



COVID-19 CLINICAL SOLUTIONS

What did you do?

We created an 'IT ambassador programme' to train GP registrars to help roll out the various technology solutions for COVID-19 by establishing an 'IT Ambassador' in each of our practices, whose role is to lead implementation in each practice.

Who are you?

Dr Abdur-Rauff Mahroof, Riverside Surgery; Dr Avinash H Pillai, Riverside Surgery.

What was the problem?

North Lincolnshire consists of 19 practices with different GPSOC and organisational dynamics in each practice. Historically, uptake of IT solutions has been inconsistent due to lack of awareness, and a simple delivery and tailored implementation platform of the IT solutions.

Due to COVID-19 various forms of technological solutions were deployed in a short period of time and we needed maximum uptake.

What was the solution?

A hub and spoke method was used for training registrars. A GPST3 registrar working alongside the CCG IT lead held multiple training sessions for VTS registrars (IT ambassadors) on the various IT solutions being deployed by the CCG. The IT ambassadors would then tailor and lead implementation of the solutions in their respective practices; this could be used as a QIP project for their training portfolios in developing leadership skills. This project covered multiple aspects of the curriculum in particular points 2.02, 2.03, and 2.04. Support was also given to develop project management skills.

The role of the VTS IT ambassadors is to help with the deployment of IT solutions by initiating and facilitating in-house training in each respective practice. To become the point of call in each practice for IT advice and guidance. The IT ambassadors also feedback directly to the CCG IT team any issues faced with deployment or software issues. This has led to near real-time resolution of problems identified both at practice and regional level. Issues identified from feedback and recommendations from our ambassadors have resulted in third-party software providers making changes at national level, for example, the AccuRx attach file and photo feature.

IT ambassadors have also been going to smaller practices/non-training practices to ensure they are also not having any difficulties with the IT deployment. This is something that would not have been practical by the CCG IT team in the current climate if the ambassador programme had not been in place.

A shared folder has been set up, sharing process maps of successes and problems faced in each practice and their solutions. This has streamlined implementation and creating of pathways in practices. A CCG YouTube channel was also created to share our how-to videos and tips and tricks videos, a few of these videos have also been used by the software providers and shared nationally to help.

Current successfully rolled out IT solutions by our IT ambassadors (all rolled out within a 3 week period with near 100% uptake by our practices):

1. AccuRx – Templates, messaging, attaching file documents
2. Video consultations
3. ORCHA health apps
4. Clinical templates and shortcuts in GPSOC
5. Streamline referral pathways (Ardens/DXS)
6. MJOG – mass screening, advice to patients
7. Updating Patient consent for SCR sharing
8. COVID-19 risk stratification
9. Remote communication to facilitate VTS training using ZOOM, Microsoft Teams, Digital DNARs, MCCDs, Crem4 forms, and Fit notes
10. 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.

The training above was delivered by either small group teaching, one-to-one video consultations via Zoom/Microsoft Teams, dissemination via a WhatsApp group, and(or) bitesize YouTube videos.

Where can we find out more?

North Lincolnshire CCG YouTube channel -
www.youtube.com/channel/UCvRmJl_yHL6gNDAjT_IfDg

<https://bjgp.org>