New ways of working

The Virtual GP

Dr Murray Ellender MRCEM MRCGP
Dr Ross Dyer-Smith MRCS MRCGP

19th April 2017
• London based NHS GP Partnership
• 15 practices with 100,000 registered patients
• 5 Urgent Care services seeing 250,000 patient pa
• Out of Hours covering 250,000 patients
• Unwell doctors service (GP Health Service)
• 30 School based health services in Lambeth
Patient Experience

Beat the queue! Consult our GPs from home

Contact us online about:
- Acne
- Anxiety
- Asthma
- Back pain
- Contraception
- Coughs
- Cystitis in women
- Depression
- Foot pain
- Hay fever
- Knee pain
- Malaria prevention
- Menstrual pain
- Rectal bleeding
- Shoulder pain
- Sinusitis

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Patient Selects or Searches for their issue
Patient Selects or Searches for their issue

![Search Interface]

<table>
<thead>
<tr>
<th>COMMON CONDITIONS</th>
<th>CONDITIONS A-Z</th>
<th>AREAS OF THE BODY</th>
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<tr>
<td>Acid reflux</td>
<td>Family planning</td>
<td>Malaria prevention</td>
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<td>Acne</td>
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<td>Migraine</td>
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<td>Ankle pain</td>
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<td>Anxiety</td>
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<td>Asthma</td>
<td>Frozen shoulder</td>
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<td>Athletes foot</td>
<td>Fungal foot infection</td>
<td>Urinary incontinence</td>
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<td>Fungal nail infection</td>
<td>Urine infection in men</td>
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<td>Back pain</td>
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<td>Bacterial vaginosis</td>
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<td>Mouth ulcer</td>
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<td>Panic attacks</td>
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<td>Periods - delaying</td>
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</table>
Patient Selects or Searches for their issue
Patient Self-manages or selects to consult online

- I want to help myself
- I want pharmacy advice
- I want advice from a 111 clinician
- I want treatment and advice from my GP

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Learn more about back pain: introduction

Back pain is a common problem that affects most people at some point in their life. It may be triggered by bad posture while sitting or standing, bending awkwardly, or lifting incorrectly. It is not generally caused by a serious condition. Find out more about the causes of back pain.

In most cases, back pain will improve in a few weeks or months, although some people experience long-term pain or pain that keeps coming back.

Types of back pain

Backache is most common in the lower back (lumbar), although it can be felt anywhere along your spine, from your neck down to your hips. Read information on neck pain and shoulder pain, which are covered separately.

Sometimes, back pain can be caused by an injury or disease, such as:

- A slipped disc — when one of the discs in the spine is damaged and presses on the nerves
- Sciatica — irritation or compression of the sciatic nerve, which causes pain, numbness and tingling that travels down one leg
- Whiplash — neck injury caused by a sudden impact
- Frozen shoulder — inflammation around the shoulder that causes pain and stiffness
- Arthritis of the spine — a long-term condition that causes pain and stiffness where the spine meets the pelvis.

The rest of this information will focus on back pain that doesn’t have an obvious cause. Doctors call this "non-specific back pain."
Patient Self-manages or selects to consult online

Back pain

Getting treatment for your back pain

Find Your Nearest Pharmacy About choices

postcode Find Reset

Treatments for back pain vary depending on how long you have had the pain, how severe it is, and your individual needs and preferences.

Short-term back pain

Initially, back pain is usually treated with over-the-counter painkillers and home treatments. Most people will experience a significant improvement in their symptoms within six weeks.

Keep moving

It is often thought that bed rest would help you recover from a bad back, but it is now recognised that people who remain active are more likely to recover more quickly.

This may be difficult for those who are more severely affected. Try to move around as soon as you can and aim to do a little more each day.

Activity can range from walking around the house to walking to the shops. You will have to accept some discomfort but avoid anything that causes a lot of pain.

Learn how to manage your back pain

Get advice from a GP

Get advice and treatment from your GP

Book an appointment online 03 01 22 7916
Patient Self-manages or selects to consult online

NHS 111 Service

111 is the NHS non-emergency number. It’s fast, easy and free. Call 111 and speak to a highly trained advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

When to use it

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:
- you need medical help fast but it's not an emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999.

