



storm

Lenus

The Pros and Cons of innovating in Scottish Test Beds

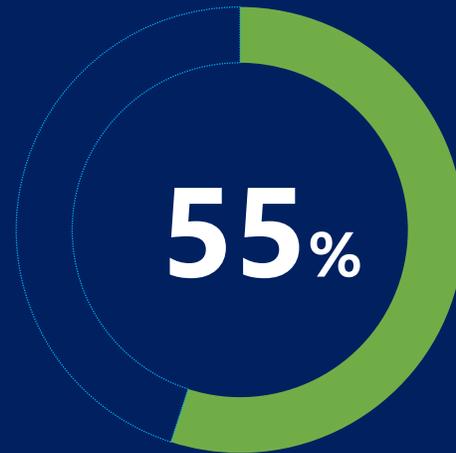
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SBRI Challenge: Optimising the four hour clinic

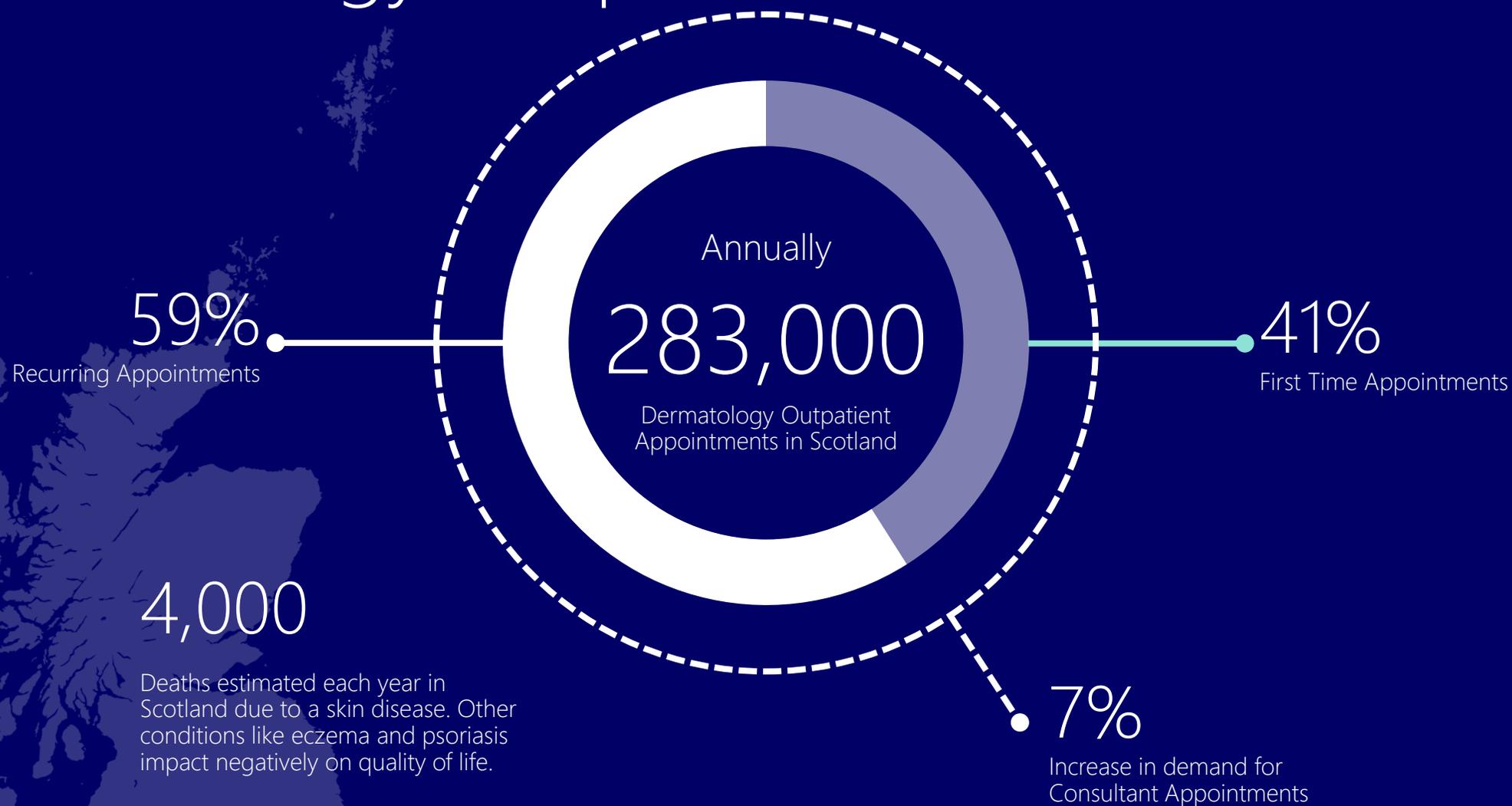


Outpatient Appointments
Account for 85% of all hospital activity in UK excluding A&E



