



The Perks & Pitfalls of Online Consultations

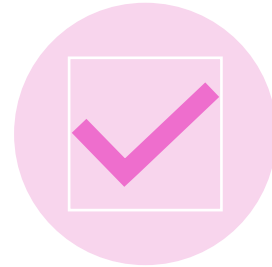
DR NICK HARVEY

CLINICAL LEAD FOR DIGITAL FIRST, SUSSEX ICS
CHAIR, SOUTH DOWNS HEALTH & CARE GP FEDERATION

Why Go Digital?



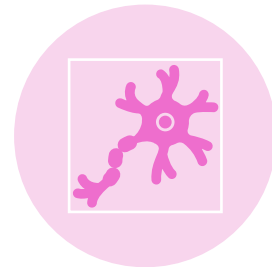
Efficiency



Empowerment



Enhancement



Elasticity

Does Online Access Lead to Success?

	OCs/1000 last week
England	10.1
South East	
Sussex	
East Sussex	

Does Online Access Lead to Success?

	OCs/1000 last week
England	10.1
South East	14.3
Sussex	
East Sussex	

Does Online Access Lead to Success?

	OCs/1000 last week
England	10.1
South East	14.3
Sussex	5.7
East Sussex	

Does Online Access Lead to Success?

	OCs/1000 last week
England	10.1
South East	14.3
Sussex	5.7
East Sussex	3.6

Does Online Access Lead to Success?

	OCs/1000 last week	A&E Attendances/1000 Feb 22	Emergency Admissions/1000 Feb 22
England	10.1		
South East	14.3		
Sussex	5.7		
East Sussex	3.6		

Does Online Access Lead to Success?

	OCs/1000 last week	A&E Attendances/1000 Feb 22	Emergency Admissions/1000 Feb 22
England	10.1	32.6	8.2
South East	14.3		
Sussex	5.7		
East Sussex	3.6		

Does Online Access Lead to Success?

	OCs/1000 last week	A&E Attendances/1000 Feb 22	Emergency Admissions/1000 Feb 22
England	10.1	32.6	8.2
South East	14.3	28.3	7.8
Sussex	5.7		
East Sussex	3.6		

Does Online Access Lead to Success?

	OCs/1000 last week	A&E Attendances/1000 Feb 22	Emergency Admissions/1000 Feb 22
England	10.1	32.6	8.2
South East	14.3	28.3	7.8
Sussex	5.7	29.1	6.9
East Sussex	3.6	20.0	6.9

*"THE ABILITY TO ACHIEVE AN END GOAL WITH
LITTLE TO NO WASTE, EFFORT, OR ENERGY"*



Efficiency

*"THE ABILITY TO ACHIEVE AN END GOAL WITH
LITTLE TO NO WASTE, EFFORT, OR ENERGY"*

BUT WHAT ARE THE END GOALS?!

