

CASE STUDY

Expansion of video consultations transforms paediatrics

The Challenge

Patients often have over an hour in travel time to and from appointments – for paediatrics, this can mean missed time in school for children and a heavy burden on parents and carers. Since 2019, the paediatrics team at GHNHSFT has offered remote consultations for clinically appropriate cases using Induction Attend Anywhere. When the Covid-19 pandemic hit, remote consultations were not just helpful, but vital. It was essential that many more patients and clinicians were able to adopt video consultations easily and safely.

The Solution:

727,800

hour of waiting time saved since implementation
in April 2020 across the whole trust.

*as of June 2022.

Induction Attend Anywhere is the most widely used video consultation management and delivery platform within the NHS. Designed specifically for healthcare, it gives patients a fast and frictionless way to access their care team or clinician from their own computer or mobile. With Attend Anywhere, healthcare organisations running many clinics can deploy remote consultation across their entire operation simply, safely and securely.

Within a week of the UK lockdown in March 2020, Gloucestershire's existing implementation team and Induction Healthcare rolled out Attend Anywhere in the paediatrics department to meet the immediate need for remote consultation during the pandemic.

The easy-to-use system has since been embraced by both patients and clinicians in the paediatrics department. It is now being used to support regular clinics and provide routine and specialist remote care, while reducing need for patients, parents and siblings to be brought into busy hospital settings, while also reducing travel time and cost for parents and carers. Clinicians are able to see patients in their home environments, reducing stress levels during appointments, and enabling paediatric patients to spend more time in school.

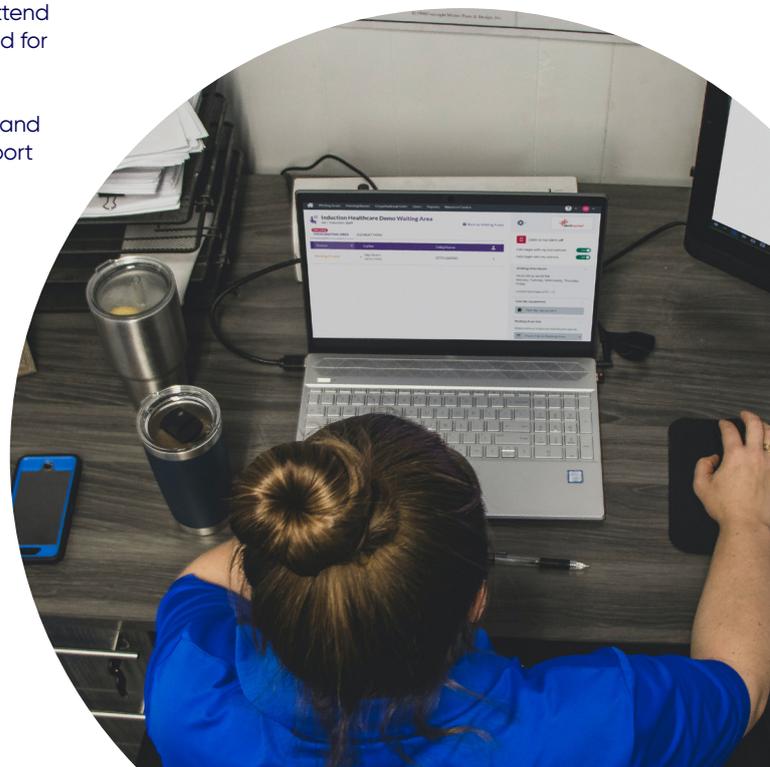
- Remote consultations have often been offered sooner than face to face appointments, ensuring patients receive care in a timely manner, including referral appointments to specialist clinicians at other Trusts, such as GOSH.
- Patients with long term and chronic conditions see clinicians



Gloucestershire Hospitals NHS Foundation Trust is a large acute hospital trust, delivering acute hospital services from two general hospital sites in Gloucester and Cheltenham, and maternity services from Stroud General Hospital.

- 750,000 patients per year
- 8000 staff
- 683 bed

Client since 2019



£222,200

saved on patient travel costs since
implementation in April 2020

face to face where necessary but utilise remote consultations where appropriate. This has enabled children to spend more time in school and at home, reducing unnecessary stress.

- Entire clinics have been run on Attend Anywhere, allowing clinicians flexibility in where they work and giving patients a choice in how they receive their care.
- Paediatric patients have been quickly triaged using Attend Anywhere video consultations that have replaced the trusts advice phone line, reassuring patients and their parents they are being given appropriate care in a timely manner.
- Consultants at Gloucester have been able to reduce running time of initial and follow up appointments by 1/3rd, enabling them to see and provide care to more patients when needed in the same clinic time.
- Clinicians have sat in on consultations with specialists from other Trusts using the **group consultation feature**, providing clinicians with invaluable learning experiences, as well as reducing appointments required and ensuring patients whole care teams communicate effectively.

The Impact

Video consultations have become business as usual. Clinicians are able to work in new and flexible ways, consulting from home and offices safely and securely. Patients enjoy reduced travel and lost school time, find the process easy and have confidence in the secure, confidential system.

Between trust wide deployment in March 2020 and July 2022 alone, Induction Attend Anywhere has enabled*:

- 16,100 video consultations.
- Reduced cost for parents and carers for travel and parking. Total Trust savings are estimated at around 418,600 miles of patient travel and £220,000 in travel costs since April 2022.
- A reduced need for outreach clinics as clinicians can host them remotely- for example, Dr Kus, Consultant Paediatrician at GHNSHFT, has been able to replace 1 in 3 outreach clinics with virtual clinics.
- Reduced waiting time for appointments. On average paediatric patients at GHNSHFT waited half as long for a video appointment as compared to a face-to-face appointment, ensuring patients are seen and treated sooner. An estimated 727,800 hours of waiting time have been saved across all specialities since April 2020.

* As sourced from the Induction Attend Anywhere platform, Hospital partner, GHNSHFT and the Edge Health Report, 'Video Consultations in Secondary Care', 2021. <https://www.edgehealth.co.uk/_files/ugd/80447b_6de17e20b060409a8c8f937312f43375.pdf>



"The roll out of Attend Anywhere was unparalleled. From purely practical time savings to management costs and environmental factors, everything – it's a good system and very suitable to our needs today"

Dr Thomas Kus,
Consultant Paediatrician,
Gloucestershire Hospitals
NHS Foundation Trust

 induction
Attend Anywhere

Making flexible care simple and safe

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