



## COVID-19 CLINICAL SOLUTIONS

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

In the initial phase of COVID-19 it was clear that we needed to separate patients with symptoms of COVID-19 from other patients and we developed a hot site.

Patients kept getting lost and did not understand how the HOT clinic worked so we developed a series of short youtube videos which could be copied and pasted to the patients to show them how the system operated and what to expect.

Doctors provided care at the HOT site from different practices in a rota. With so many different doctors working at the centre, we created a further video to explain to doctors how it worked and what they would find when they arrived.

We produced a further video for patients showing them how to use the Sats monitoring service for both patient and doctor. We send them a text message with the link and they are encouraged to watch it before arrival.

### **Who are you?**

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

This was a totally new system for all people concerned and, given that this was an infectious disease, safety for patients and staff was paramount. We wanted to get information to patients quickly. Explaining over the phone was not helpful as patients did not necessarily know the site as it is a PCN wide HOT site and not at their practice. We found that patients were getting lost and staff had to spend valuable time searching for the patients in the car park or, worse still, they would wait in the wrong areas without us being aware. We needed to make the interaction between patient and doctor as time economic as possible to protect both parties.

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

The videos are fairly self explanatory and I have provided them below.

Patients found them very useful and many have provided very positive verbal feedback. They find that they are short enough to be informative and not too long to be boring and they give the information that people need. It is important that when people (patients and staff) come to the HOT clinic they feel safe. That safety has shortened the interaction

between clinician and patient and everyone understands and appreciates the importance of this.

We send the link via AccuRx and so patients receive them in quick and timely manner and they often comment on what fun they are and how it made them feel a lot less tense about coming to the HOT site.

The pulse oximetry video has also been well received. Problems that might be obvious to us as clinicians are not clear to patients using the machines for the first time. Patients appreciate that it as been done by one of their local doctors and that it is there as a point of reference should they forget what to do, or show family members if they are feeling unwell.

#### **PATIENT HOT SITE**

<https://youtu.be/kEXOSI0claA>

#### **DOCTOR Oxygen Sats monitoring**

[https://youtu.be/BK1\\_DxfLOy8](https://youtu.be/BK1_DxfLOy8)

#### **PATIENT Oxygen Sats Monitoring**

<https://youtu.be/aNy2c0LwwKY>

The most difficult part of the process was understanding how to share the videos and I had to learn how to use streaming platforms and how to upload short videos. I was helped by the son of one of our reception team, Jack Joy, he showed me how to create and upload the videos to make them reliable for patients.

In Conclusion

When systems are changing rapidly this can be a useful way of getting clear and concise information to patients.

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

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<https://bjgp.org>