etriage

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NHS England

Digital Health London ACCELERATOR

FOR HEALTHCARE LEADERS HSJ 2017 AWARDS Partnered with de Poel health+care WINNER

thebmjawards FINALIST 2018

PATIENT SAFETY AWARDS 2018 Winner Information Technology

NHS Digital

How does eConsult work?

eConsult is easy for patients and practices to use

Specifically designed for remote closure

70% requests are closed without the need for a face-to-face appointment

Patients consult with their own NHS GP

They complete a quick online form that is sent to and reviewed by the practice

Patients are directed to most appropriate service

Self-help (syndicated with NHS Choices), pharmacy advice and local self-referral services

e triage

Patient flow through the eConsult system

Patient
or carer

NHS app
or

GP practice
website

- ✓ Uses NHS login
- ✓ Common journey
- ✓ Available 24/7

- Self care
- Pharmacy
- Local services
- Online consultation

Triage by GP team
- ✓ Care navigator
- ✓ Pharmacist
- ✓ Admin
- ✓ Physio
- ✓ MHT
- ✓ Physician Associate
- ✓ GP

Remote closure 70%:
- Message 40%
  Prescription / advice
- Phone 30%

F2F appointment 30%

e triage

Patients access eConsult through their GP practice website

Oaklands Health Centre

Stade Street, Hythe, Kent, CT21 6BD

Opening Hours | Join The Practice | Contact Us | Mission Statement

ABOUT US NEWS EVENTS LOCAL SERVICES TRANSLATE

Contact your doctors online

Fill out a simple online form to get advice and treatment by the end of the next working day

Need advice about a specific problem or condition?
› I want help for my condition

Not sure what your symptoms mean?
› I want general advice

Need to request test results, sick note, GP letter or medical report?
› I want administrative help

or contact your doctors about one of these common conditions:

Acne	Anxiety	Asthma
Back pain	Bacterial vaginosis	Cold or flu
Contraception	Coughs	Cystitis in women
Depression	Earache	Eczema
Foot pain	Hand pain	Hay fever
Headache	Heartburn	Hip pain
Knee pain	Rectal bleeding	Shoulder pain

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To get help from our doctors, find your condition below or request general advice

Search by condition, symptom or topic

For example: back pain

SEARCH

All conditions | A-Z | Body map

Allergies

- Hay fever
- Hives
- Urticaria

Breathing problems

- Asthma
- Bronchitis
- COPD
- Cold or flu
- Coughs
- Emphysema
- Flu
- Wheezing

Ear problems

- Earache

Headaches

- Head injury
- Headache
- Migraine

Joint Pain

- Ankle pain
- Back pain
- Elbow pain
- Foot pain
- Frozen shoulder
- Golfer's elbow
- Hand pain
- Hip pain
- Knee pain
- Neck pain
- Shin splints
- Shoulder pain

Mental health

- Anxiety
- Depression
- Low mood
- Panic attacks

Mouth problems

- Cold sores
- Laryngitis
- Mouth ulcer
- Sore throat
- Tonsillitis

Nose problems

- Sinusitis

Skin & Nail

- Acne

Sleep problems

- Difficulty sleeping
- Insomnia
- Snoring

Travel

- Malaria prevention
- Travel advice

Women's health

- Bacterial vaginosis
- Bladder infection in women
- Blood in the urine for women
- Breast pain
- Contraception
- Cystitis in women
- Family planning
- Genital herpes in women

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To get help from our doctors, find your condition below or request general advice

