

Primary Care Resilience Webinar #7

Managing and Delivering Different Ways of Consulting in General Practice
Webinar #7 Summary | Wednesday 16 June 2021

Session 1: Managing patient demand and practice capacity

[Click image to play this session in YouTube](#)

Introduction to webinar and scene setting

Jill Gillies, Primary Care Improvement Portfolio Lead, Healthcare Improvement Scotland

Introduction and Scene Setting



Jill Gillies
Portfolio Lead, Primary Care Improvement Portfolio,
Healthcare Improvement Scotland

Introduction to session on managing patient demand and practice

Dr Michelle Watts, Medical Advisor (Primary Care Division), Scottish Government

Introduction into session 1



Dr Michelle Watts
Medical Advisor (Primary Care Division),
Scottish Government

Infection prevention – how do we manage day to day appointments in keeping other patients safe from i.e. respiratory viruses?

Kathy Kenmuir, Primary Care Cell Co-Lead at Public Health Scotland

Kathy Kenmuir
Primary Care Cell Co-Lead,
Public Health Scotland

Lynda Hamilton
Specialist Adviser IPC,
ARHAI Scotland



How they are triaging patients in the current context

Wendy Calder, Practice Manager, Annat Bank and Townhead Practice in Links Health Centre, Montrose, NHS Tayside

Wendy Calder
Practice Manager,
Annat Bank and Townhead
Practices, Montrose



Session 2: Different ways to consult – digital access: process and IT options

Click image to play this session in YouTube

Introduction to session and setting the scene on different ways to consult

Dr Scott Jamieson, Royal College of General Practitioners Scotland



Introduction into session 2



Dr Scott Jamieson
Royal College of General Practitioners Scotland

Experience of using Medlink for long-term conditions

Dr Nico Grunenberg, GP, CQL, NHS Tayside and Primary Care Quality Improvement Faculty Member, Healthcare Improvement Scotland



Using MEDLINK in LTC reviews



Dr Nico Grunenberg
GP, CQL, NHS Tayside and Primary Care Quality Improvement Faculty Member, Healthcare Improvement Scotland

Experience of using eConsult

Dr Paul Bailey, Newbattle Medical Group, NHS Lothian



Dr Paul Bailey



Newbattle Medical Group,
NHS Lothian

Experience of using AskMyGP

Adam Czarnobay, Practice Manager, Lerwick Health Centre, NHS Shetland



Adam Czarnobay

Practice Manager,
Lerwick Health Centre,
NHS Shetland

Resources raised during the Webinar

- [COVID-19 Compendium](#)
- [Personal protective equipment posters](#)
- [National Infection and Prevention Control Manual](#)
- [General Practice Recovery Guidance](#)
- [Care Navigation in General Practice: 10 Step Guide](#)
- [NHS Near Me Guidance](#)
- [Community Engagement Citizens' Panel for health and social care report](#)