Efficiency



Efficiency – The Perks

Perks

Pitfalls

High Volume

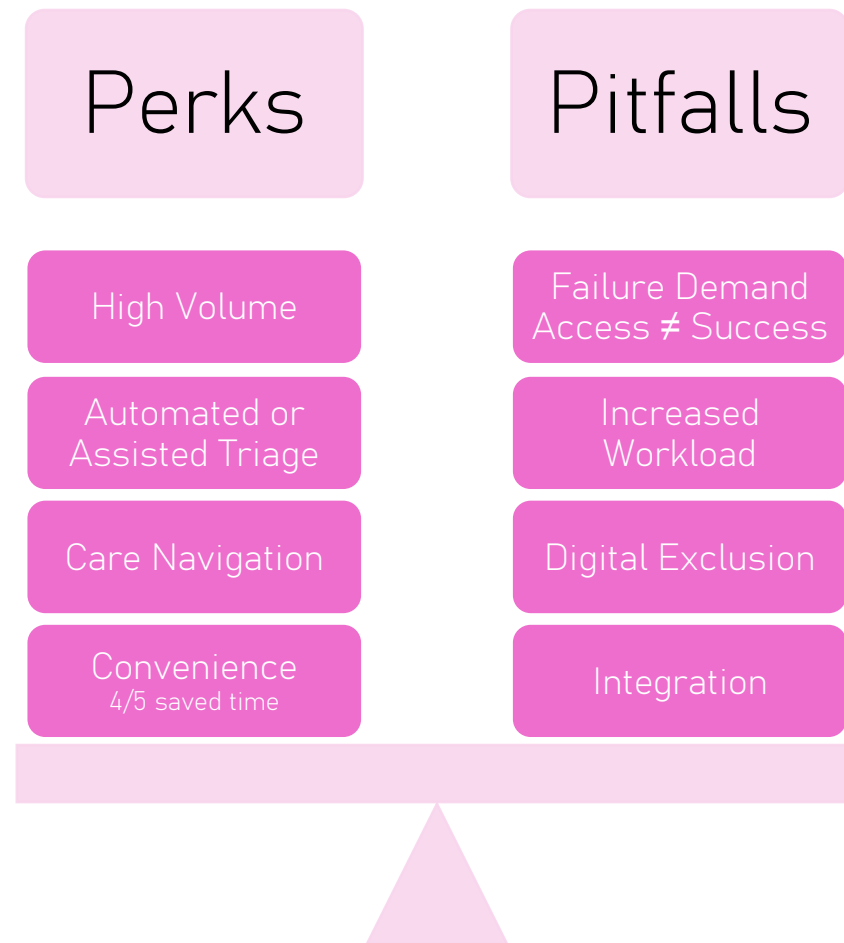
Automated or
Assisted Triage

Care Navigation

Convenience



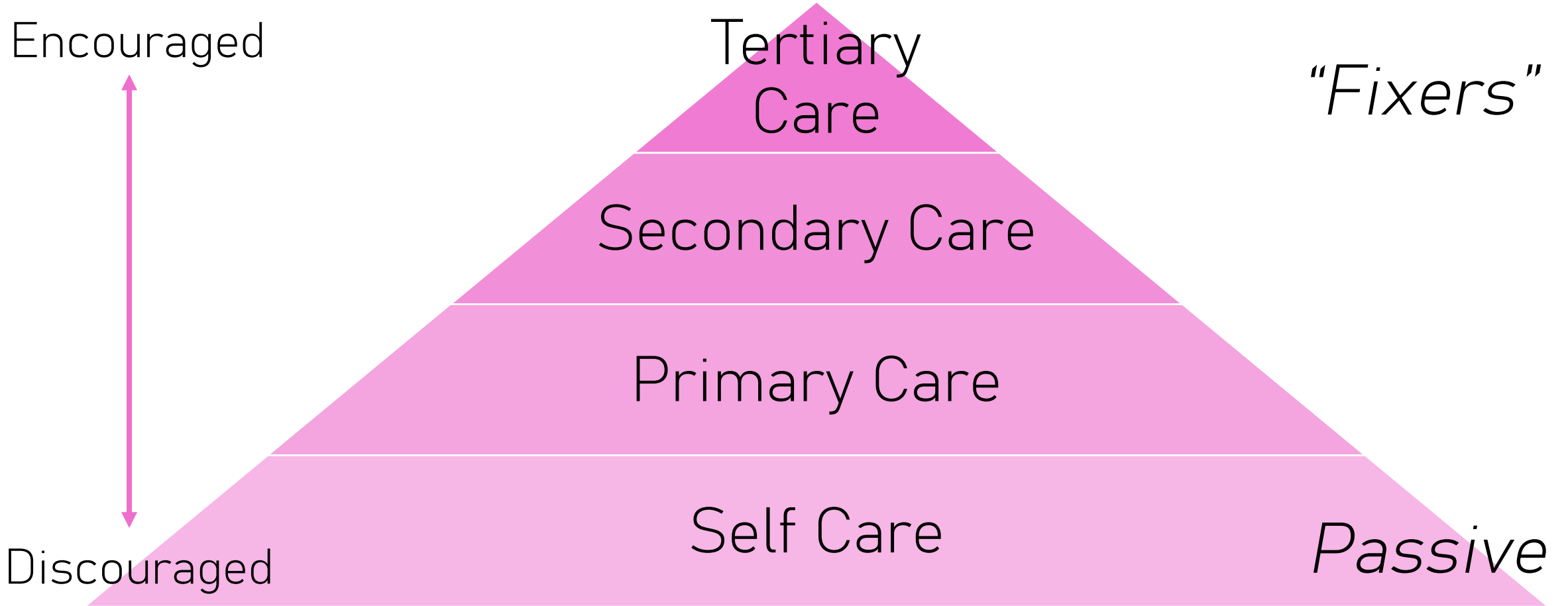
Efficiency – The Pitfalls



