

NORTH LEEDS MEDICAL PRACTICE PPG MEETING MINUTES
HELD ON TUE, 6 APRIL 2021, AT 7:00PM, REMOTELY, VIA ZOOM

ATTENDEES

Beverley Kite	Chair
Diana Oakes	Vice chair
Philip Elphick	Vice chair
Nicola Walsh	Guest (e-Consult)
Jim Roberts	Guest (e-Consult)
Juliette Martin	Guest (Leeds CCG)
Peter Kite	
Deborah Beirne	
Jaqui Williams Durkin	
David Harris	
Rosemarie Harris	
Nadeem Afzal	
Asma Ashraf	
Pat Newdall	
Malachy Doherty	
Richard Dale	
Mary Sheridan	
Nirmala Gallia	
Nigel Leakey	

APOLOGIES

Yolande Sowerby
Mudasar Din
Bernie Wilson
Muhammad-Asif Khan

AGENDA

- 1. Welcome and update from last meeting**
- 2. New Practice Manager**
- 3. Presentation from e-Consult representatives Jim Roberts and Nicola Walsh**
- 4. Introduction and comment from Leeds CCG representative Juliette Martin**
- 5. Any other business**

1. Welcome and update from last meeting

Beverley welcomed everyone and briefly mentioned our guests, mentioning that they will introduce themselves in more detail when we came to their topic in the agenda.

She then reminded everyone of the letter she had sent, as Chair of the PPG, to the Practice Partners and about which we spoke extensively during the last PPB meeting back in February. She linked to the fact that some of our questions around e-Consult were not being answered and that the Practice didn't seem to think we'd be able to get to the right contacts to speak about the various obstacles we, as patients, encountered when trying to use it, and

that as such, she took an action to get to the bottom of it and try to get to someone who could help us.

Beverley then explained how she managed to eventually get through to the right person and as a result, we today welcomed **Jim** and **Nicola** from e-Consult who will try to answer our questions and also help us understand better how e-Consult works, so that we can get more out of it.

2. Practice Manager

Beverley announced that the process of recruiting a new **Practice Manager** (PM) has concluded and that the new PM is a lady called **Deehan Mair**. Deehan's name is already on the Practice's website. **Beverley** stated that we don't know much more about her as she had only just started that day and that the partners had not made her aware that a decision had been made as to who had actually been appointed to this position.

3. E-Consult presentation

Beverley handed over to **Jim** and **Nicola**. **Jim** introduced himself as the Digital Marketing specialist for e-Consult who is also responsible for patient education and for collecting feedback, and Nicola stated she was a Transformation Manager for e-Consult.

Jim began talking us through his slides – see full presentation at the end of this PDF

One of the key things to remember from what Jim presented is to remember to choose the '**I need help for my condition**' option, rather than the '**I need general advice**', if we want it to work as an electronic consultation and receive a message or call back from the surgery.

Jim said that they welcome feedback from patients and PPGs like ours, because as online consultations are now part of the 'new normal' and e-Consult is evolving constantly, they need to keep in mind user experience. **Jim** acknowledged that e-Consult is not for everyone, but can benefit many patients, for example those who either don't have time to keep ringing the surgery or they know what they need.

He clarified that e-Consult is intended as a 'history taker' and first point of access, not an appointment booker or 'queue jumper'.

Jim also mentioned the aspects currently being updated on e-Consult:

- **Reducing over-flagging** in the 'Rash, Skin Problems' category and in other areas where the level of caution built into the programme flags sometimes too much as an emergency answers that maybe don't really warrant a 111 call.
- **Templates** – they're updating **Paediatrics** (children's medicine) forms and adding new templates for **Contraceptive**, **Mental Health Review**, and **Urine and Vaginal Problems**.
- Patients to be able to indicate their **contact preferences**.
- **Broaden access** for patients aged **16-18**.
- **NHS App** – enable **Paediatrics**.
- **Improve Search** function to allow patients to find quicker the right template for their issue.

Jim provided his email address to **Beverley** if we need anything else. You can take a look at all the resources he has started to put together here: <https://econsult.net/nhs-patients>

Jim then invited questions.

Jacqui said that she wished we had this presentation a lot sooner – we all agreed. She asked whether any evaluation has been undertaken to assess how good is e-Consult at picking up potentially ‘hidden’ issues, such as symptoms that could normally be missed even at a face-to-face consultation because, for example, the GP/nurse didn’t ask about certain symptoms, but the questions in the e-Consult template did.

Jim replied that e-Consult may be able to pick up better than a receptionist would on a fact-find call when you ring to book an appointment, as the questions on the e-Consult templates are designed by clinicians with years of experience. They are asked to highlight hidden stuff through the question-branching but of course it is not 100% or as accurate as a face-to-face consultation, however, it will help.