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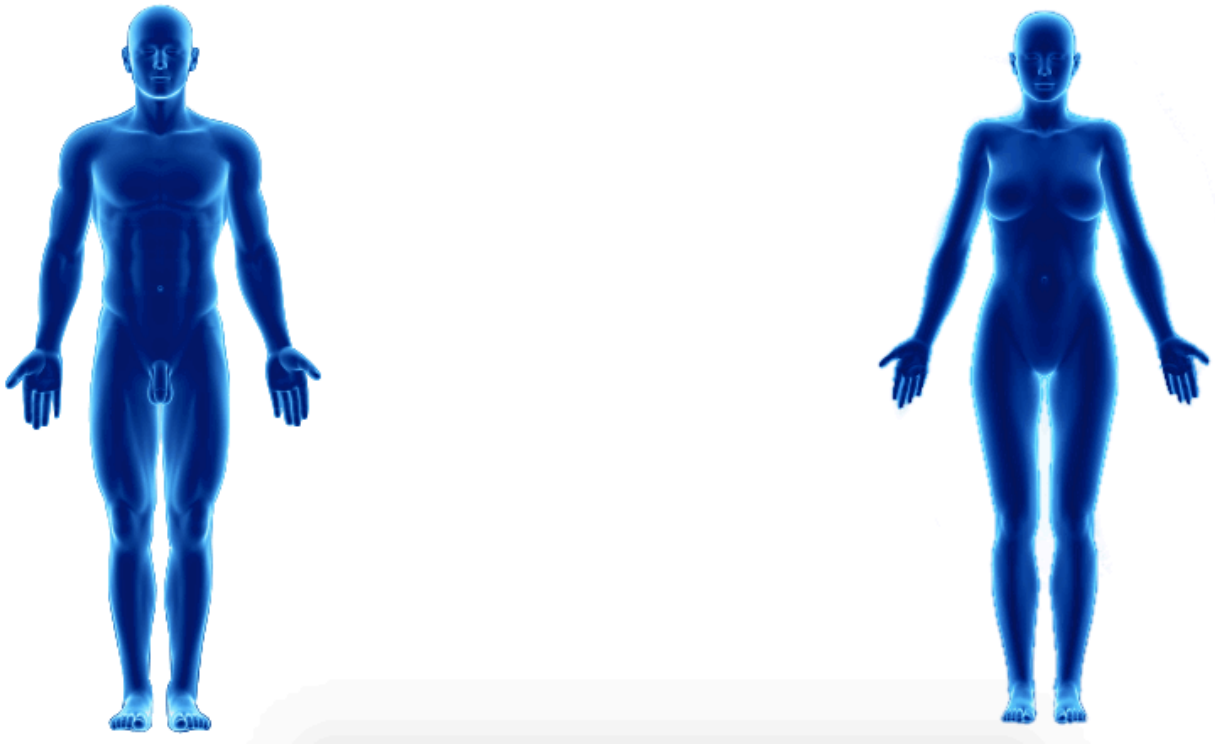
For example: back pain

SEARCH

All conditions | A-Z | Body map

Select the affected area of the body



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Any Medical Practice

NHS

All health conditions > Anxiety

Anxiety

I want to help myself

Get information and watch videos about anxiety

I want pharmacy advice

Information about over-the-counter treatments

Big White Wall™

I want to get support online

Big White Wall provides safe, anonymous support, with counsellors online 24/7. It's free for our patients.

I want treatment and advice from my GP

Consult your GP via a simple online form. Your practice will respond **by 6:30PM on Tuesday, 13th of November**

Contact NHS 111 **Technical support** **Help us improve** Accessibility Disclaimer Privacy policy Terms of use

