



## COVID-19 CLINICAL SOLUTIONS

### **What did you do?**

We wanted to reach out to our patients with information/services relevant to them. We ran a survey, received nearly 2000 responses and then delivered what patients wanted through different media channels, including phone/SMS but also through our COVID-19 Mins series of online webinars/workshops, and regular 1-1 contact.

### **Who are you?**

Dr Tal Mahmud, Lead GP; Saira Juma, Practice Manager; and the entire staff team! Firstcare Practice (HIYOS), Blenheim Centre, Prince Regent Road, Hounslow TW3 1NL

### **What was the problem?**

During the COVID-19 crisis patients are worried, and unable to walk into the surgery for reassurance or 'normal' service. We felt that there wasn't enough proactive contact being made by GP surgeries, leaving patients isolated and mis-informed about how healthcare services are working at the moment.

### **What was the solution?**

The first part of the solution was to listen to our patients. We sent a survey out to all (13,000) and received nearly 2,000 responses, commenting on what they were most concerned about during the COVID-19 crisis, what they wanted more help on, and how they would like to be communicated with. We collated and analysed the responses, and then created a presentation video of our plan which we shared with patients.

We set up our COVID-19 Mins series of workshops and webinars, which run numerous times a week, where groups of patients can chat live with clinicians and experts on topics that patients said they were interested in.

The second part of the solution was to analyse the amount of contact the practice was having with patients compared to levels of contact in normal times. We looked at number of inbound and outbound phonecalls, and number of phone and face-to-face consultations. We found that the numbers drastically decreased in March after the onset of the COVID-19 crisis, and knew that this was something we needed to change quickly.

So we set up groups of clinicians and admin staff and set targets for each group relating to number of patient contacts on a weekly basis. We are working proactively to reach at least the same or more patient appointments as we would normally have each week, with additional online group workshops and online webinars.

### **Where can we find out more?**

Email: [Firstcare.manager@nhs.net](mailto:Firstcare.manager@nhs.net)

Video on our survey: <https://youtu.be/C2jaTyn-qkE>

Website with info on COVID-19 Mins series: <https://firstcare.org.uk/portfolio/covid-19-mins-series-register-for-our-webinars-and-workshops/>