

Glasgow's General Paediatrics department implement secure clinical video service to streamline the triage process and reduce waiting lists



The Challenge

The challenge many General Paediatric services face is optimising and expediting patient pathways to improve service flow.

Patients are referred to General Paediatrics by Primary Care and Emergency Departments. It can be difficult to ascertain, from written referrals alone, the most appropriate patient pathway. This includes decisions around the timing of review, the specialty to review, and whether a patient needs to be seen at all.

Ensuring patients are seen at the right time, in the right place, and by the right person streamlines patient pathways, minimises delays and ensures the best use of services.

The Solution

In March 2022, the General Paediatric team at Glasgow's Royal Hospital for Children began exploring whether an existing clinical video service, vCreate, could be adapted to facilitate the sharing of patient videos, photos and data with clinical teams to help remotely triage and more rapidly determine appropriate patient pathways.

When reviewing patient referrals, clinicians can invite parents and carers to upload smartphone-recorded videos and photos of their child's signs or symptoms to vCreate's secure cloud-based system. Parents/carers also provide additional information regarding their child's complaint by answering a series of questions at the time of upload.

The videos, photos and information are remotely assessed alongside the referral information, giving clinical teams a more detailed and holistic view of the patient's problem.

Consultant in General Paediatrics for NHS Greater Glasgow and Clyde (NHSGGC), Dr Iona Morgan, said: *"I was familiar with the vCreate system and knew it had the potential to improve how we triage, communicate with and diagnose patients. After speaking with the vCreate team, a general paediatrics solution was developed with our own bespoke question sets."*

"To help roll-out the system across our large team, our admin support have helped with registering patients and supporting families and teams. 90% of our clinical users report that the system is easy to use."

vCreate's multi-language feature allows families to view the service and all messages in their language of choice. As a web-based application, clinical teams and families can access it on any device at any time.

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Consultant in General Paediatrics

Dr Allison McKie, Consultant in General Paediatrics for NHSGGC, said: "Videos and photographs can be very useful in assisting diagnosis. When vetting patients, having the option to request visual examples of a child's signs and respond to them in real-time has been hugely beneficial. Being able to share videos and photographs with colleagues, both within our team and with subspecialties, is also really helpful."

"Prior to using vCreate, parents brought photos and videos of their children to the clinic for us to view but we were unable to securely store these for later review. Now we can view videos prior to appointments which may change the trajectory of the patient. The system also allows us to store and classify the videos in the Electronic Patient Record."



The Outcomes

Since implementing the service, vCreate has helped streamline the department's triaging of outpatient referrals, supported cross-speciality communication and reduced unnecessary appointments and investigations.

Allison McKie said: "We can already see that this technology is supporting clinicians, benefiting patients, and streamlining their care. Often, we're able to review a video and assess a child's problem within days of receiving it, allowing us to provide reassurance to families or arrange for the child to be brought in for urgent review."

"When vetting referrals recently, I requested a photo from a family via vCreate. Within a week of the photo being uploaded, I organised a time-sensitive investigation and provided feedback to the family. Without access to these photos, the family would have faced the anxiety of waiting for a routine outpatient appointment and the child may have required more invasive investigations."

By gaining remote access to patient videos and photos, vCreate has allowed the team to reduce patient waiting times, unnecessary clinic visits, and investigations. Its use has already prevented over 2,000 miles in unnecessary patient journeys.

Iona Morgan said: "A quality improvement report on the service revealed that videos assessed through vCreate have a significant impact on patient trajectories. For example, it helped us identify that in 28% of cases we were able to reassure families and they did not require an appointment. 23% of patients were redirected to a more appropriate service, reducing the time taken for them to be seen by the most appropriate clinician."

Allison McKie said: "Rapid access to second opinions helps us ensure more accurate and timely clinical decisions. I recently viewed a video of a child having seizures and invited a neurologist to view the video. They agreed it was best to refer them directly to Neurology and their account was seamlessly transferred from our service to the Neurology vCreate system."

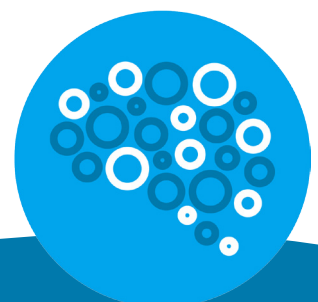
Both clinicians reported that feedback on use of vCreate within the General Paediatric service had been enormously positive.

Having received approval from over 125 NHS Trusts, the vCreate service utilises enhanced security features to ensure patient data, videos and photos are always protected.

vCreate continues to be utilised across Glasgow's Royal Hospital for Children and other clinical specialties in the UK.

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If you are interested in exploring how vCreate could assist your clinical teams and patients please send an email to theteam@vcreate.tv or visit www.vcreate.tv/health