

Healthcare Improvement Scotland Report Summary

BACKGROUND

The Scottish Health Technologies Group (SHTG) was asked to assess the value of using vCreate, an asynchronous secure clinical video service, for delivering care to adults and children with epilepsy and other neurological disorders.

In April 2020 the Scottish Government funded a 6-month pilot project to test the use of vCreate in all tertiary adult and paediatric neurology services in Scotland. Based on initial positive feedback and to allow evaluation at test sites, the vCreate service was extended beyond the pilot to include all non-tertiary paediatric services.

User experience surveys were submitted from 14 paediatric and 4 adult services and equated to 786 patient / family / carer evaluation responses and 446 clinician evaluation responses.

Analysis of 16 semi-structured interviews and free-text comments from the clinical and service user surveys was undertaken to explore people's experiences of using vCreate and its perceived impact on receiving and delivering care. Quantitative and qualitative data from the survey and interviews were analysed to help inform the value of the technology.

Economic analysis was conducted using the survey responses to gauge potential resource savings for NHS Scotland.

KEY FINDINGS

Clinician Responses:

- 96% of paediatric clinicians thought that vCreate was either 'very easy' or 'easy' to use.
- 99% of paediatric service clinicians indicated that vCreate was either 'very useful' or 'useful' in the overall management of the patient.
- 92% of paediatric service clinicians indicated that vCreate made them feel more connected to the patient.
- 95% of responses from adult service clinicians thought that vCreate was either 'very useful' or 'useful' in the overall management of the patient.
- 97% of responses from paediatric service clinicians indicated that vCreate improved the quality of care provided.
- 95% of adult service clinicians thought that vCreate was either 'very useful' or 'useful' in making a diagnosis.
- 85% of paediatric service clinicians indicated that vCreate was either 'very useful' or 'useful' for selecting a treatment.
- 73% of paediatric service clinicians indicated that vCreate allowed for a shorter time to treatment.

- A common description of vCreate by the clinicians surveyed was that it was a 'very helpful,' 'essential' or 'vital' part of providing neurology services.
- vCreate may add value to the delivery of care for people (adults and children) who have epilepsy and other neurological disorders by reducing people's waiting times, more efficient triage and improving information available for diagnosis and treatment.
- Access to expert and peer review via vCreate was highly valued by both secondary and tertiary clinicians. Clinicians and service users valued the opportunity to carry out rapid remote review of service users' videos and thought that this led to more rapid diagnosis and could assist with ongoing care.
- All three consultant paediatricians interviewed suggested that the use of vCreate to gain rapid access to tertiary expert review had made them feel *"more reassured in their diagnosis"*.
- Clinicians suggested that *"the rapid remote review of videos may lead to earlier access to investigations and even treatment for service users because an initial diagnosis or a judgement on the urgency of investigations can be made, on the basis of the video(s) provided"*.
- A clinician commented that *"vCreate has provided a secure place, we didn't have before"*. All the clinicians interviewed discussed the challenge of sharing and storing videos securely before having access to vCreate. The clinicians described relying on email, which presented difficulties because of file size and security, or on service users attending face-to-face appointments to show them videos on their phone.

KEY FINDINGS

Patient / Carer Responses:

- 88% of responses from the paediatric clinical services indicated that vCreate app was either 'very easy' or 'easy' to use for the first time. This increased slightly to 90% based on repeated use of the app.
- 64% of paediatric service users indicated that vCreate allowed for easier communication with the clinical team.
- 60% of paediatric service users indicated that vCreate made them feel more connected to the clinical team.
- Patients interviewed suggested that video was the only way to be sure that the clinicians would get to see the event, rather than just hear their description.
- Patients felt 'reassured' by the monitoring provided by vCreate and said that *"when I went to A&E it was dismissed. But vCreate allowed me to know that they were keeping an eye on our case."*
- One carer described her foster child's rapid diagnosis of infantile spasms: *"The baby was having these irregular movements that I recorded and showed the epilepsy doctor and he then asked me to forward these through vCreate to the team at the sick children's Hospital. As soon as they got the EEG results, he then got started on medication. So it was all done within a day or two, which was amazing."*

For the full report click here

<https://www.vcreate.tv/docs/HIS-vCreate-Neuro-Final.pdf>

Following the results of the interim report in December 2021 the Scottish Government committed to funding all Paediatric Neurology and all tertiary Adult Neurology Units in Scotland for 3 years, as well as eighteen extra 12-month 'Test of Change' pilots for services aligned to Neurology