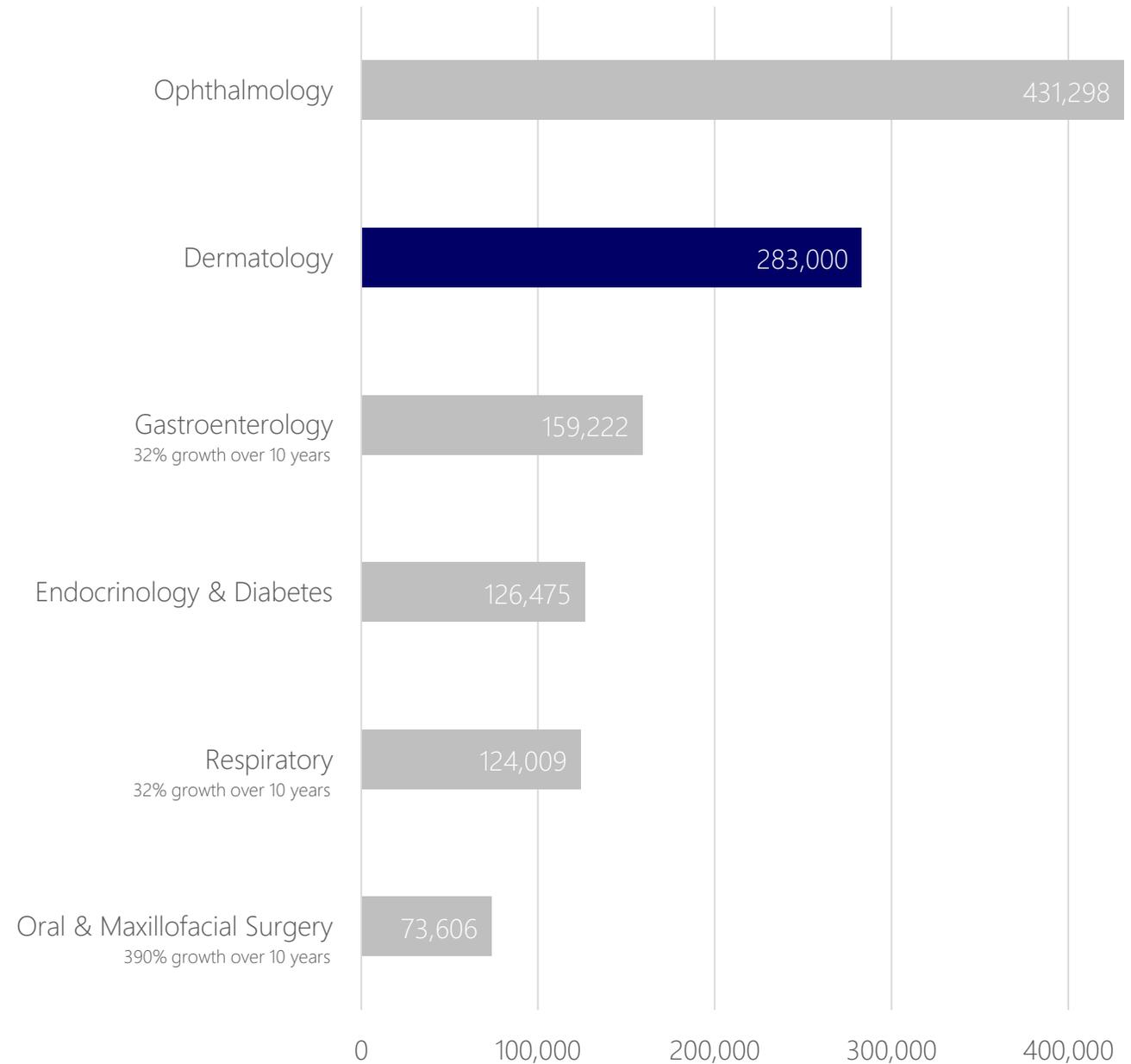
Return Outpatient Appointments
Account for 55% of consultant-led outpatient activity and 85% nurse-led clinics in Scotland

Dermatology Outpatients



Increasing Demand

Many outpatient appointment types have grown over the last 10 years.



