

## Learnings from the HSJ Integrated Care Summit 2019

### Interactive Discussion Groups

**Session Theme:** Digitally enhancing services to optimise outcomes across the ICS

**Session Leader:** Visiba Care

#### **Questions Posed**

1. How can we use virtual clinics to improve access to services for patients?
2. How can we leverage digital clinics to reduce unnecessary appointments?
3. What are the safety concerns around using a digital platform for healthcare consultations?

#### **Outcomes and Learnings**

- Virtual clinics can be utilised very well for those Trusts and CCGs who have a wide geographical area
- Having conversations with all parties involved in care will help reduce demand
- Patients need the ability to be able to get back in touch
- Virtual clinics can be particularly good for those patients who have recently been diagnosed an illness
- Different elements of virtual clinics can work with different illnesses
- You need to unpick what you can do with patients without the patient actually being in the room
- It is important to understand what the need is that you're trying to meet
- Start with people who are happy to have a virtual consultation
- Patients have to be provided with a choice
- We need to be very clear about what we want from patients.
- Many times, CCGs and Trusts believe they know what patients want without asking them. We should give more patients credit than we do.
- The ability to have video consultations with multiple parties on the video call would be incredibly beneficial
- Any virtual clinic should have a real-time interface with patients.
- If you understand the red flags when managing patients, you will be able to manage virtual consultations.
- The "system" needs to have conversations about reimbursement.
- Online prescribing is a concern with regards to safety. We need to monitor who is prescribing what and to whom.