



COVID-19 CLINICAL SOLUTIONS

What did you do?

Practices within North Lincolnshire were the first across Humber, Coast and Vale to have all 19 sites signed up to use Engage Consult for online consultations.

Who are you?

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What was the problem?

Practices were required under the GP contract to have online consultations in place as from 1st April 2020. This became especially important as a response to COVID-19.

What was the solution?

Due to consistent, positive communication and support by the primary care team, highlighting the importance and benefits of online consultations, nearly all practices had Engage Consult in place by March 31st 2020. Any outstanding practices were supported by the primary manager and the Engage project lead, to ensure that the process was completed at pace as a direct response to COVID-19.

This was a great success, with North Lincolnshire being the first CCG in the Humber to have 100% utilisation.

Figures for April 2020 highlight that 18 of the 19 practices in North Lincolnshire have utilised Online Consult with the specific numbers for each area shown below:

- Medical - 786
- Admin - 294
- Self-help - 132
- Other services – 70

Where can we find out more?

<https://engagehealth.uk/engage-consult>

<https://bjgp.org>