

**Developing patient initiated
review services supported by
enabling technology
*or how to engage with patients and
work differently!***

Dr Jamie Hogg

'Hopes and Fears'

What are your expectations for this session?

Challenges and Opportunities

- The dilemma facing clinical teams:-

how do you offer an improved service to the public without stopping what you do at the moment?

- The answer:-

offer a better alternative to the patient via a digital channel and create a new version of the service

Balancing Choices and Benefits

- how do people choose between services that are free at the point of access?
-
- perhaps they choose on the basis that one service offers what they need at greater convenience to them
-

What does the outpatient service offer?

- a chance to educate and reinforce
- a chance to ask questions
- a chance to reflect on progress or lack of it
- a closure for the patient as they move to self management

What's the downside?

- high level of inconvenience
- time off work
- inconvenient timings and delays in clinic
- car parking, child care and other family factors
- short interaction time and distractions in clinic
- lack of continuity with one clinician.

Can this help?

www.nodelays.co.uk

Consultation mode

[Prescribing history](#)

Specialities

Package creator

You are here: Specialities



Diabetes



Gastroenterology



Ear Nose and Throat



Respiratory



Dermatology

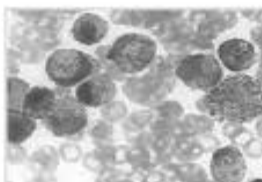


Child Health



Sexual Health

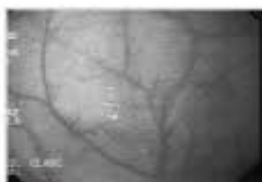
Coming soon



Oncology



Blood Borne Viruses



Endoscopy

Introduction

[Quick presentations](#)

Welcome back to No Delays

No Delays gives a health professional the ability to prescribe and send a digital pack to a patient with specific video clips and information customised to their needs as a follow up from a meeting.

In summary No Delays:

- Helps patients understand their diagnosis so they can start making appropriate changes to their lifestyle and understand their treatment better.
- In some cases it enables patients to access services remotely and get started on their recovery and rehabilitation
- Allows health and clinical experts to give patients accurate, specific and tailored information that they need while spending less consultation time delivering repetitive descriptions of diagnosis, conditions and treatments.

The Idea

- Jointly developed by NHS Grampian and Digital Life Sciences as part of the Scottish Digital Health Programme
- Worked closely with clinicians and patients to understand how they exchange information during a consultation
- Video on demand (*not a web site*)

How it works

- Video clips – key information delivered by the local team
- Tailored to patient requirement
- ‘Prescribed’ to patient by email



Diabetes



Introduction to Diabetes

This package contains basic information on the nature and management of diabetes.

Created: 27/01/2015

Add to favourites



Meet the Team

A wide variety of health care professionals are involved in supporting people with diabetes. This package introduces the roles of different team members.

Created: 27/01/2015

Add to favourites



Diabetes Dietary Guidance

Dietary guidance specific to type 2 diabetes, covering the main food groups, alcohol consumption and tips on how to make healthy choices, when eating in or out.

Created: 21/01/2015

Add to favourites



Diabetes Complications

There are a variety of complications which can sometimes occur in people with diabetes. This package covers complications associated with the heart, circulation, kidneys, eyes and nerves.

Created: 27/01/2015

Add to favourites



Diabetic Foot Care Overview

Foot care for people with diabetes and risk category stratification are explained by a specialist podiatrist, and some guidance is given on how various levels of foot risk are managed.

Created: 27/01/2015

▼ Most used presentations



Introduction to Diabetes



Diabetes Complications

▶ Recently used presentations

Dear Mrs Smith,

Your No Delays health information package is ready for you.

This package contains health information that has been tailored for you.

Click on the link below or paste into your browser to complete your registration and view the package.

<https://www.nodelays.co.uk/patient/open/qMyzFV1UG49GoGo2i1ouD-EryhzSJCOIJV0dJfP4VpY>

For the best viewing experience we recommend the latest version of Google Chrome, Firefox or Safari browser.

Kind regards,

The No Delays Team

Package dashboard

Filter

Date <input type="checkbox"/>	Package name	Addressee	Views	Details
18/02/15 11:24	Sexual Health: Contraception - Overview	k.foster@abdn.ac.uk	2	<input type="checkbox"/>
12/02/15 14:12	UCAN test	lpennet@nhs.net	1	<input type="checkbox"/>

Patient: Linda

Personal Message: Try this out as a patient

Next Steps:

Presentations:

- Introduction to Chronic Obstructive Pulmonary Disease (COPD)
- Medicines Management

Quiz: COPD Quiz

Total Attempts: 0

Attempts

Notifications

ON

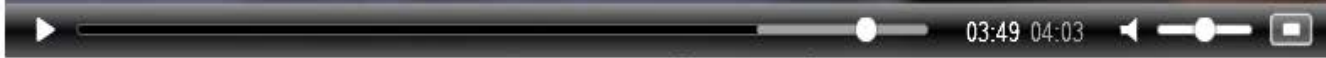
If the package remains unopened for 2 weeks you will be notified by email. By default this option is set to ON.

Resend package

[Resend](#)

Use the button above to resend the package. You'll be taken to Step 2 of the Package Creator where you can make changes if necessary.

03/02/15 17:55	Sexual Health: Contraception - Overview	camacv@tiscali.co.uk	1	<input type="checkbox"/>
04/09/14 14:28	Sexual Health: Contraception - Overview	aileen.macvinish@nhs.net	3	<input type="checkbox"/>
04/09/14 14:21	Sexual Health Test	aileen.macvinish@nhs.net	2	<input type="checkbox"/>
27/08/14 17:00	Telehealth Demo	aileen.macvinish@nhs.net	5	<input type="checkbox"/>
16/07/14 10:04	Forwarding Test	cathyyoung@nhs.net	7	<input type="checkbox"/>



Main video of this presentation



Steroids

Other video(s) in this presentation



Using steroids properly



Finger tip unit table

Other useful information

- [British Association of Dermatologists](#)
- [DermNet](#)
- [National Eczema Society](#)
- [Eczema Outreach Scotland](#)

Other video(s) in this presentation

The Challenge

- High volume, limited resources
- Long term conditions
- Medicines management
- Treatment compliance

Developing the Content

- Clinical discussion involving the whole team
- Supporting management of eating disorders
- Medicines management, practical advice, living with the condition

Real challenge is implementation

- Introducing patients to No Delays
- Prescribing the content – who, when?
- How will this change practice?
- What are the benefits to the patient, service and organisation?