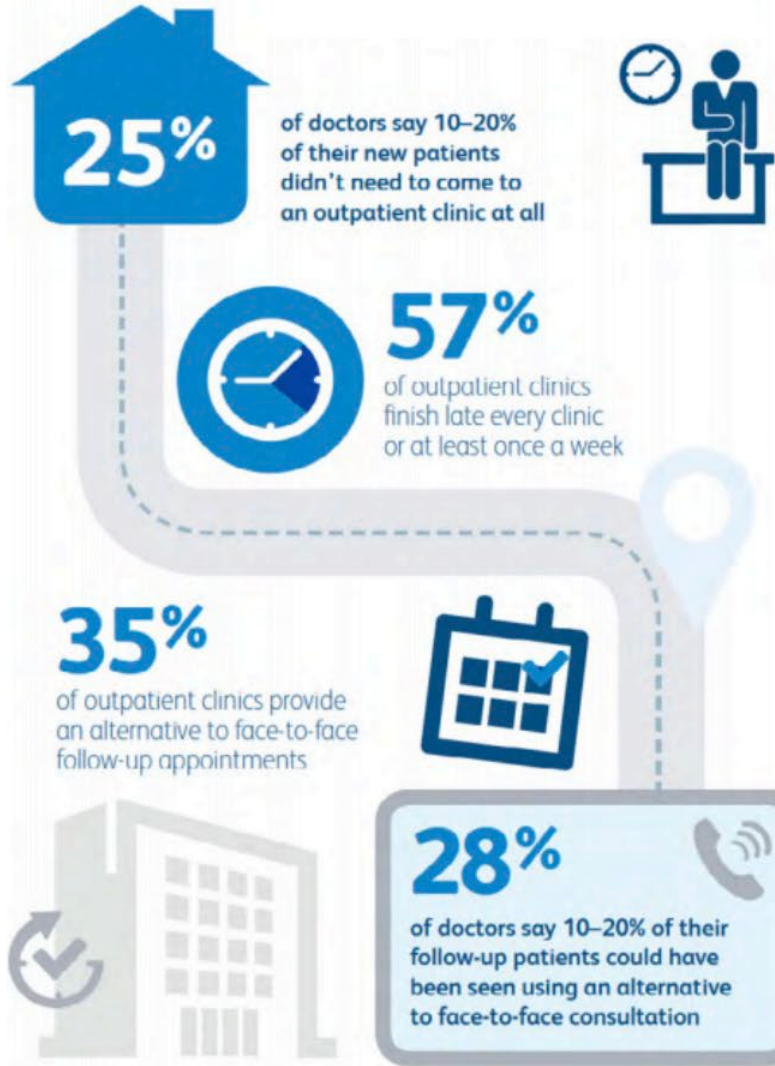
Qdoctor



Outpatient appointments and attendances, England, 2007/08 to 2017/18.



Source: NHS Digital. Hospital Outpatient Activity,
2017-18. October 2018



Source: Royal College of Physicians. Outpatients: The future. Adding value through sustainability. 2018.

SECONDARY CARE

Video consultations a success at Lewisham and Greenwich NHS Trust

February 11, 2019 4:20 pm



HEALTH TECH AWARDS 2019

DEADLINE
07.06.19

Lewisham and Greenwich NHS Trust is offering video consultations for cardiology patients providing advice to patients following a successful pilot.

The service is supported by Q doctor who is delivering the platform for the new video consultation service.



Featured

Interview Series: NHS Most Red

Virtual & video consultations offer many benefits



Trust

- ✓ Virtual clinic tariff for what was previously admin
 - ✓ Reduced clinic overheads
 - ✓ Increased availability of clinicians
 - ✓ Site agnostic clinics
- Combined tertiary video clinics?