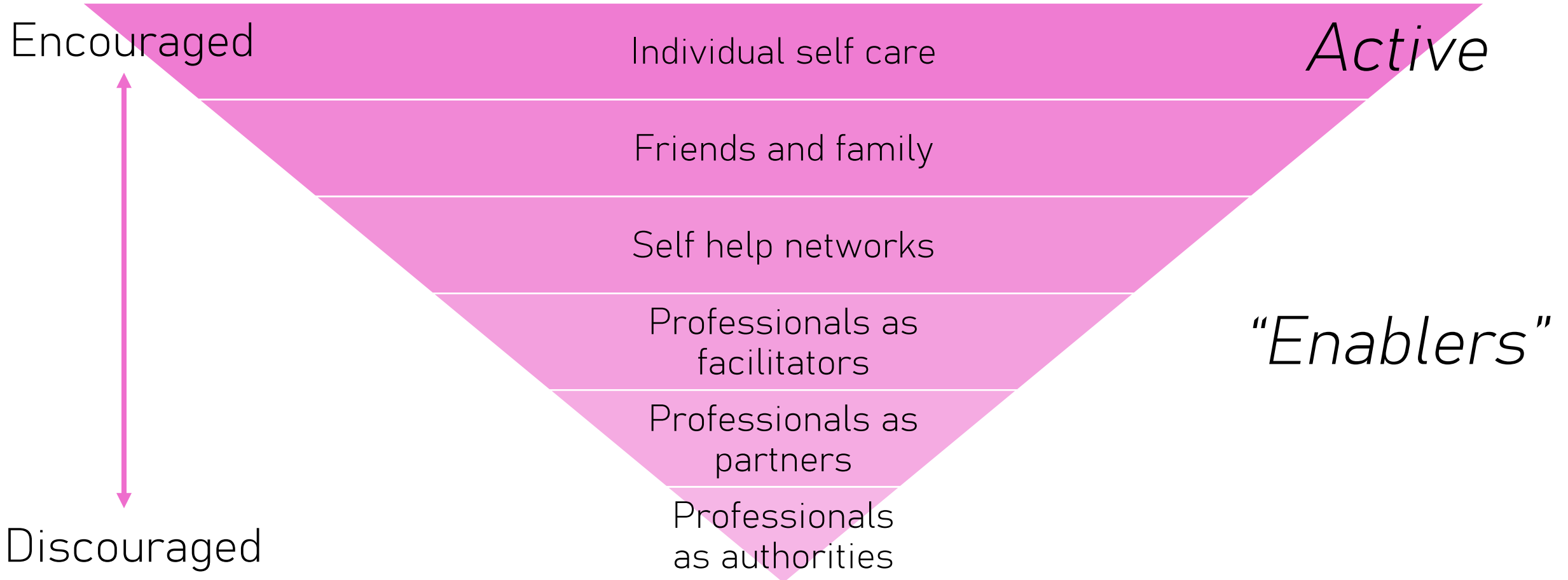
*"THE DEGREE OF AUTONOMY AND
SELF-DETERMINATION IN
PEOPLE AND IN COMMUNITIES"*

Empowerment

Industrial Age Medicine

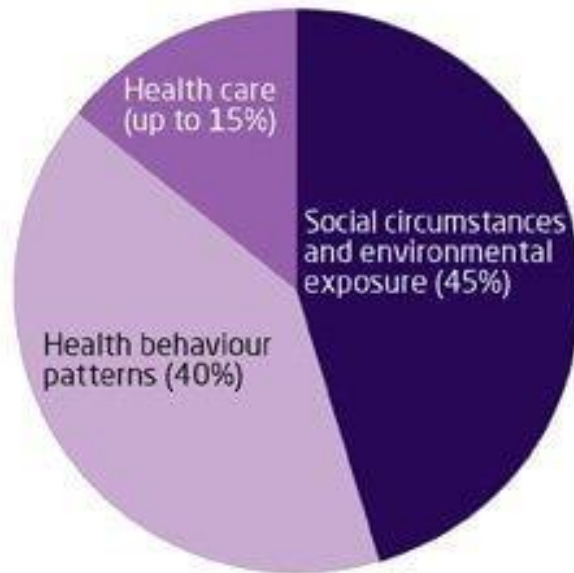


Information Age Medicine