The Process

Two rounds of funding over 18 month period

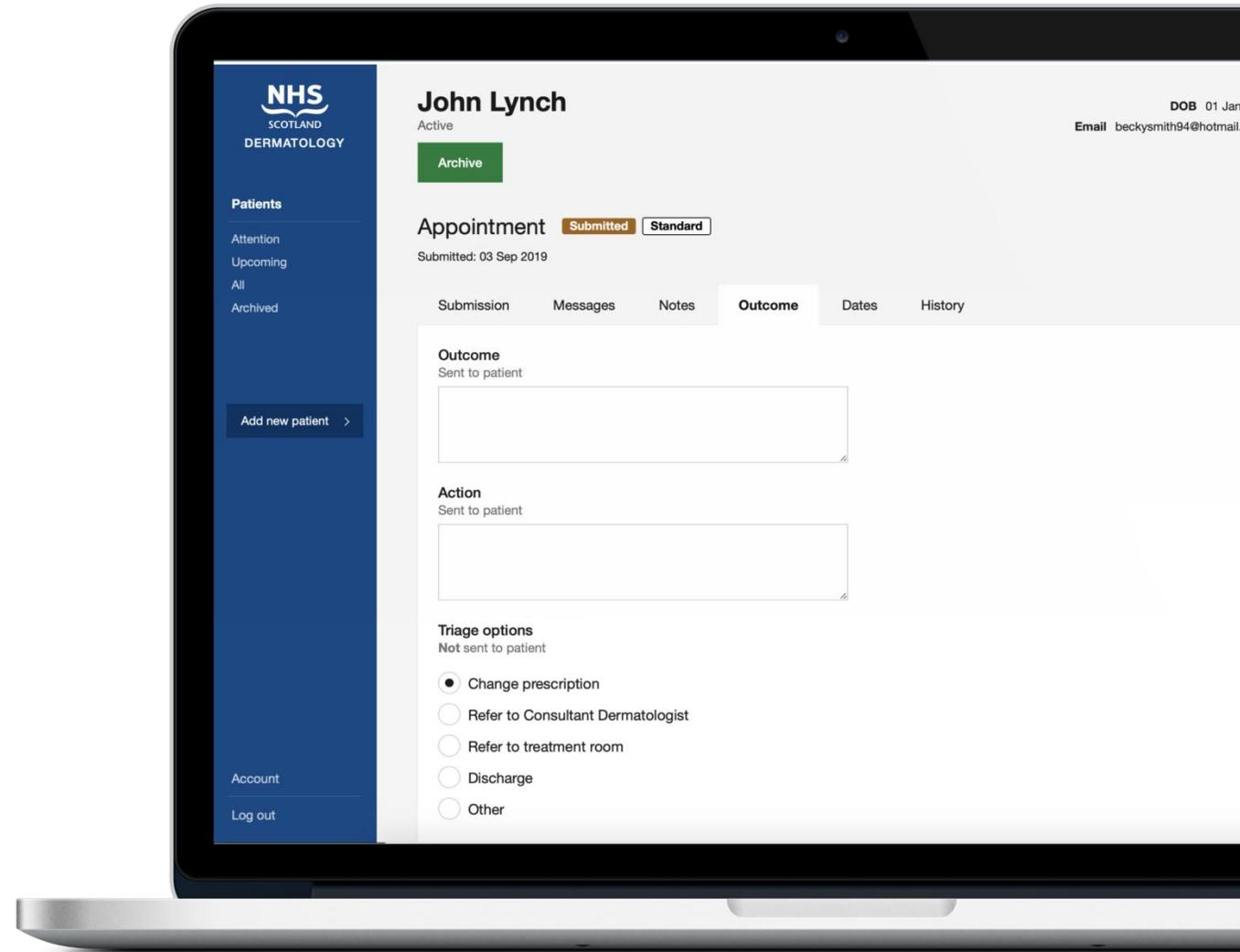
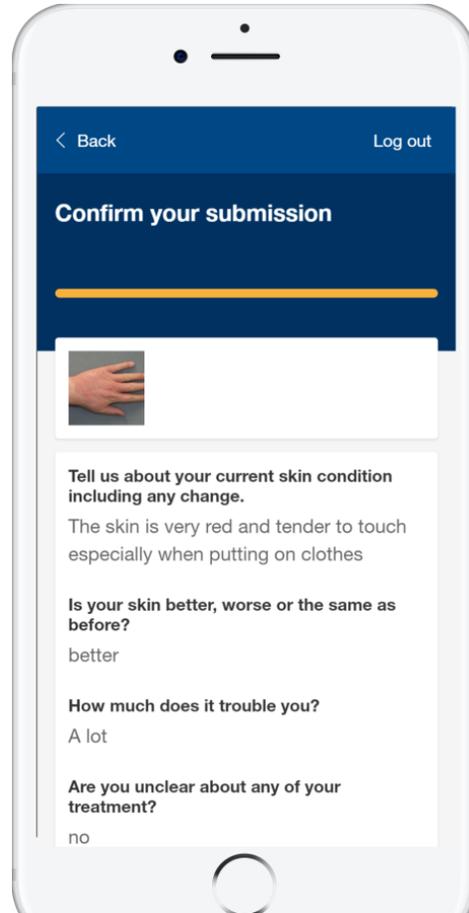
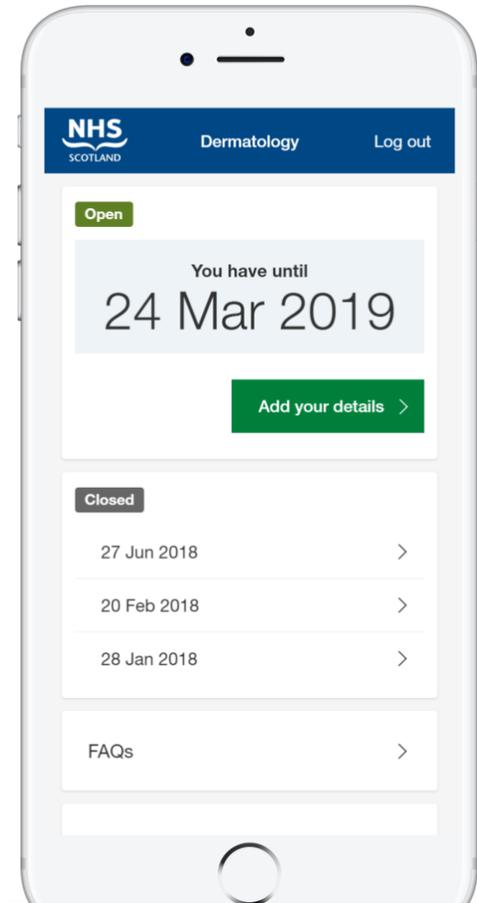
Lot of research and workshops with clinicians, NHS e-health teams to re-imagine outpatient care and align with modern living and patient expectations.