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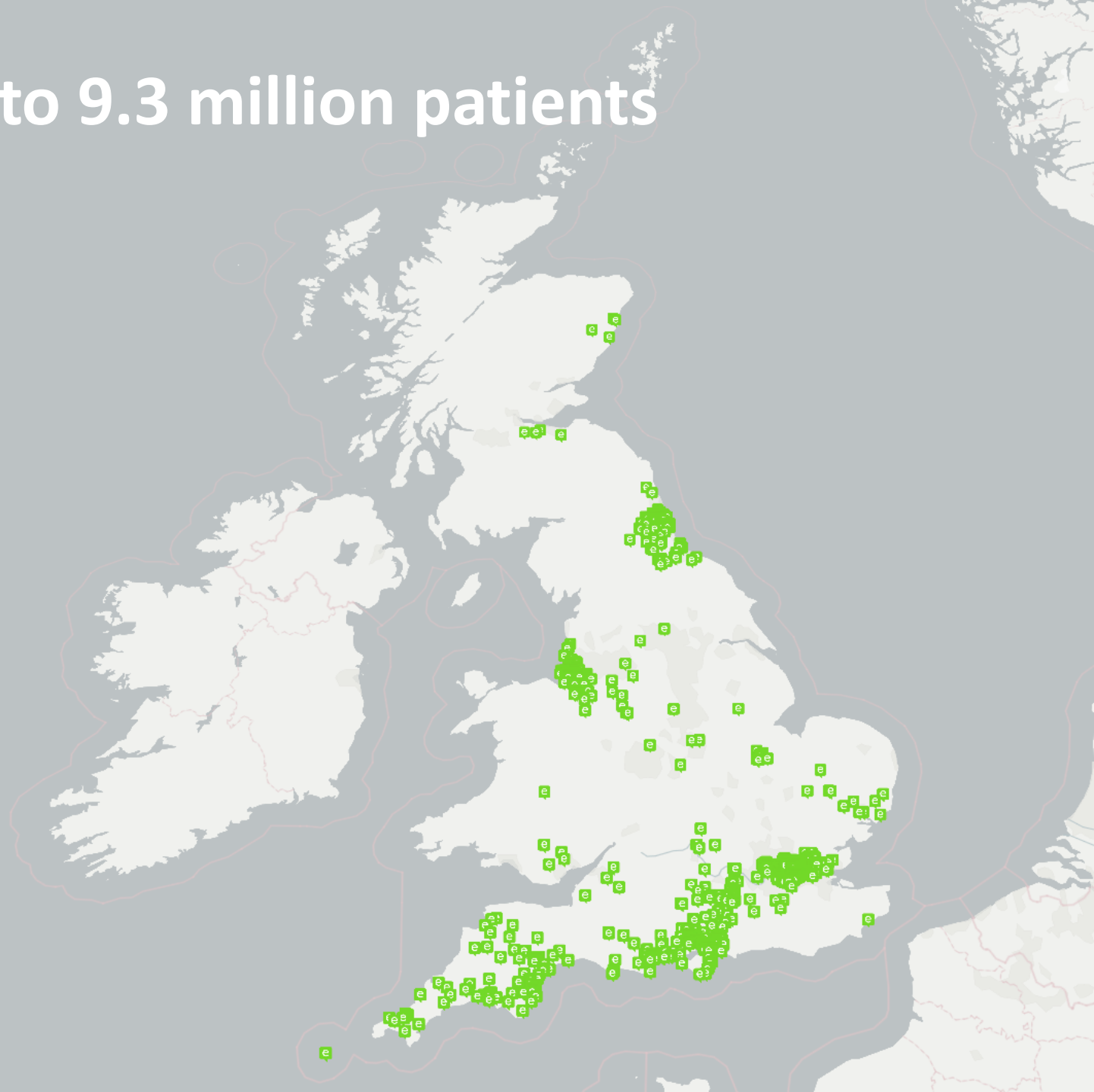
eConsult is now available to 9.3 million patients

Live in >1000 NHS GP practices

Working with 75 CCGs



etriage

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e triage

Intelligent automated **triage** for the Emergency Department

Built by NHS clinicians **for** NHS clinicians

Detects **critical conditions** upon arrival

Manages demand and frees up capacity

(adults / paeds)

Fully integrated within clinical EPR system

e triage

How does eTriage work?

We transform your urgent and emergency care department

Improving the journey and reducing wait times for patients

Digital check in and triage to signpost your patients quickly and safely

Create a safer waiting room and enhance patient outcomes

Reduce time to treatment and pick up life threatening conditions immediately

Secure and immediate transfer of data into clinical system

eTriage is interoperable with Emergency Department clinical systems

e triage

eTriage addresses the current situation in urgent and emergency care

Patients struggle to access the appropriate help	>	Right patient, right place, right time: automated triage with clinical risk stratification gets patients to appropriate clinician for their symptoms
Demand is increasing	>	Within minutes of arrival patients are automatically checked in, identified and their history is taken
Targets are being missed	>	Meet and improve your KPIs
There are poorer outcomes and quality of care	>	Improve quality, productivity and efficiency: patients are seen by the right person, shorter consultation times
There is a lack of digital uptake	>	Opportunity to improve access via digital: sign-post patients to other health care providers