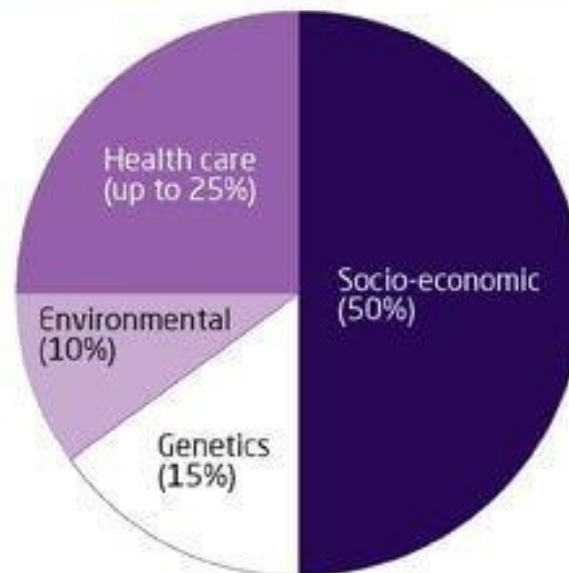


Broader Determinants of Health

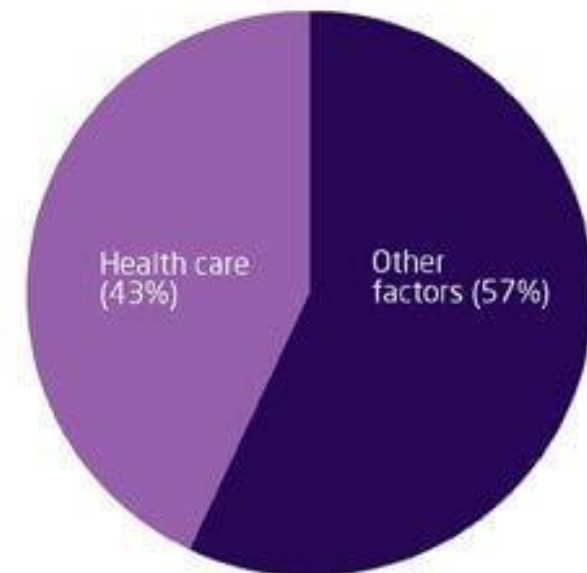
Mc Giniss et al (2002)



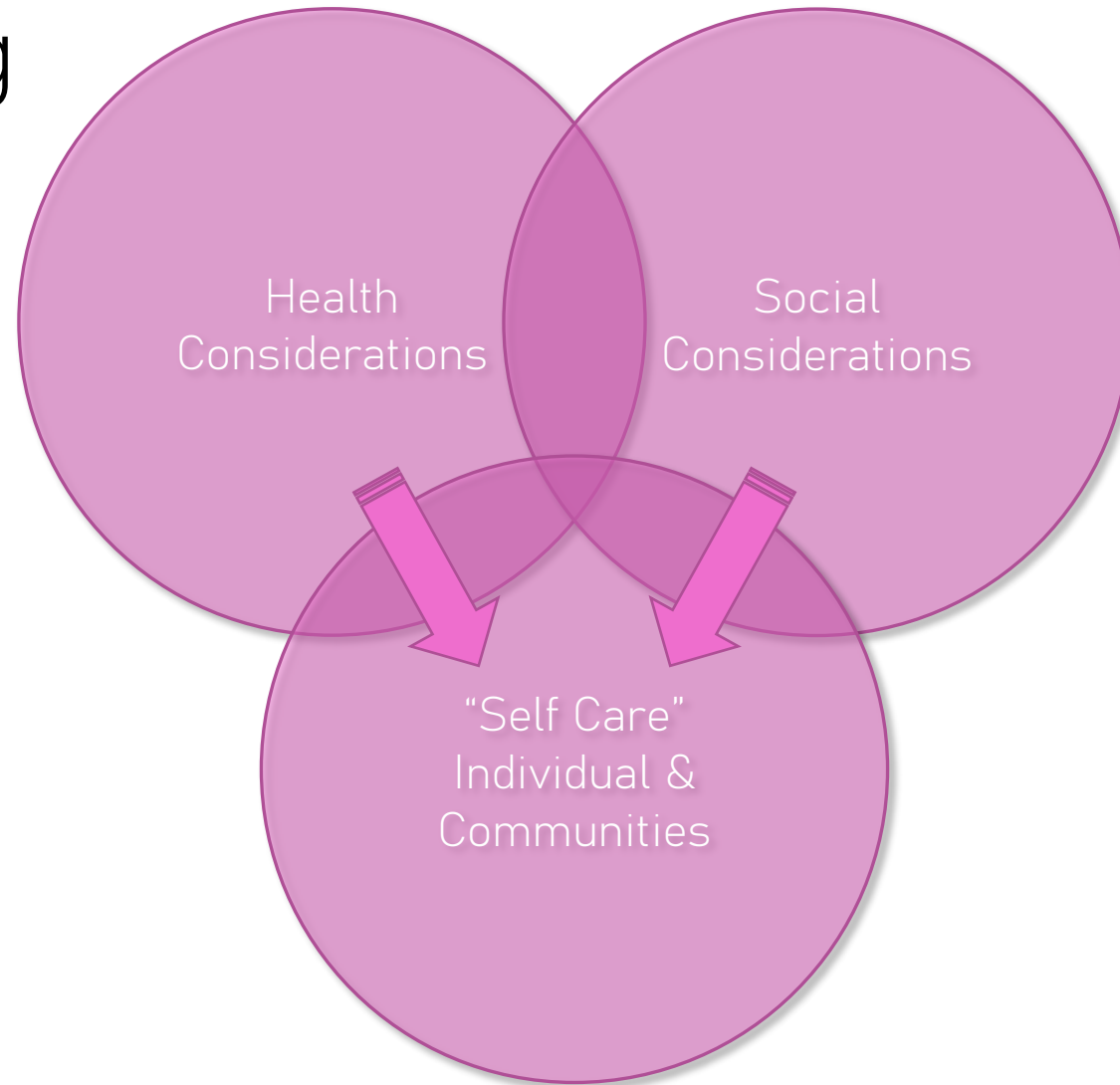
Canadian Institute of Advanced Research (2012)



