

PATIENT PARTICIPATION GROUP – PRESENTATION RE E-CONSULT

On 19th January 2021, members of Ivybridge and Plympton Patient Participation Groups received a presentation from the developers of e-consult. The system is evolving and constantly being updated by a team of 26 clinicians.

E-consult is a history-taker, not an appointment-booker. It is intended to triage patients so that they can be directed to the most appropriate department. At present, people criticise the number of questions asked but there are reasons for everything that is done on the site. Work is being undertaken to streamline the questioning as far as possible.

The form is a mixture of structured questions and free text boxes.

Thousands of forms are received daily and 70-90% can be dealt with remotely. 3000 NHS GP practices have access to over 29 million patients. 1 million e-consults are submitted per month.

The completed E-consult form goes to the GP practice in a similar way to an email. The GP can then decide what needs to be done and which team needs to respond.

GPs also have access to 600 videos. After consultation, they can send a message referring a patient to a particular video.

For those unfamiliar with the e-consult form, there is a demonstration copy at: <https://demo.webp.com> which can be completed for practise but the information will not be sent to a medical professional.

The form begins with 4 boxes: “I want help for my condition”; “I want general advice”; “I want administrative help”; “I want help for my child”.

“General advice” will give the broadest options of boxes and questions to complete.

The NHS app is, hopefully, being developed to include a centralised log-in so that, eventually, the personal medical history pages can be stored securely and confidentially, minimising the amount of repetition needed. In this way, the NHS would become the gate-keeper of information. It would, for example, be able to provide a list of a patient’s prescribed medications.

New features are being added. For example, if there is a long-term condition and, if the practice chooses, the GP can initiate a system where blood pressure reading can be emailed in.

E-consult are keen to receive feedback and there is a facility to give this at the bottom of the page <https://demo.webp.com> under “Help us to improve”.

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