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The patient journey in most UCC and ED settings:

Book in → *Wait 20 mins* → Triage nurse → *Wait ~4 hours* → Clinician

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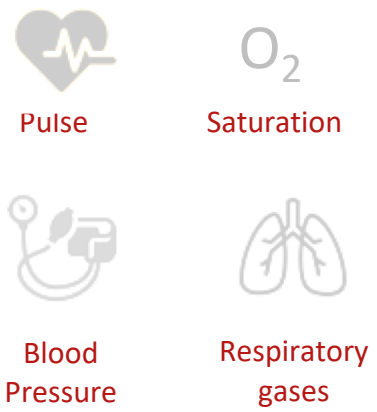
The e triage journey



- Medical emergency
- Majors
- Majors/ minors
- Minors/UCC/redirection
- Pharmacy/GP/home

Automated check in, history take → Automated obs, links to record → Automated risk stratification → NEWS2 → clinician → Route to appropriate care

…all within 5 mins of arrival through the front door

e triage

Everything that we do is underpinned by our award-winning approach to clinical governance

Medical Insurers

Adult and paediatric eTriage content has written confirmation from medical insur

Clinical Governance Board

NHS GPs, clinicians and specialists meet weekly to review and approve content

PATIENT SAFET AWARDS

2018 Winner

Information Technology

Clinical Team

Medical director leads internal clinical team of GPs and senior UEC nurses

Red Flags

Applied to every eTriage, immediately directing patients to seek the most appropriate care

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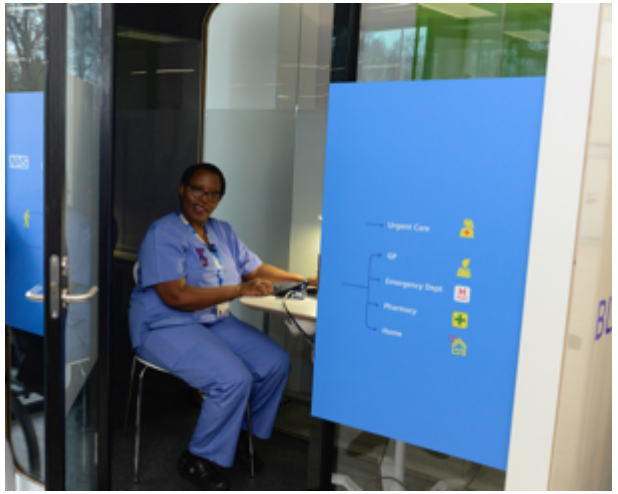
Queen Mary’s Sidcup Urgent Care Centre



e triage

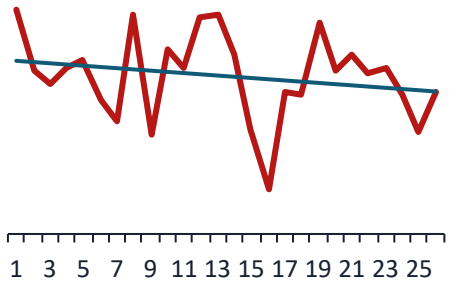
Independent analysis of Queen Mary's Sidcup UCC (pilot site)

100,502

Automated digital triage and consultations since January 2018. Expected to reach 100,000 by end of 2019.

4 mins

Average time for check in and triage



Reduced time in department

Reduced time to treatment

26%

65 years and above

75% 100%

Improve initial assessment KPIs (first assessment within 15 minutes)

99%

Patients self selecting automated check in and triage on iPads

Critical life threatening symptoms picked up early

0

Waiting time to check in and be triaged

e triage

Integrating primary and urgent care

Case study: integrated primary and urgent care roll out at scale for 240,000 patients in Bexley CCG

Primary Care

eConsult live in all 24 GP practices

Online consultation Via app or GP practice website

Urgent Care

Digitised ambulatory journey with eTriage at Queen Mary's Sidcup and Erith Urgent Care Centre
Automated check-in and risk stratification, linking P5 back to primary care hubs

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