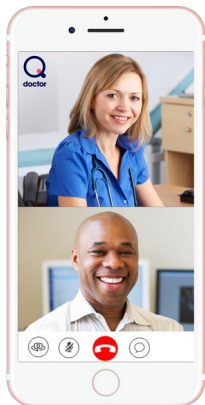
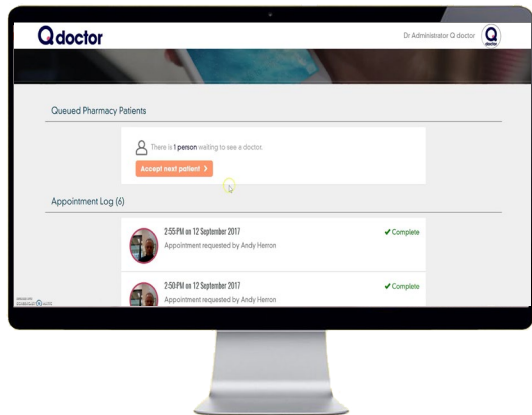
Patients

- ✓ Less travel
- ✓ Less time visiting hospitals for chronic conditions
- ✓ More convenient access

Clinicians

- ✓ More patients helped
- ✓ Better use of your time
- ✓ Less travel between sites
- ✓ Off site working





The highest IG standards



SCCI 0129 } *First video provider
through NHSD*
SCCI 0160 } *Clinical Safety
Case Report for
NHS 111*
IG Toolkit



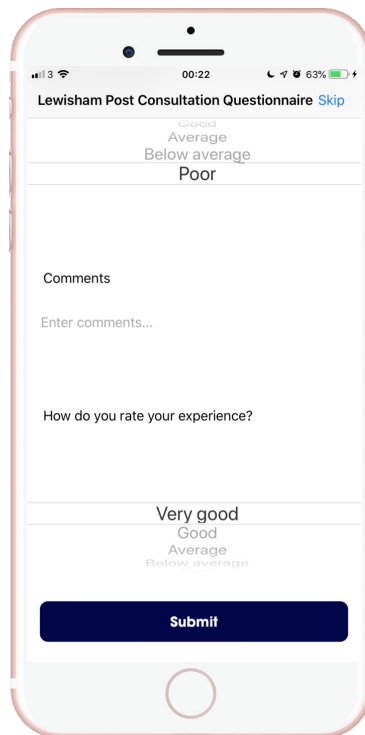
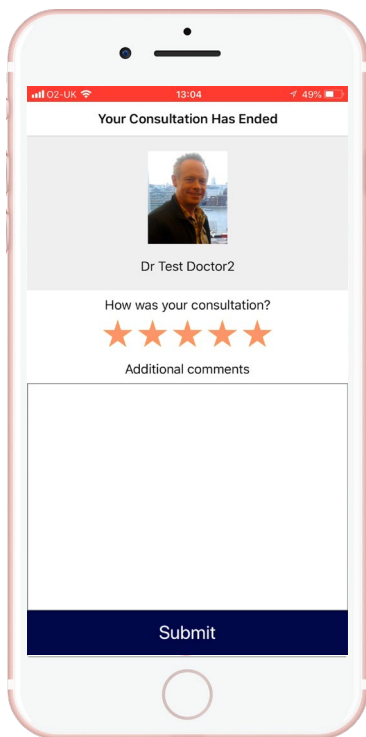
Medicines & Healthcare
products
Regulatory Agency

Working with...

redcentric
business technology. managed.

