

Service Evaluation of Virtual Consultations in Children's Therapies – South West Hampshire

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Abstract

Solent NHS Trust Children's Therapies are identifying learning from our rapid change to virtual consultations (video appointments), to help shape our service delivery model for the future benefit of our patients, clinicians and stakeholders.

In this phase of the evaluation work, our clinicians were asked to provide feedback via online survey for at least one patient contact per day completed via video appointment. Data was collected in May, June and July 2020. Here we present the findings from South West Hampshire locality. Our next steps will be to draw together the results from all four localities (North Hampshire, East Hampshire and Portsmouth and Southampton City) to look at patterns and trends across our service as a whole.

Findings

Over three months 299 out of a maximum 300 responses were received from our clinical team providing their feedback on virtual consultations. This also included their comments and reflections:

- WhatsApp and Zoom were the most popular platforms, with Attend Anywhere increasing in popularity following recent training.
- Patients were seen across 12 different care pathways for Occupational Therapy, Physiotherapy and Speech and Language Therapy.
- Appointment times followed broadly similar patterns to pre-Covid service.
- Common challenges included internet connectivity impacting audio and visual quality, unsuitability for some client groups requiring hands-on care, and accessing families who do not have internet access.

Getting several professions in one meeting with the patient and family is so much easier via video.

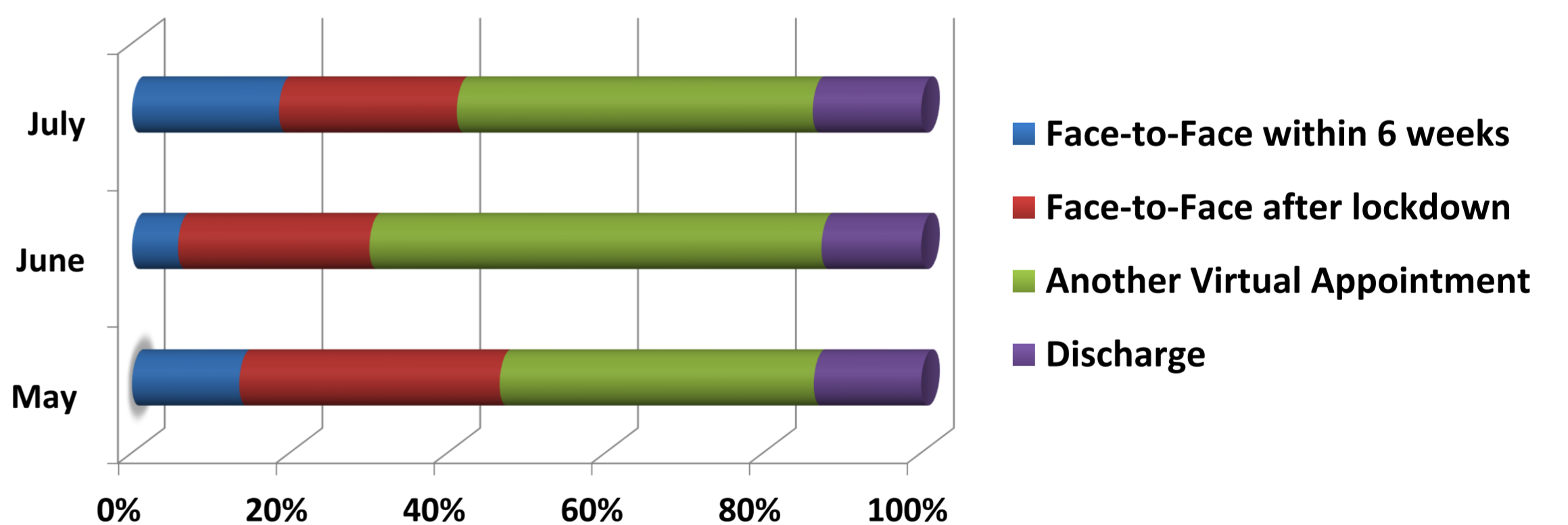
I would love to continue this way of working and it has potential to save lots of time, but we need to make sure we have reliable equipment if we are to make it our chosen way of working.

It was an effective session - the parent reported they were really happy with the outcome.

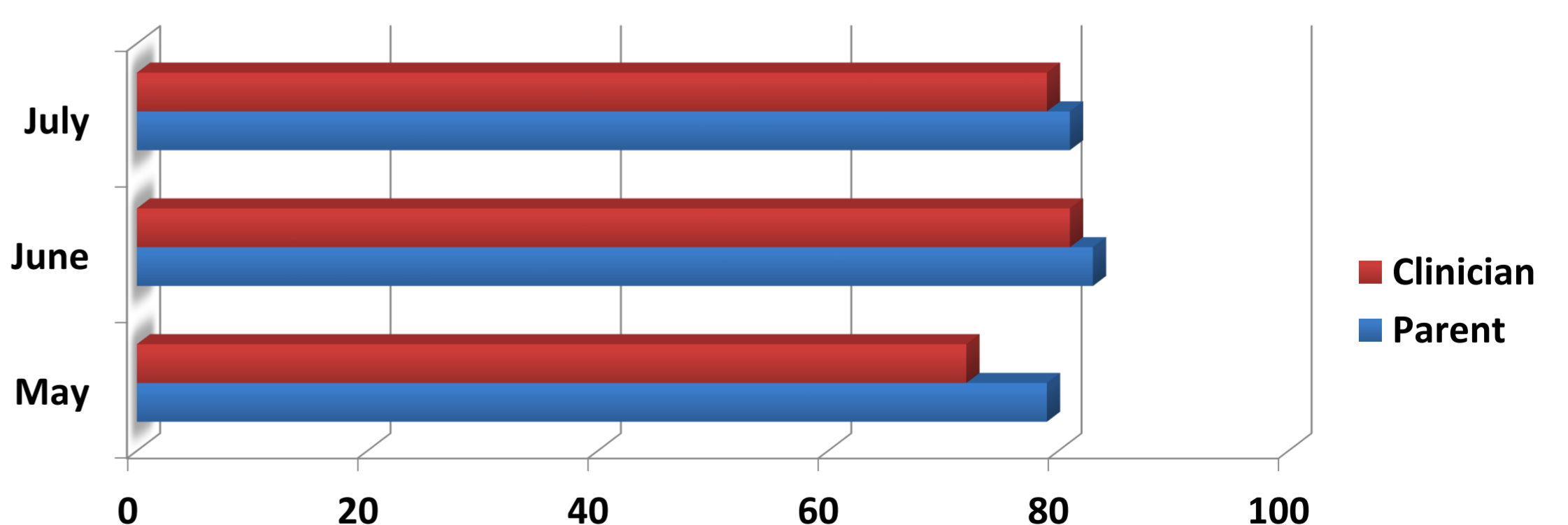
Family would have had to travel 20 miles to come to nearest clinic so doing it virtually worked well.

Child is a reluctant talker and mum reported he spoke much more on video than he would have done face-to-face

Agreed Plan for Follow-Up Care



Parent and Clinician Satisfaction with Video Consultations



Conclusion

While video consultations are not suitable to meet the needs of all of our Children's Therapies patients, they are proving to be a useful and effective alternative when face-to-face appointments are not possible. There are some challenges with internet connectivity and devices that we need to improve on in order to make virtual consultations an even more effective part of our service offer.

Our next step will be to look at these results together with the findings from the other localities in order to establish what further learning we can gather and share from our colleagues across Solent NHS Trust Children's Therapies service.