David had two questions:

- It asks date of birth but not the name?
- Do they have any data on how fast surgeries reply to e-Consults, as the quality of this online service depends on the speed with which the surgery responds, otherwise it is useless.

Jim replied that normally they should reply within one working day maximum, and that some GP practices have chosen even 3 hours as their SLA (Service Level Agreement). Jim also clarified, this is the time **to respond, not to resolve/cure** the issue. Jim also confirmed that current data shows that **88%** of patients are contacted back within the agreed timescales, and **9%** were contacted later.

Richard asked if things like ME and Chronic Fatigue Syndrome can be added to the templates as these conditions have a lot of symptoms but they are not listed on e-Consult. **Jim** said he would take it back and see if they could be added, if not already there but a little ‘hidden’.

Richard’s second question was around the fact that he got an email back after an e-Consult but once he had replied to it, he never heard back again so he was wondering whether that reply comes from within e-Consult or directly from the GP. **Jim** said that once the GP replies back to a patient’s e-Consult request, it is out of e-Consult’s hands, so to speak. So if Richard has not received a further reply, the issue rests with the Practice.

Beverley concluded that she had found the session extremely helpful, but explained the issue we discussed before in these meetings, about logging on via the NHS app and how complicated it seems, not to mention that a patient requiring support there and then via e-Consult doesn’t have time to wait until they got an email back with confirmation and checking of the facial ID, and Jim said he was aware of the NHS log-in issue and that currently the only solution is to set it up before you need it or use e-Consult without logging in via the NHS app.

He noted that many of our questions could be answered by him putting together an e-Consult ‘How To Guide’ and that one PPG has put together such a guide for their own use, which could be adapted and improved.

Beverley mentioned how, just before the pandemic, we secured funding through Diana’s employer’s Community Funding scheme to buy iPads to educate patients on how to use

various online tools, such as ordering a repeat prescription online, checking their test results or booking an appointment, but that post-pandemic this has not been possible as we could no longer meet for the Activity Days and also appointment-booking online was temporarily stopped. She said it would be good to have a Guide to use when we are able to meet again face-to-face so we could teach patients how to use e-Consult.

Jim ended by reiterating that e-Consult is at times overly-safe hence why it can often recommend ringing 111, but that the company is always looking for testing recruits and that they welcome feedback on the way it works.

Beverley invited **Juliette** to introduce herself and whether she had any comments. **Juliette** clarified that part of her role at the Leeds CCG was to procure e-Consult in Leeds. She added that the CCG also has a digital team to support practices with this. She stated it has been very useful for her to hear what we discussed today and understand the practical issues we encountered.

Juliette said the CCG would like to support the Practice to get the message out to the patients and reiterated how useful it would be to have the E-Consult How To Guide. The CCG can also discuss with the practice how quickly they respond to e-Consult requests, and **Juliette** praised e-Consult for having the facility to provide feedback.

Beverley thanked **Juliette** and she and **David** provided to Juliette some of the feedback we talked about before, such as the issue with ring-back, which can take hours and people who work from home especially those who may have Zoom meetings all day or calls cannot always be free hours later or when they don't know when the GP will ring. Or, as David mentioned, the time taken by the surgery to answer queries, or the 'closed door policy' under Covid.

6. Any other business

There was no other business.

Beverley thanked all our guests and offered again our help, as a PPG, with any feedback required by e-Consult or the CCG. **Juliette** expressed an interest to remain closely involved with us in the future. At the time of typing these minutes (17 April), Juliette has asked Beverley if she could join her and Deehan when they first speak.

Beverley emailed everyone afterwards with apologies for the abrupt way the meeting ended – this was unfortunately because in order to share his screen to show the slides, Beverley had made Jim the host so when Jim left the meeting, the Zoom session automatically closed.

ACTIONS

Beverley: to contact the Practice and find out:

- what is our Practice's agreed timescales for responding to e-Consults. (*Edited after the PPG Meeting: Diana used the e-Consult three times after the meeting and on all occasions she/her husband were contacted within 24 hrs and further action/referral or call also booked within 24 hrs*).
- Who is monitoring it and how often?

ACTION RESPONSE received 22/4/2021

The above questions answered by Dr Manjit Purewal – Senior partner

‘ With regards to your questions our reception staff review on a regular basis every day and allocate the econsults to clinicians.

We respond to econsults by the close of business the next working day, which is within the time scale.

At the present we are not using the visual arm of econsult but may wish to explore in the future’.