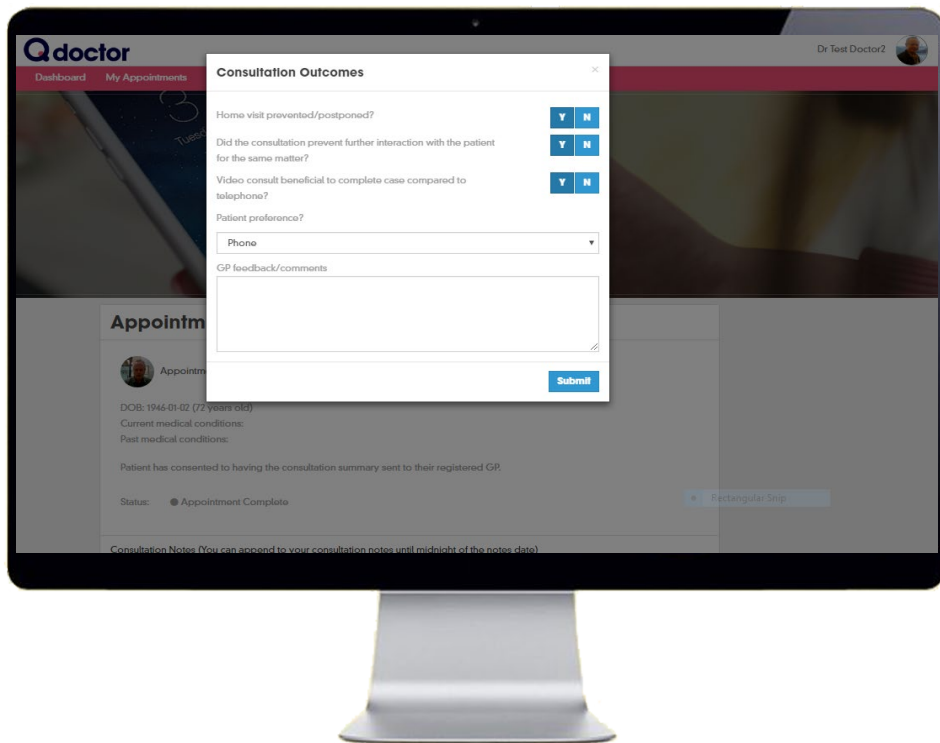
docman
delivering paper free care





Patient feedback

Customisable set of questions



Clinician feedback

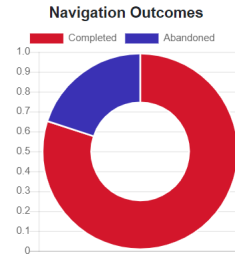
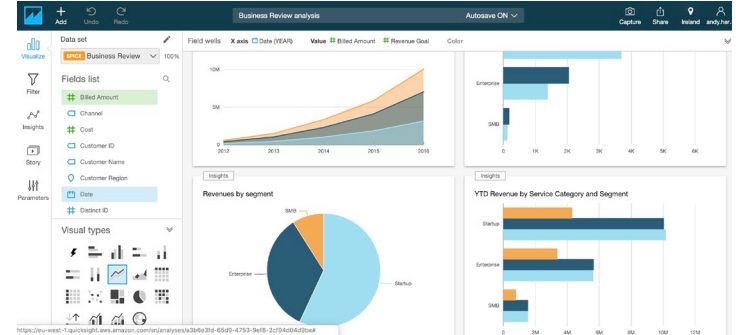
Customisable set of questions

Reporting

Q doctor											
Periodic data report					Clinician responses			Patient responses			
					Home visit prevented/postponed?		Prevent further interaction on the same matter?	Video beneficial compared to telephone?	Other comments/feedback	Star rating	Other comments/feedback
Patient Name	Patient Email	Consultation start timestamp	Consultation end timestamp	Calculated duration (mins)							
xx	xx	2 Apr 18, 13:40	2 Apr 18, 13:50	10	Y	Y	Y	Replaced a home visit	5		
xx	xx	3 Apr 18, 11:30	3 Apr 18, 11:38	8	N	Y	Y		5		
xx	xx	4 Apr 18, 09:00	4 Apr 18, 09:12	12	N	Y	Y		5		
xx	xx	5 Apr 18, 13:30	5 Apr 18, 13:41	11	N	Y	Y		5		
xx	xx	6 Apr 18, 16:43	6 Apr 18, 13:53	10	N	N	N		5		
xx	xx	7 Apr 18, 13:01	7 Apr 18, 13:09	8	N	N	N		5	Good connection and video quality	
xx	xx	8 Apr 18, 12:04	8 Apr 18, 12:10	6	N	N	N		4		
xx	xx	9 Apr 18, 13:40	9 Apr 18, 13:45	5	N	N	N		5		
xx	xx	10 Apr 18, 09:11	10 Apr 18, 09:23	12	N	N	Y		4		
xx	xx	11 Apr 18, 10:05	11 Apr 18, 10:19	14	N	N	N		5		
xx	xx	12 Apr 18, 09:00	12 Apr 18, 09:16	16	N	Y	Y		4		
xx	xx	13 Apr 18, 11:02	13 Apr 18, 11:12	10	N	N	N		4		
xx	xx	14 Apr 18, 13:06	14 Apr 18, 13:14	8	N	N	N		3		
xx	xx	15 Apr 18, 11:10	15 Apr 18, 11:25	15	N	Y	Y		5		
xx	xx	16 Apr 18, 13:40	16 Apr 18, 13:54	14	N	Y	Y		5		

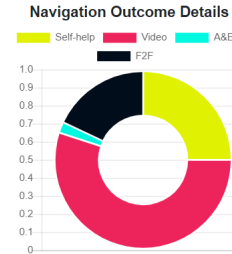
- ✓ KPIs driven by customised questions
- ✓ SNOMED-CT capability

