

Working together



Virtual Consultations

Our outpatient teams are working together as a system to formulate a solution across West Yorkshire and Harrogate for virtual consultation (VC).

This involves developing relationships with suppliers and with staff at Place, opening up discussions to gather intelligence, share ideas and learning and bring to light any problems and concerns that can be worked through together.

This work will change cultural behaviour and the team are investigating ways to add value and support staff through these changes. The option of providing consistency and standardising one speciality in the first instance is being explored and standardised operating procedures will be developed to provide guidance and support for clinicians.



At a workshop held on 17 December 2020, attendees identified the following **key barriers** to VC:

- VC is seen as a short term need
- Lack of clarity in the long term
- Patient choice and access
- Capturing activity
- Lack of consistent evidence / pathways
- Staff training
- Integration with systems
- Technology not user friendly
- Infrastructure and equipment
- Finance

Workshop attendees also identified the **main risks** around VC to be: confidence; exclusion; connectivity; usability; misdiagnosis; and safeguarding.

Next steps...

As a result of discussions at the workshop, outpatient teams will be looking into the following areas:

- Equality and inclusion
- Pathways and evidence
- Clinical engagement
- Technology and digital tools
- User experience
- Governance
- Workforce and training
- Estates and infrastructure