Understanding eConsult - North Leeds Medical Practice



2020 was not a normal year...

Online consultations are part of this new normal

eConsult is also evolving to help the changing demands and needs of patients and clinicians.

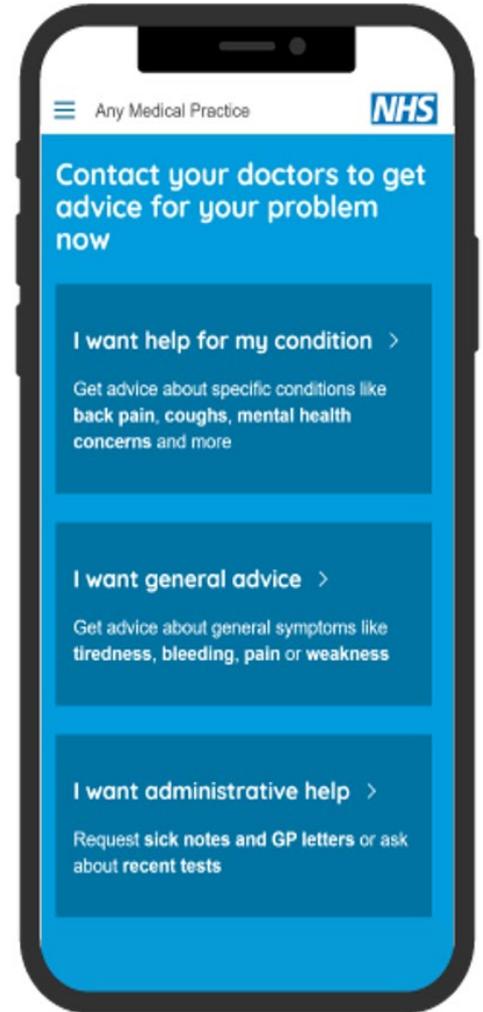
Online consultations are not for everyone, but a lot of patients can benefit from using eConsult.

There is a reason why we do everything we do

Patient safety is at the heart of
everything we do

What is eConsult?

- A history taker – The ‘first’ point of access for patients alongside calling the practices or walk -in.
- eConsult allows patients to access and request healthcare from their own practice online 24/7.
- Submitting online means no phone queues, not having to discuss personal health on the phone in a rush.
- Every eConsult is reviewed by the practice to safely and quickly triage each patient request to the most appropriate care.
- For the practice think of it like sorting emails to the correct folders to be answered by the right member of the team, instead of the team answering every phone call before deciding on the right care.



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← 🗑️ 📄 ⋮

1. Create an account with one of the following service providers:

Service provider	Website
Patient Access	https://www.patientaccess.com
Evergreen Life	https://e-life.co.uk/
Co-op Health	https://www.coop.co.uk/myhealth
myGP	https://mygp.com
digi.me	https://digi.me/nhs
Echo Pharmacy	https://echo.co.uk/signup
AT Tech	https://dr-ig.com/
Pharmacy2U Ltd	https://im1.pharmacy2u.co.uk
Medloop	https://medloop.co.uk/app/
Boots UK	https://boots.com/nhs
My Way Digital Health	https://patient.diabetesmyway.nhs.uk/register/
C Sharp Solutions	https://patally.co.uk/
Patients Know Best	https://patientsknowbest.com/gp
Redwood Technologies	https://portal.practiceplus.co.uk
Healthera Ltd	https://healthera.co.uk
Doctorlink	https://www.doctorlink.com/patients/
Digital Medical Supply UK LTD	https://kry.se/apl/im1-service/
Nurturey - the digital Redbook	https://www.nurturey.com
Nye Health	https://meet.nye.health
My Cohens	https://www.cohenschemist.co.uk/
Avicenna	https://www.managemymeds.co.uk
Medicalchain.com Ltd	https://hp.medicalchain.com

Do you know which services are available to you at your practice?

Do you know what they do?

← ∨ Reply

Patients submit their requests

We were started by GPs, we have been improving for over 6 years. We know what works.



1. Patient submits symptoms or request online.
1. The patient answer a mix of structured questions and free text boxes.
1. Hundreds, even thousands of patients, submit requests to their GP practice everyday via online, phone or walk -in.

The practice receives and triages



1. Practice receives all the eConsults and triages alongside phone calls and walk -ins.
1. GP practice reviews each eConsult and triages based on clinical urgency.
1. GP practice responds to patients with most appropriate care.