Bunker et al (1995)



Supporting Health

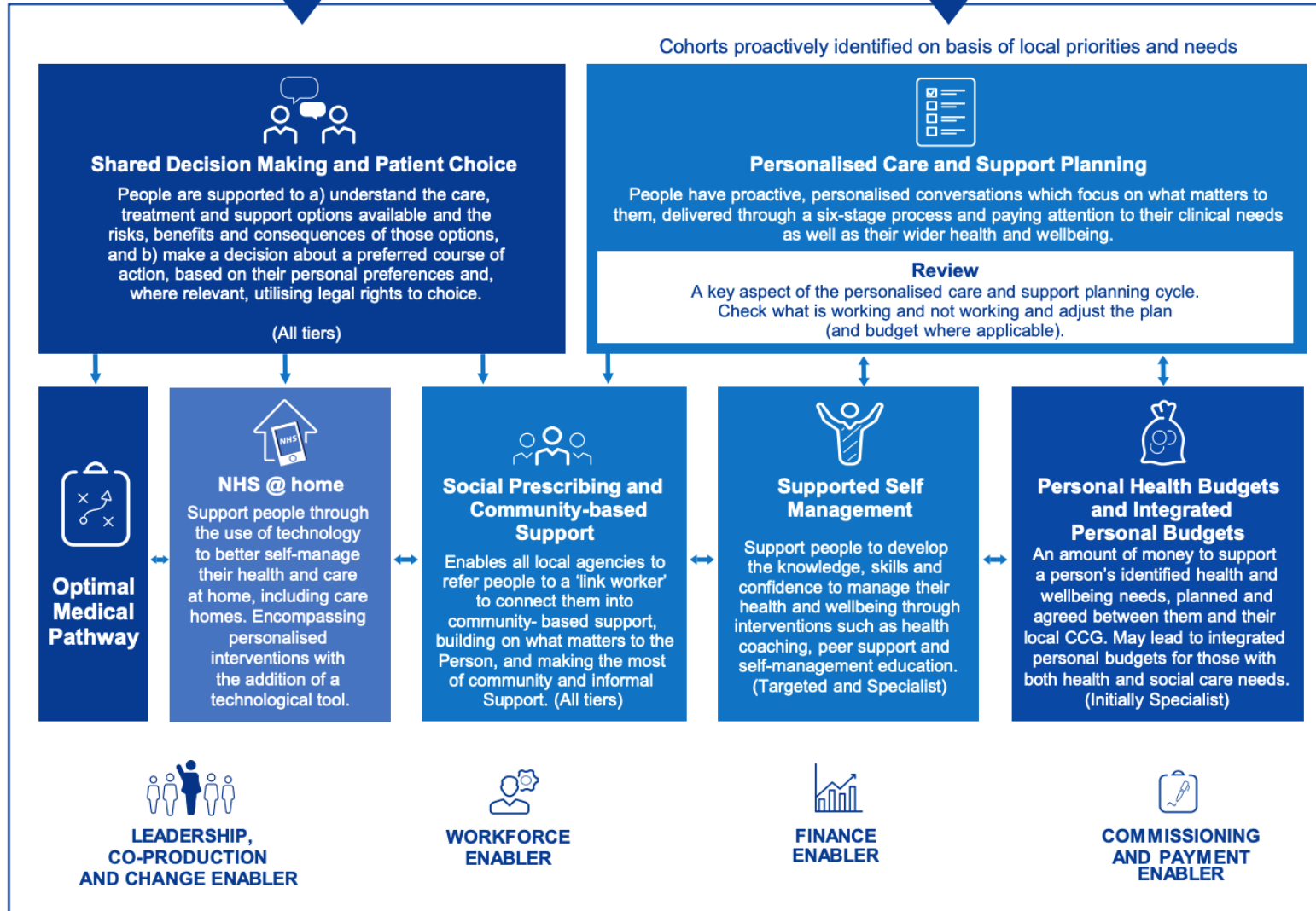


Personalised Care Operating Model



WHOLE POPULATION
when someone's health status changes

30% OF POPULATION
People with long term physical and mental health conditions