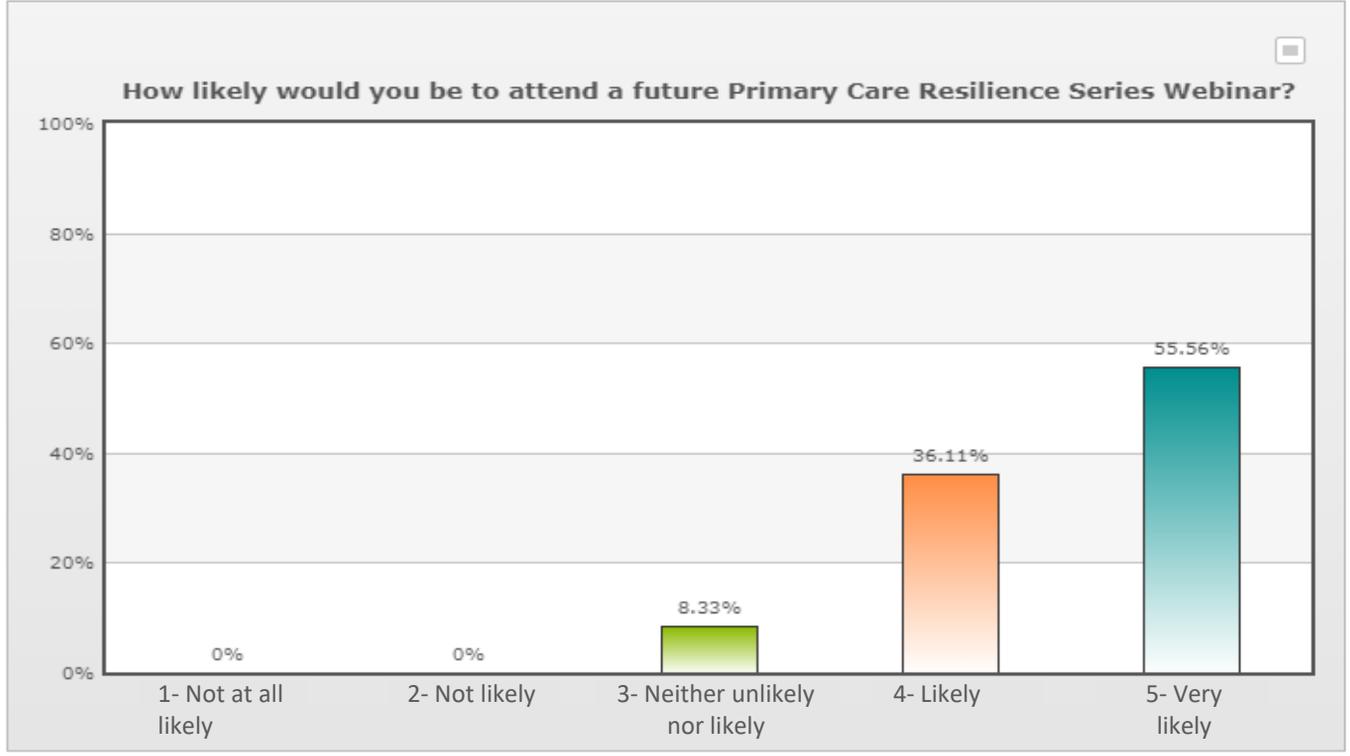
Themes from the chat

- Choice is key.
- Successfully using social media platforms to communicate with the community. Lots of positive responses.
- There needs to be more support for practice managers and admin staff to implement and maintain these things.
- Be mindful of 'double handling' of patient history and appointments as this could affect practices' capacity.
- Digital front door needs to be managed to avoid extra workload.

Evaluation Feedback

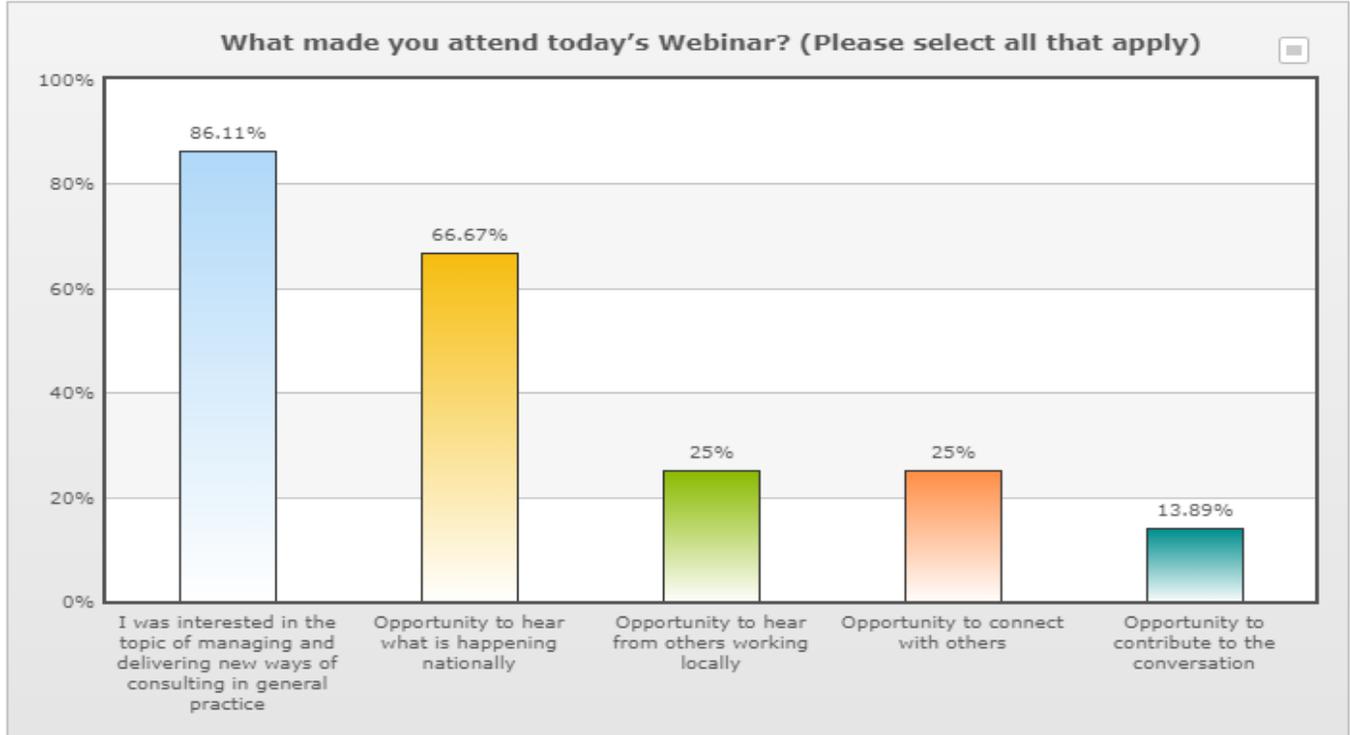
How likely would you be to attend a future Primary Care Resilience Series Webinar?

