

Rehab Focus On

Virtual Triage & Consultation

Connecting staff across our rehabilitation services

February 2021



Issue:

- How can rehab services work more innovatively in a post pandemic landscape
- Ensure consistency in patient contacts across rehab services

QI Methodology:



- ⇒ Research of learning & best practice examples of virtual contacts
- ⇒ Testing of Framework & SOP
- ⇒ KPIs to meet national standards

Definition	Standard-or-Measure	Standard-Template	Resource-Examples
Triage-Process			
DeliveryCriteria-for-mode-of-contact:	<ul style="list-style-type: none"> •→ Telephone •→ Virtual 	<ul style="list-style-type: none"> •→ 25%-of-new-OPD-appointments-to-be-by-telephone-or-virtual-consultation •→ 60%-of-follow-up-OPD-appointments-to-be-by-telephone-or-virtual-consultation <p>(NB it is not defined as to whether this is consultant led only or all appointments)</p>	<ul style="list-style-type: none"> Video-consultation-a-guide-for-practice CSRS threshold F2F & Virtual modes of deli CSR referral to treatment flowchart SOP for triaging referrals on ERS.docx Mode of contact decision flowchart NC NOP Screening tool for mode of contact J
Patient consent:	<ul style="list-style-type: none"> •→ Telephone •→ Virtual 	Documented on relevant system and in clinical notes	
Patient information/ guidance:	<ul style="list-style-type: none"> •→ Telephone •→ Virtual 	In place for all types of contacts	<ul style="list-style-type: none"> Covid19 Important information about yo SLT attend anywhere video consultation v Video-outpatient-appointments-guide-for-
Governance			
Standard-Operating-Procedure:	<ul style="list-style-type: none"> •→ Telephone •→ Virtual 	SOP in place	<ul style="list-style-type: none"> 210125 V1 SOP for OOH Telehealth Cons Standard Operating Procedure - SLT teleh
Risk-assessment: (see SOP)	<ul style="list-style-type: none"> •→ Telephone •→ Virtual 		
Escalation-process: (see SOP)	<ul style="list-style-type: none"> •→ Telephone •→ Virtual 		
Digital-solution: (included within risk assessment)	Which platform used	Platform identified	

210106-V4

East Sussex Healthcare NHS Trust	
Standard-Operating-Procedure	
For Out-of-Hospital-Telehealth-Consultations	
- [insert service name] -	
Version:	1.0
Ratified-by:	
Date-ratified:	
Name-of-author-and-title:	Virtual Triage & Consultation Project Group
Date-Written:	January 2021
Name-of-responsible-committee/individual:	Rehabilitation Recovery & Restoration Forum
Date-issued:	
Issue-Number:	
Review-date:	
Target-audience:	Out of Hospital staff
Compliance-with-CQC-outcome:	Safe, effective, responsive, caring well-led services
Compliance-with-NHSLA:	
Compliance-with-any-other-external-requirements-(e.g. Information Governance):	Information Governance

This is to be read in conjunction with the relevant Trust guidelines on consent, information governance as well as professional guidelines and HCPC on professional conduct and accountability. In addition the relevant SOPs and SystemOne SOPs should be familiar.

Aim:



Develop, test and implement a Framework and SOP for all methods of delivering virtual triage and consultation to ensure consistency in offers to patients across rehab services

Outcome:

- ✓ Framework for virtual consultation with examples of internal & external best practice
- ✓ SOP for Out of Hospital Telehealth Consultations

Meet the Project Group:



Karen McNally, David Peerless, Lara Cowley, Karen Poole, Shannon Guglietti

Get involved



RR&R Forums are held on 2nd Wednesday of each month via Teams. Contact trish.richardson2@nhs.net to be added to the circulation list.

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East Sussex Healthcare
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