Reporting



Patient Registrations

263



- ✓ Visual dashboards – provided and created for sub-teams or services

SECONDARY CARE

Lincolnshire Community partners with Q Doctor

April 9, 2019 9:44 am



ONE PLATFORM
ONE PRICE
FOR EVERYONE

CAS case study

Case study



Lincoln Clinical Assessment Service

Pilot Savings*

7

Base appointments saved

From 25% to 6% reduction in previous rate



35

home visits prevented

From 6% to 3% reduction in previous rate



1.9 minutes

per consultation saved versus telephone

32% reduction in clinician time per case



*Data calculated 8 February 2019, 3 month pilot

CAS case study

Case study



Lincoln Clinical Assessment Service

Extrapolated savings across CAS

£38,973

a month in base appointments*

*assumes £30 representative appointment cost



£12,917

a month in home visits*

*assumes £60 representative home visit cost



£4,612

a month in labour time*

*using Band 7 pay rate



£43,002

Overall savings per month after subtraction of 15x CAS user licence cost



“The new Q health video link with a clinician was fantastic, very easy to do and saved travel. Would highly recommend.”

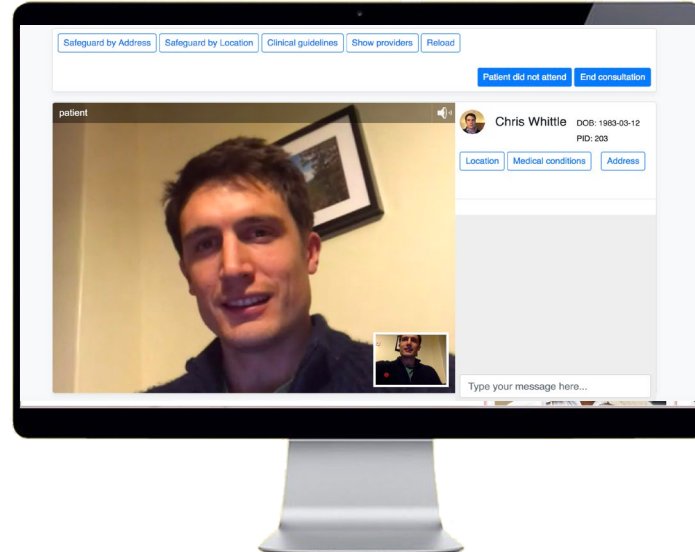
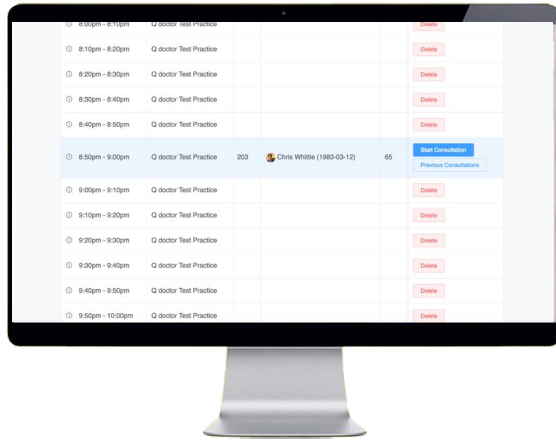
“Amazing service from comfort of own home would highly recommend”

“Fabulous and convenient. Really good way to deal with non urgent needs.”

“As a breastfeeding mother, saved me having to get in the car and travel to meet the doctor - which is difficult with a newborn and with feeding etc.”