Recommended watch:
https://youtu.be/jkzLP1_Y6Mw

Empowerment

Perks

Pitfalls

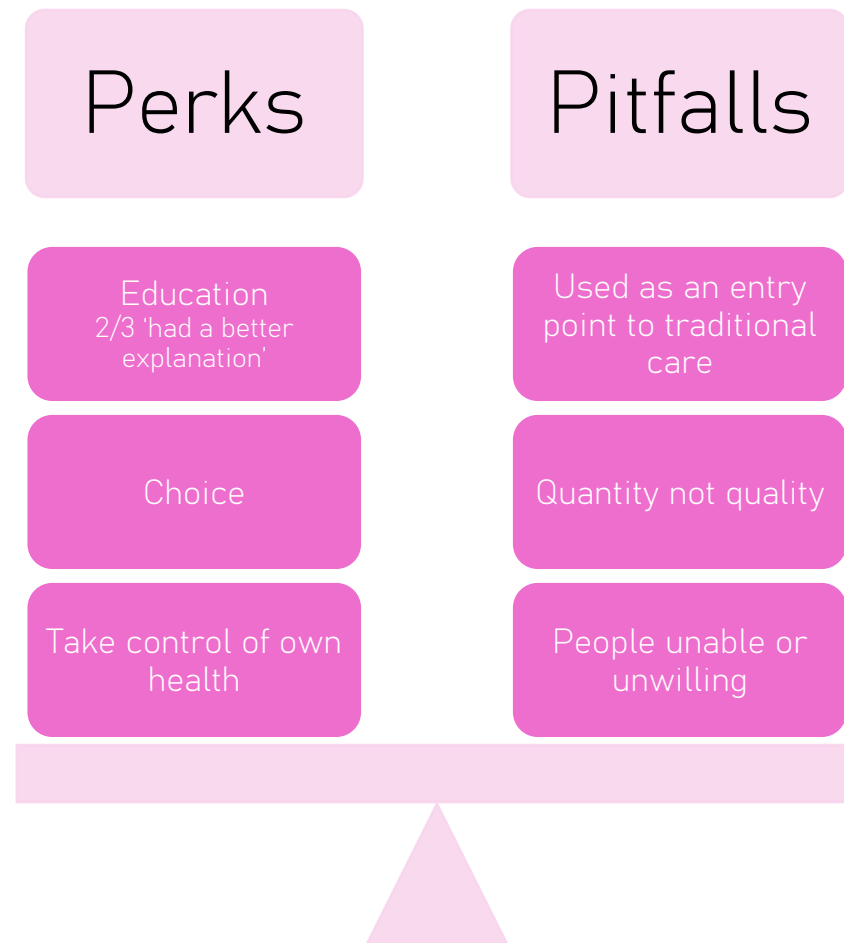
Education

Choice

Take control
of own health



Empowerment



*“THE PROCESS OF IMPROVING THE QUALITY,
AMOUNT, OR STRENGTH OF SOMETHING”*



