



## COVID-19 CLINICAL SOLUTIONS

### What did you do?

We have created video user guides on how to deploy various forms of technology solutions and uploaded these on to our CCG YouTube channel.

### Who are you?

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### What was the problem?

North Lincolnshire consist of 19 practices with a mixed economy of GPSOC (TPP-System 1 and EMIS-Web). Uptake of IT tools was not consistent due to lack of awareness and a simple delivery platform. Changing requirements by central government guidelines with short time frames with no support solutions was a further challenge.

### What was the solution?

We created bitesize user videos explaining different IT Tools sets available to streamline clinical management of patients by using COVID-19 specific templates. These videos included:

1. How to update patient information and consent for other forms of communication with GPSOC
2. What basic information is required on the practice website (C19 signposting; using online consultation via Wiggly-Amps)
3. How to use AccuRx to attach patient documents, run video consultations
4. How to use other programmes for video consultations
5. Use clinical templates to code patients consistently
6. Use IT short cuts to help with COVID-19 risk stratification processes
7. How to digitise fit notes, MCCD, Crem 4 and digital DNAR forms.
8. How to use Pyrusium BlackPear to upload patient care documents to a single digital platform so that they are visible across secondary care/EMAS/OOH and primary care.

These videos were shared with local clinicians in a WhatsApp group allowing immediate on hand access and fast dissemination of IT solutions. It was also uploaded to our CCG YouTube channel for wider access (1094 views in the past 28 days; prior to that, the channel was getting 50-90 views in the same period). YouTube channel for NLCCG has been a very useful platform as we can now share URLs via emails to workforce across our CCG and further afield. Normally NHS does not associate with YouTube and this project helps to highlight use of social media to cut across users and help disseminate learning.

### Where can we find out more?

NLCCG YouTube channel - [www.youtube.com/channel/UCvRmJl\\_yHL6gNDAjT\\_lIfDg](https://www.youtube.com/channel/UCvRmJl_yHL6gNDAjT_lIfDg)