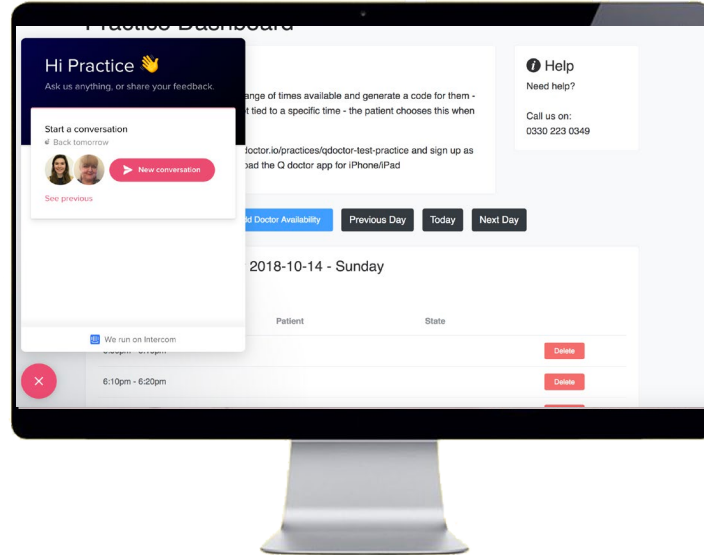
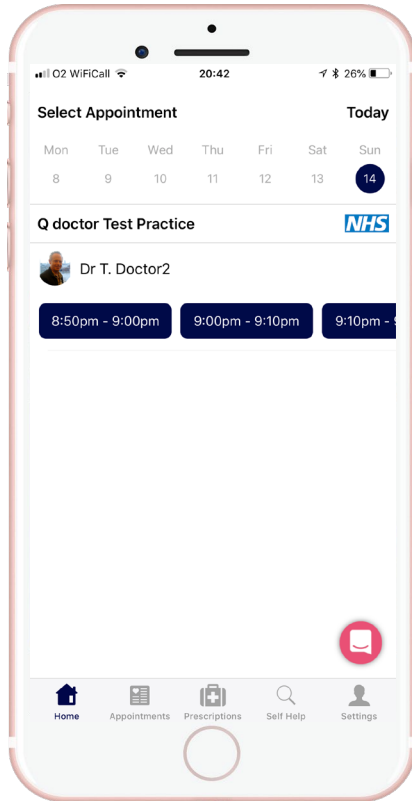
“What a great service wicked love it should be all over country”





Remote clinician setup for flexible working





Live chat support

In app and on dashboard support for all user types

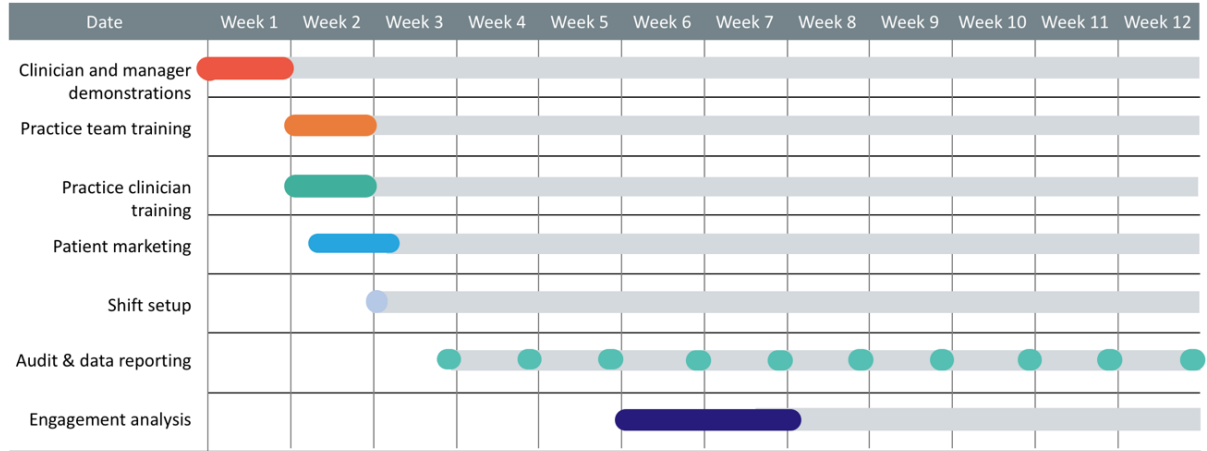
Creation of automated support in addition (24/7)

Team-specific 24/7 automated support



IMPLEMENTATION

Typical Implementation

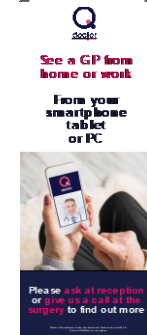
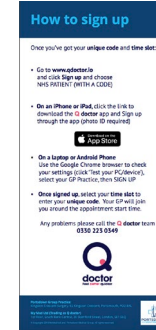


- Sequential launch into regional hubs or services
- Tried & tested implementation plan



IMPLEMENTATION

- ✓ In person training and champion identification
- ✓ Training of trainers
- ✓ Video tutorials
- ✓ Automated support
- ✓ Support with internal communications



For more information please contact

Dr Chris Whittle

chris.whittle@qdoctor.io