36 attendees completed the evaluation survey. Nearly 92% of respondents said it was very likely / likely they would attend a future Primary Care Resilience Series Webinar.



Top Reasons for attending

Respondents reasons for attending the webinar were an interest in the specific topics and hearing what is happening at a national level.



What will you take away from today's Webinar and apply at to your own work?

Increased understanding

Helpful resources and ideas of what working elsewhere.

AskMyGP sounds interesting and perhaps useful for our practice.

Medlink – I was interested to hear about it as I hadn't heard of it before.

Online consulting – Interesting to hear other's views. I am actively trying to gather info to discuss with Partners to see if its worth implementing.

Interested in Medlink and interesting to hear how others are getting back to a more normal way of working.

Gave me a better understanding of the work I'm assisting with around prescribing and COVID-19 learning.

Good to see how other Practices have introduced digital consultations.

Electronic triage tools.

We are constantly looking at how to do things better post COVID-19 and all of the information was helpful.

Very interested in use of other online systems and plan to contact Practice Managers on how to eliminate / reduce of double use of GP time where first line for patient is GP phone call. Interested to hear how practices deal with patients with different accessibility issues.

Opening doors - seems scary but has clearly worked well in some practices.

Lots of variety in how people try to manage demand.

The different routes for GP contact with patient.

Interesting ideas / useful information

Different consulting options and apps.

A better understanding of different ways of working for the benefit of patients and GPs. Will this be shared with all practices so all patients can benefit?

Variety of approaches

Nothing new or confused

Nothing new	Unfortunately I did not hear anything new.
Confused regarding the impact on the work	Still very confused as to whether the online consulting teams just lead to double work. I feel this needs to come from national team - patients need to be educated that this is a positive step and not us trying to "avoid work".

Encouraged to explore adoption or sharing of new practices

Explored options described	Enquire about Medline.
	That the front door of eConsult is not opening the floodgates. Will look at Medlink. Make sure it is used as triage tool.
	Possibilities of other ways of managing consultations, eConsult, eTriage.
	Might look into eConsult or Medlink.
	Useful info re using online consultation and LTC management tools. We haven't explored these as a practice but might in the future.
	Will have a look at Medlink and the GP DAC's and discuss in practice, but such mixed reviews of the latter that we will wait for further developments nationally.
	Going to be discussing all of these aspects with the partners.
	Option of possibly introducing Medlink for CDMs.
	Will look again at Medlink.
	Consider asynchronous consulting.
Consider digital ways of consulting.	
Support practices	Support practices to move to a digital front door.
Opportunity to reflect	An opportunity to reflect on the impact of COVID-19 on our ways of working and the surgery door.

Other comments	
Format	Great presentations. Short, sharp, to the point and very relevant.
	Very good webinar – refreshing to have it so fast paced. Nothing worse than presenters speaking slowly and reading their slides to fill up a 2 hour slot when 1 hour would have done.
	Presentations very rapid, I think I might have liked fewer and each given more time, and maybe a panel discussion on DAC's.
	Thank you, just not long enough but I realise that time is tight for everyone. Thanks.
Helpful	Really helpful to hear what others are doing and also to have the session recorded so that we can still access it if too busy at the time.
	These webinars are really informative and help raise awareness of different systems available and also give an insight into barriers and solutions.
Invite	This is the first one I've been on because when the reminder emails came through there didn't seem to be times and dates on them, so I missed them. For this one I kept a note in my diary from the first email.
Platform	Not sure about teams as a platform, I liked the previous version. Box saying people waiting in the lobby kept popping up in front of the slides and the tone that accompanies that and the comments being entered is very annoying.
Suggestions for future topics	I would really like a webinar on how general practice can become "greener". What work is being done in Scottish General Practice as it becomes increasingly apparent that climate not COVID-19 is going to be the health crisis of our time. Is there a National plan how GP is to get to net zero? Will we have Health Board support or will we continue to be met with cost reduction before carbon reduction?
Right choice?	Interested to hear the perspectives of other's regarding eConsult, Medlink and AskMyGP - the selection nationally of the right tool for asynchronous consults is important, and being clear around that versus the right tool for asynchronous monitoring (while many of these triage tools can offer templates for LTC review, they are not as interactive / real time as the tools being considered for the current national procurement for a digital remote monitoring tool, or indeed other tools not currently being considered in that tender but able to offer dynamic remote monitoring. Complicated space but given the choice GP practices will opt for the one tool that can do all jobs, not necessarily the best tools (so for example, they may opt to use eConsult review templates which don't prompt and are rather clunky for the patient, rather than a tool such as Florence (simply as an example), which is more flexible and easier for patients to interact with.