Evaluation against agreed KPIs

Key Features of solution

- Use digital technologies to build alternatives to face-to-face and real time consultations and include data in reporting of clinical activity
- Clinic templates should allow for timing flexibility depending on case complexity
- Outpatient care pathways should aim to minimise disruption to patients' lives
- Remove the scheduling conflict - health professional and patient do not always need to interact in real time
- Improved patient experience and reduce reliance on oral histories
- Integration to clinical systems is important to support workflow & reporting
- Increase control and ownership of health data by patient – allow patient to build up their own longitudinal care record and be co-owners of their health decisions.

Asynchronous Digital Appointments



Recent Results

April – June 2020

○ Number of completed virtual appointments	668
○ Appointment Type	73% new, 27% return
○ Diagnosis	Eczema, Psoriasis, Lesions, inflammatory conditions
○ Average time to complete virtual consultation (n=312)	10 minutes
○ Average time to complete equivalent face to face consultation (n=312)	13 minutes
○ Age	Mean (31% were > 60 years, 3% were ≤ 16 years)
○ Gender	60% female, 40% male
○ Patient device used	59% mobile phone, 30% desktop, 11% tablet

Patient and HCP Feedback

	Forth Valley 	GGC 
○ Number of patient surveys completed	90	20
○ Patient responses to how easy to complete appointment	90%+ neutral/easy or very easy	87.5% Neutral/easy or very easy
○ Satisfied with digital appointment experience	91% very satisfied, satisfied neutral	85% very satisfied, satisfied or neutral
○ % Of Respondents who would have had to take time off work	25%	60%