Enhancement

Enhancement

Perks

Pitfalls

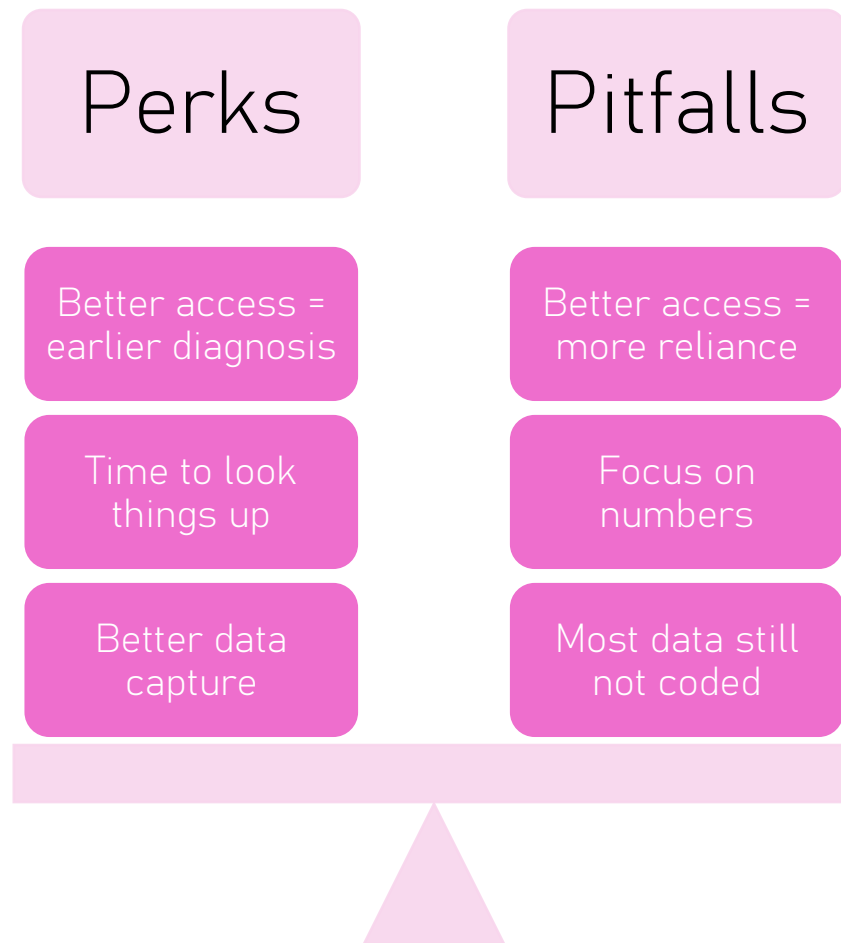
Better access =
earlier diagnosis

Quality
Improved in >1/2

Better data
capture

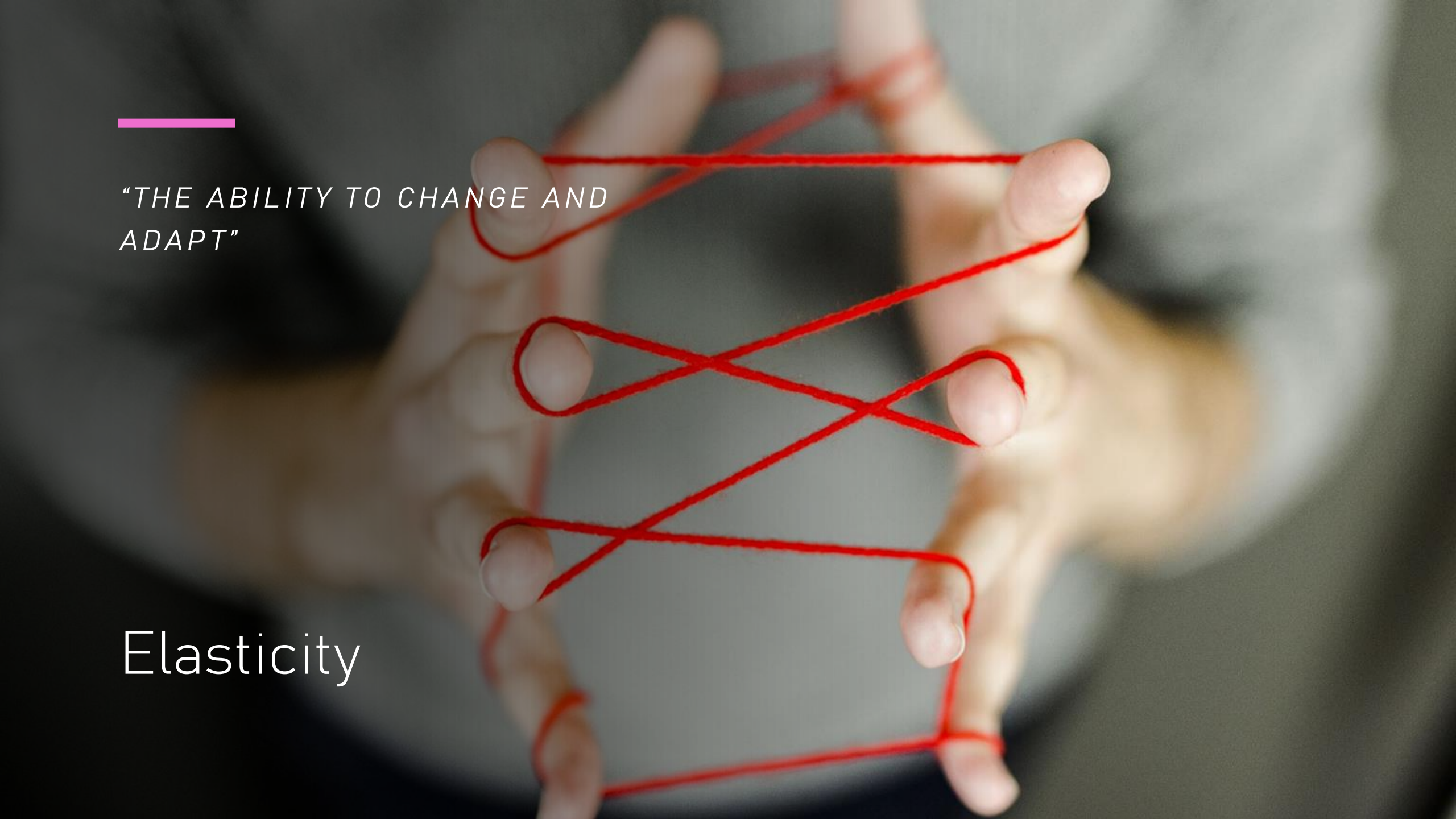


Enhancement



*"THE ABILITY TO CHANGE AND