How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice or direct you straight through to the local service that can help you best. That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist.
Online Consultation Process

Consult your GP

Your consultation is a quick, secure questionnaire which is sent to your own GP. Is an online consultation right for me?

Your GP will review your answers and recommend advice or treatment. We will then call you by the end of the next working day. What happens next?

Need to order a repeat prescription instead? Call us on 0207 7735 7516 or find out more on our main website.

Before you begin, please tell us:

- Is the issue you wish to consult about an immediate emergency?
  - Yes
  - No

- Are you over 18 and taking the consultation for yourself (not your child)?
  - Yes
  - No

- Is Hurley Clinc your usual surgery?
  - Yes
  - No

Take a consultation

Other ways to get help:

- Find out how to deal with back pain
- Check if your pharmacist can help
- Get advice from a 111 doctor
Online Consultation Process
Online Consultation Process

Consult your GP: Your Condition

Have you injured your back?
- Yes  
- No

Please describe your injury (when and how did this injury happen and was it triggered by any heavy lifting, sport, bowling action, etc.)

```
I first noticed the pain after lifting a semi-heavy box during a house move. The pain started later in the evening.
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Do you currently have back pain?
- Yes  
- No

Would you describe your back pain as upper or lower back?
- Upper  
- Lower

How would you rate your back pain on a scale of 1-10 (1 being the least painful and 10 being the most painful)?

The information in this section will tell your GP a little more about your condition.

Are my details kept safe? Your data remains confidential. It is not seen or shared with others.

Other common questions about online consultations

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Online Consultation Process

Does your back pain go down one leg?
- Yes
- No

Does your back pain go down both legs?
- Yes
- No

Warning: Your answer indicates that you may need to seek urgent medical advice. You should choose one of the following actions:
- seek urgent medical advice
- telephone the surgery for an urgent GP appointment
- call the out-of-hours doctor
- telephone 111
- go to A&E

If you decide to seek urgent help, your GP will not contact you about this consultation.

- Please email me a copy of my consultation answers

End my consultation, I will seek urgent care instead  
Cancel this
Online Consultation Process

Consult your GP: Your Health

Back pain

Do you have any other medical conditions, e.g. gastric ulcer, asthma, heart disease, liver disease, deep vein thrombosis (DVT)?

- Yes
- No

Are you taking any prescribed drugs not related to this condition?

- Yes
- No

Are you taking any other drugs, e.g. over-the-counter medication from your pharmacist?

- Yes
- No

Other common questions about online consultations
Thank you, Mickey. The answers to your consultation have been securely sent to Any Medical Practice GPs.

WHAT HAPPENS NEXT?
A GP at Any Medical Practice will now review your consultation. We will then call you on 0991234567 by 6:30PM on Friday 16 October and speak to you about your recommended treatment.
To ensure your absolute privacy, our staff will only speak to you. You may also be asked a security question.

WHAT IF I'M GIVEN A PRESCRIPTION?
If your GP decides you require a prescription you will be able to pick it up from the practice or your local pharmacy at your convenience.

WHAT IF I DON'T HEAR BACK FROM YOU?
If we are unable to reach you by 6:30PM on Friday 16 October, please contact us on 0191 2222 3333 to speak about your recommended treatment.

WHAT IF I FEEL WORSE?
If your condition worsens please contact us on 0191 2222 3333 as soon as possible.

I THINK I MADE A MISTAKE ON MY CONSULTATION! WHAT DO I DO NOW?
Please contact us on 0191 2222 3333. One of our staff will be able to update your record.

FOR YOUR RECORDS:
