

# Attend Anywhere

Health Watch Islington

SEPTEMBER2020

Whittington Health 



# ‘Attend Anywhere’ Video Consultations

- Enables you to connect with your health care professional by Video appointment.
- Specifically developed for use in a healthcare setting.
- Easy and convenient reducing your need to undertake any unnecessary travel or take time off work, reducing disruption to your day
- Can be undertaken in the comfort of your own home.
- Appointments can be shared with family members or carers.
- Interpreter call enabled.
- Helps reduce the spread of infectious diseases by avoiding unnecessary face-to-face contact



# What equipment Do I need for a video consultation

- You can access Attend anywhere video consultation on :

**Smartphone / Tablet / Laptop/ Computer.**

- Your device must have a Microphone and camera and the internet through WIFI, 3G , 4G or Ethernet connection.



# What Do our Patients Say?

I am impressed how effective this virtual consultation process can be.

*Community Physio*

I think it's amazing that the NHS can offer this service. It was practical and positive and I felt less anxious about my condition and reassured it will clear up in time .

*Physiotherapy*

It was different for sure but I was impressed that it went better than I thought it would

*Community Paediatric SLT*

Doctor was incredibly helpful, and that was very easy. Really recommend.

*Community Podiatry*

The doctor with who I had the visit was very precise and professional, also kind and emphatic. Very recommended

Helpful to ask questions and discuss issues without having to go into the clinic with my child

*Outpatient Paediatric 4D*



# 80%

**Of patients surveyed are satisfied with Video Appointments**

Patient satisfaction recorded of >2000 surveyed

# What do our Clinicians Say ?



We can do more reviews for children who perhaps don't need face to face follow up and who we are just 'checking in' on

*Paediatrics*

I would be happy to continue with video and phone clinics for selected patients i.e. for results & occasional follow ups



I would like to continue to use video and Phone consultations

# Why are we providing Video consultations?

Modernises our services and promotes convenient accessible solutions for our patients.

Supports Whittington Outpatient transformation vision and the Whittington's digital strategy :

- Digital connects patients
- Digital enables workforce
- Provides Digital infrastructure

Support the NHS long term plan by reducing avoidable face to face outpatient appointments.



# Why are we providing Video consultations?

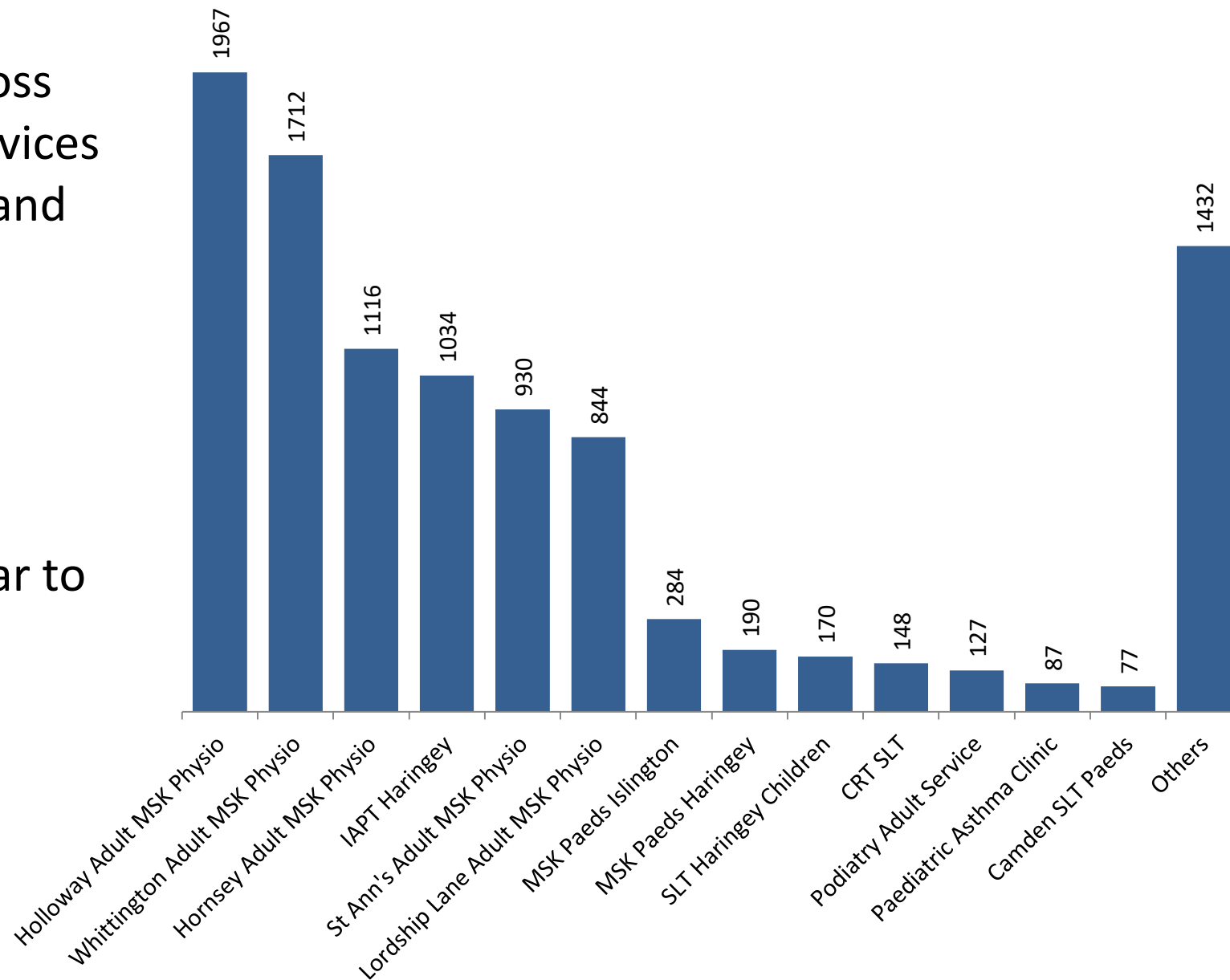
## *COVID Response:*

- Enabling clinicians to see patients who are unable to travel, this includes patients who are in at risk groups or who need to self-isolate.
- Preventative measure to reduce transmission of diseases by reducing physical attendance to Hospitals.



# Attend Anywhere

- 183 Virtual waiting room across 33 Acute and Community services (33% of our services are live and this number is growing)
- 638 Service Providers on the Attend Anywhere Platform
- Over 10,000 consultations year to date





# Attend Anywhere – How it works

Microsoft Teams

## Call with CROSBY, David (WHITTINGTON HEALTH NHS TRUST)

2020-09-29 09:44 UTC



Recorded by

AHMED, Zubaer  
(WHITTINGTON HEALTH  
NHS TRUST)

# Patient Communication can you expect

- Attend Anywhere support page on Whittington Trust Internet page. Useful videos, guides and FAQs for patient use and a clear and easily accessible list of all video waiting rooms

<https://www.whittington.nhs.uk/default.asp?c=41876>

- Patient appointment letter with video consultation instructions.  Appointment Letter - Test
- Patient Leaflet – accompanies the appointment letter to patients.  Patient Leaflet - Test
- Patient Survey – since Pilot phase we have had over 2000 response to the patient survey with 80% patient satisfaction across Community and Acute.

# Q&A