

Online Consultation Programme

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What is Online Consultation?

- Portal for patients to access and self-help via library of clinical topics or submit a form to local GP practice
- Aim to reduce demand at GP front desk
- Not a video consultation product – only TRIAGE!
- Funding available up to April 2020. Not a cost pressure

[Click here](#) to let us know about your health query online

It could help you to **see the right person for treatment** or could **save you a trip to the practice**, since we may be able to deal with your health concerns by phone or email.

Programme overview

- Pilot phase ran across 24 GP practices with 2 suppliers – Emis & eConsult
- Challenges around managing existing practice commitments
- Good lessons learnt from inclusion of existing topics – “sick note”
- Working with practices to assess and manage workflow
- Liaison with DPG’s, Comms team and suppliers to increase patient awareness

Ambition

- Target – 75% live by April 2020
- Procure a solution for Online Consultation – Specification
- Single solution across network – consistency and support collaborative working
- Same level of service across patch
- Link to NHS app



Specification

- Build spec for engagement with suppliers
- Ensure framework embedded into process
- Capture requirements at ground level to match product offering
- Value for money
- Benefits realised



Any Questions?