ADAPT"*

Elasticity



Elasticity

Perks

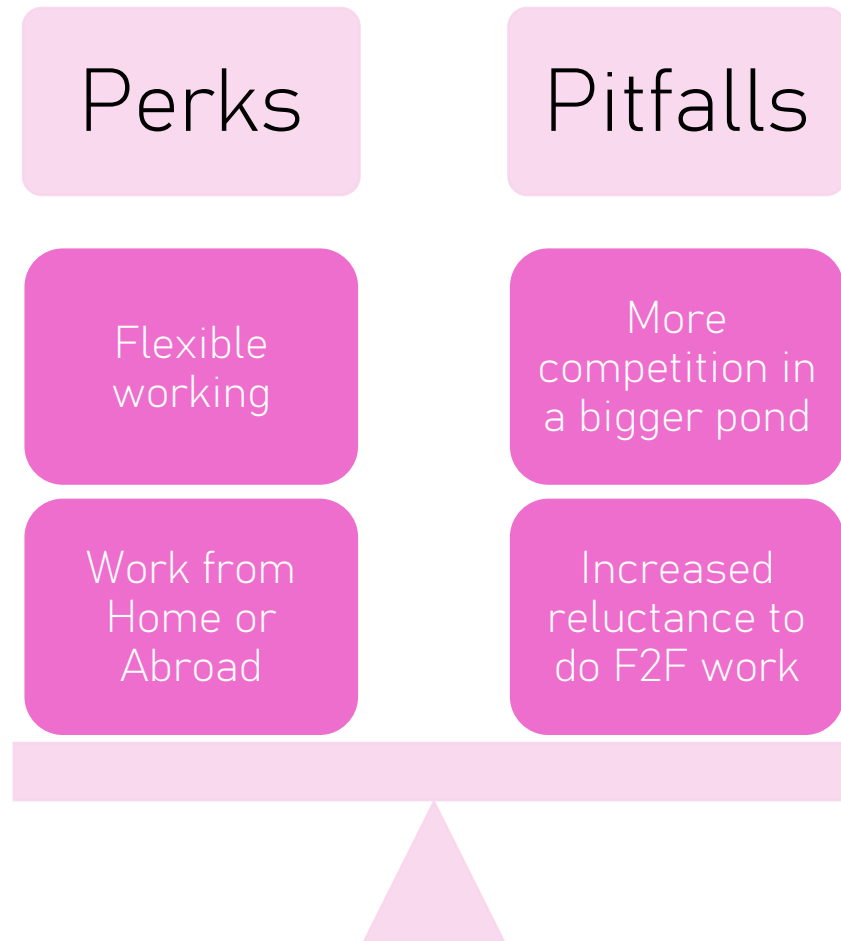
Pitfalls

Flexible
working

Work from
Home or
Abroad



Elasticity





Our Principles

- Efficiency
- Empowerment
- Minimising inequalities
- Routine requests (easy to staff)