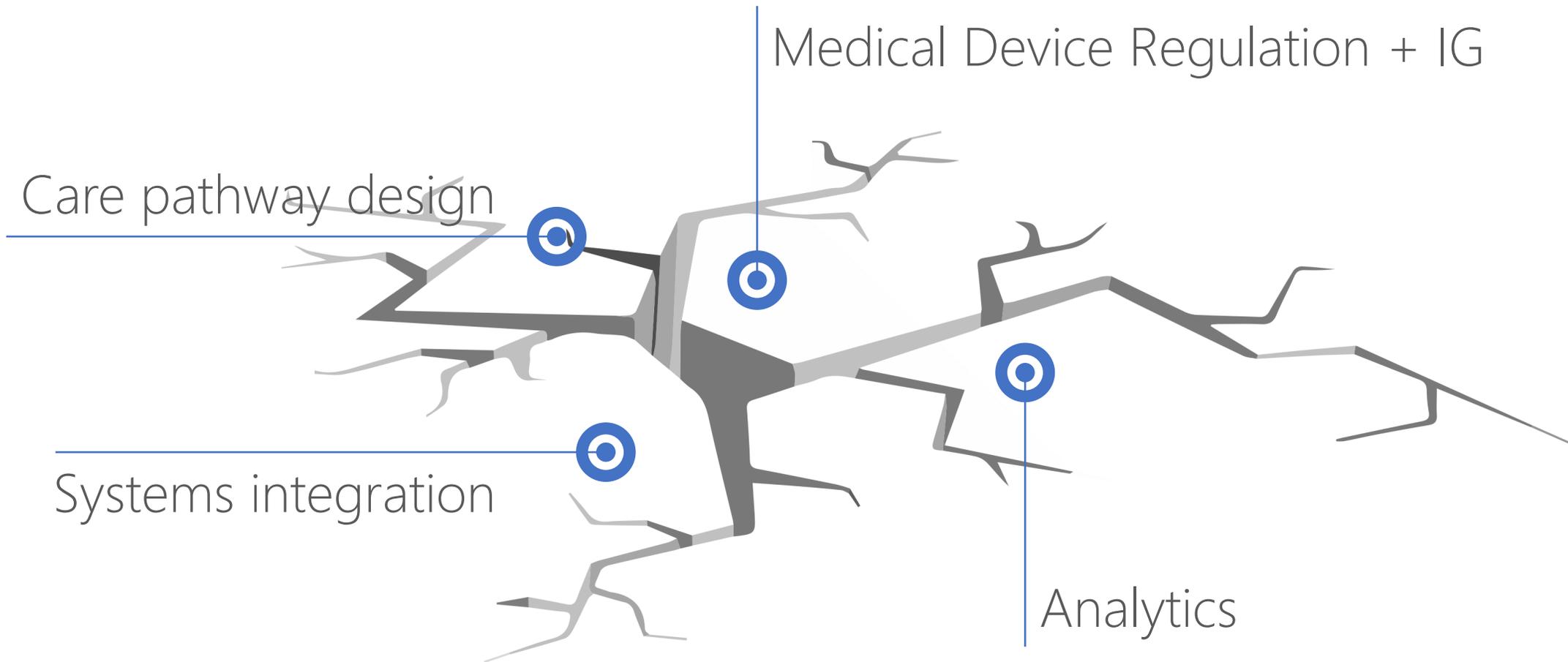
"I am self employed and this saves me taking time off.... and I don't have to drive around looking for a parking space"

"A fantastic service that is a huge benefit for people that might struggle to make face to appointments."

"If it hadn't been for this new service I might not have been seen by now so I think it's a great thing convenient.."

"The fastest and most satisfactory experience I have ever had for an NHS consultation. Please keep this service available in the future as I believe it must be the most efficient and cost effective method for appointments, for all parties involved."

Healthcare innovation requires range of skills



No Innovation until everything works

Pilot > scale is a joint effort
to design & operationalise
innovation



- Collaboration with clinicians key and..
- Funding for e-health and NHS project management also important
- Address interoperability with existing systems early in project
- Carefully consider clinical workflow, reporting AND patient experience.
- Show value early and then test & iterate
- Consider MDR early in process
- Agree evaluation criteria during project and put in place structures to capture data required for evaluation
- Ensure and pathway to procurement if evaluation successful