The practice staff respond and care

The screenshot shows the NHS econsult interface. At the top left is the NHS logo, and at the top right is the econsult logo. Below the NHS logo, it says "Online consultation request for". The interface is divided into sections. The first section is titled "NOW WE JUST NEED TO KNOW WHAT KIND OF HELP YOU WOULD LIKE:" and contains several horizontal bars representing text input fields. The second section is titled "WE WILL NOW ASK SOME QUESTIONS ABOUT YOUR SYMPTOMS:" and also contains several horizontal bars. To the right of these bars is a small image of a person's skin, likely showing a rash or lesion. The interface is clean and modern, with a blue header and a white background.

1. Our mix of structured questions, free text and image uploads gives the practice a full history, clinically important information highlighted and the patient's own thoughts.
1. The most appropriate staff member at the practice reviews the information and decides on the most appropriate response to each patient.
1. The detailed information allows a quick and safe decision to be made (70 -90% eConsults closed remotely).
1. The practice respond with a Post Consult Message, including Healthinote or HCI video content, a follow up phone call or, only if needed, a face to face appointment.
2. Our red -flag system diverts critical patients to more appropriate care.

Why is that important?

Judy's story



eConsult picked up my cancer!

Judy had been back and forth to her GP practice for over two years with 'spotting'. Initially, the GP practice had prescribed hormone creams. Considering her age, and being 'well past the menopause' as Judy puts it, she thought she should have had a gynaecological assessment. However, she continued with the treatment her practice had prescribed.

With no apparent improvement, Judy submitted an eConsult to her practice. During the eConsult all the information needed to alert the clinician was included. Within a few days, Judy was booked into an urgent appointment to see a gynaecologist, who quickly confirmed that Judy had cancer of the uterus.

Shared with permission of the patient

GP practices are high intensity work environments. Questions and information can be missed. Our mix of questions and free text allowed the practice to quickly decide on the care needed.

Lots of different patients benefit

- eConsult is live in over 3300 NHS GP practices giving online access to over 29 million patients.
- Approximately 1 million eConsults are submitted per month
- Around 20% of eConsults are completed by patients above retirement age.



Young parents

Joanne has to handle looking after her young child, whilst now also working from home. As this is her first child Joanne needs reassurance from her GP, but doesn't want to take up appointments if not needed.

Does the practice have paediatrics enabled?



Students

Sarah has recently moved out of home to start university. As it is the first time looking after her healthcare Sarah instinctively thinks to go online first. As with all students illness can spread quickly in halls so she is contacting her GP more than she would have before. Sarah finds it far easier to use eConsult to contact her GP for test results using the admin section

Have you used administrative eConsults?

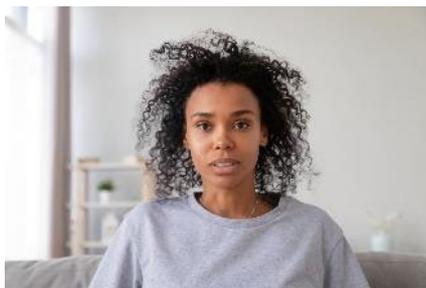


Elderly (who have access to technology)

John has been told he needs to shield but still needs to contact his GP regularly to give blood pressure readings.

Over the past few weeks he has learnt how to shop and bank online and is now starting to use eConsult for his healthcare. Rather than come into the practice he can submit his blood pressure readings in a LTC review using his home Blood pressure monitor

[Have you used our Clinical Review templates](#)



Young professionals

Yetunde works a busy day using a laptop from home. She is time poor due to her busy work life and finds it hard to make time for her health.

She can now go online and use eConsult when she needs help.

Yetunde finds it easier to use the NHS App so she can manage all of her healthcare needs in one place.

[Did you know the NHS App is live and you can access eConsult via it?](#)



Key message

Your practice needs to consider 3 Cohorts of patients...

1. Those who cannot complete an eConsult - no internet, blind, language, learning difficulties, aged under 6 months etc
1. Those who have started their eConsult journey but unable to complete for “safety concerns”
1. Everyone else

Patient satisfaction



73% of patients
report being satisfied
with eConsult in North
Leeds Medical
Practice

I think this is much better in some ways as for many issues it isn't necessary to come in, for example a referral of an ongoing condition, or a straightforward issue or prescription and this makes it much easier for me as I'm working full time and often can't get easily to an appointment

I work full time in Leeds so find it really difficult to get to GP appointments. This option was much better for me and the service was excellent. I will definitely use it again.

I found this a very convenient and useful alternative to seeing a doctor. I felt that it saved both me and the practice time and got the results that I needed. I also appreciated that this was available as an alternative with Covid-19 and that it saved me having to go into the practice.

Its the same as having an appointment but easier than trying to get through on the telephone and waiting and physically going to an appointment. Especially good for an ongoing condition. Photo upload is user friendly and works well.