We have emailed your consultation answers and your GP’s back pack guide to mickey.morse@elmsontown.co.uk.
<table>
<thead>
<tr>
<th>Question</th>
<th>Mickey's Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you ever been diagnosed with a back problem by a doctor?</td>
<td>Yes</td>
</tr>
<tr>
<td>Does your back pain go down one leg?</td>
<td>Yes</td>
</tr>
<tr>
<td>Does your back pain go down both legs?</td>
<td>No</td>
</tr>
<tr>
<td>Do you have loss of bladder control?</td>
<td>No</td>
</tr>
<tr>
<td>Do you have difficulty passing urine?</td>
<td>No</td>
</tr>
<tr>
<td>Do you have loss of bowel control?</td>
<td>No</td>
</tr>
<tr>
<td>Do you have any numbness around your anus or testicles?</td>
<td>No</td>
</tr>
<tr>
<td>Have you had any unexplained weight loss recently?</td>
<td>No</td>
</tr>
<tr>
<td>During this illness have you had a fever?</td>
<td>No</td>
</tr>
<tr>
<td>Have you had any operations on your back?</td>
<td>No</td>
</tr>
<tr>
<td>Have you had any previous fractures (broken) of the spine?</td>
<td>No</td>
</tr>
<tr>
<td>Have you ever been diagnosed with osteoporosis?</td>
<td>Yes</td>
</tr>
<tr>
<td>Have you ever had prostate, breast, thyroid or lung cancer?</td>
<td>No</td>
</tr>
<tr>
<td>Have you had any investigations relating to this condition?</td>
<td>No</td>
</tr>
<tr>
<td>Is there anything else you would like to tell us that has not been asked in the previous questions?</td>
<td>No</td>
</tr>
<tr>
<td>Are you allergic to any drugs or creams?</td>
<td>No</td>
</tr>
<tr>
<td>Do you have a blood clotting disorder (e.g. haemophilia) or a blood disorder (e.g. sickle cell anaemia, warfarin, heparin, etc)?</td>
<td>No</td>
</tr>
<tr>
<td>Do you have a history of gastric ulcer (Peptic ulcer), gastritis, duodenal ulcer or ulcers?</td>
<td>No</td>
</tr>
<tr>
<td>Do you suffer from alcohol dependence?</td>
<td>No</td>
</tr>
</tbody>
</table>

**MICKEY’S ANSWERS END HERE. NEXT STEPS:**

- You can offer this patient treatment advice online.
- You can signpost to an alternate service via reception.
- You may offer the patient to book an appointment with a nurse.
Practice Workflow

3 Minutes on average per eConsult

60% Managed remotely
Shift to online consultations (%)
Long term conditions

- Patients can now be able to remotely manage their LTC
- Record biometric through wearable devices and record readings within the app
- Patients can submit reading with the added context of the online consultation
- The app will be prescribed to patients either via recall contact or face-to-face meetings
- We are currently piloting with hypertension with plans to add a further 5 conditions
- The objective is to move a significant % of annual reviews into an online space
- Can be easily configured for Android devices
Long term conditions

Number 1: Hypertension

Current pathway for hypertension patients

- Practice recalls annually by posting letters to all on register
- Patient has to book F2F appointment with GP or Nurse
- Snapshot view of BP when the patient attends review
- Review done, including meds review, etc

Future pathway for hypertension patients using smartphone app generating an online consultation

- Patient collects BP through year on their smartphone (either inputing readings direct or via bluetooth BP cuff)
- Notification on smartphone prompts to submit readings and a consult to practice
- GP reviews consult: - BP readings (and average) - Responses to standard review questions
- Review done including meds review, etc
Virtual GP eHub
eHub – Why now?

- Shared Record
- EPS
- Online consultations
- Remote Access
Current Process
eHub – central processing
eHub – the remote patient

1. Pick your "home" site
2. Register online
3. Nominate your electronic pharmacy
4. Consult online at practice website
5. Get a response within 2 hours
6. Visit your home site only when you need to
Next.... Urgent Care

Rapid access minimal steps

check in  treatment  exit

automated check in NHS verification
automated obs intelligent risk stratification
Clinician rapid see and treat

GP
Self help
pharmacy

URGENT CARE

CALL 111

OUT OF HOURS

hurleygroup.co.uk
Thank you

ross.dyer-smith@nhs.net
murrayellender@nhs.net