Practice staff feedback

“Additional information on the eConsult increases the efficiency of our face to face and telephone consultations.” **Lead GP - Ealing**

“In addition, ‘total triage and eConsult allowed us to offer a needs-based service which gave us greater control over our clinical resource.’ - **GP- Cumbria**

“I estimate eConsult has saved me over £40,000 per year.” - **Lead GP - London**

“Our message to our patients was ‘start your consultation whenever you want and we’ll pick it up and be back in touch with you.’ We wanted to give them the reassurance that we were actually open.” - **Lead GP - South Wales**

“Using eConsult, allowed us to move from a 5-6 week wait to a ‘same or next day’ service where patients were either offered an appointment, called for more information, sent a SMS or emailed by a GP or member of our urgent care team.” - **Practice Manager - Devon**

The main features of eConsult

Features of eConsult

Clinical Review templates
to manage long term
condition patients

Photo uploads built into
clinical appropriate
eConsults

Video Consultations
provided by Q health

Paediatric and Admin
specific templates

Available from within the
NHS App – NHS login
built in

Information prescriptions
provided by Healthinote

Things we are updating

What we are working on

Reduce over flagging in
Rash, Spots & Skin
Problems Templates
(MSK Templates
complete)

Templates – Paeds
Contraception (new),
Mental Health Review
(new), Urine & Vaginal
Problems (new)

Patients to be able to
indicate their contact
preferences

Broaden access for
patients aged 16 to 18

NHS App – enable
paediatrics

Improve search to help
patients to find the right
template for their
problem

Patient and practice education

There are lots of online platforms, knowing what each does is confusing

We want to help educate

- eConsult is designed for patients to submit their requests or symptoms to the practice and to let the practice know how they are. The practice can then decide on the most appropriate care.
- We have safeguarding built -in for patients, and will advise patients to seek more urgent care if appropriate.
- We have collateral available for practices, patient groups and PPGs to help educate patients on how to use eConsult. (Videos, PDFs, Webinars, Newsletters, Social content, teach the teacher sessions and more). **Tell us what you need.**
- We listen to feedback and build this into future development. **eConsult is not a finished product.**

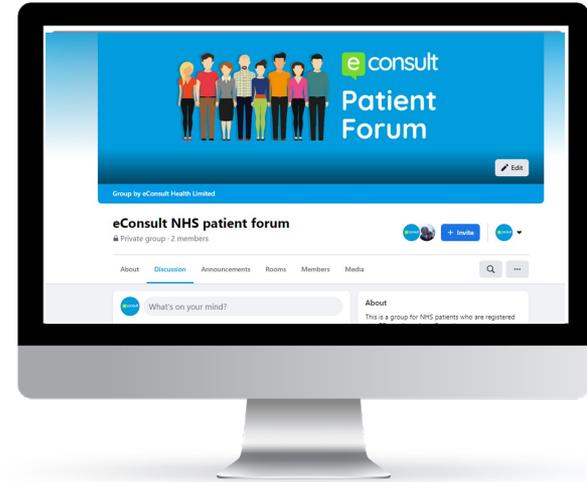


Resources available for you



eConsult NHS patient webpage

- eConsult GP finder to start an eConsultation
- FAQs
- 'How to' patient videos and guides
- Downloadable education resources for PPGs



eConsult patient Facebook community group

- Brand new!
- For PPGs and other patient groups to share experiences top tips, resources about eConsult
- eConsult available to answer questions and receive feedback

Use our demo site

If you want to test eConsult or show others how to use it we have a demo site available for you to use.

Please note: Nothing submitted here will be saved or sent to a medical professional

Visit: <https://demo.webgp.com/>



This is a demo site. For more information visit [eConsult.net](https://demo.webgp.com/)

Any Medical Practice 

Important information about your GP surgery and COVID

GP surgeries everywhere are dealing with high demand because of the COVID pandemic. Many surgeries have had to make urgent requests a priority.

Please be patient if you have sent in a non-urgent or routine request. Your surgery will contact you as soon as possible.

Do not use eConsult to contact your surgery about the COVID vaccine. The NHS will contact you when it's your turn.

Contact your doctors to get advice for your problem now

I want help for my condition >

Get advice about specific conditions like **back pain, coughs, mental health concerns** and more

I want general advice >

Get advice about general symptoms like **tiredness, bleeding, pain** or **weakness**

I want administrative help >

Request **sick notes** and **GP letters** or ask about **recent tests**

I want help for my child >

Get help for common childhood problems like **rash, earache, cold, flu, vomiting** and **diarrhoea**

Get in touch

Email: marketing@webgp.com

