

# ONLINE CONSULTING AT PMG

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An audit of 652 consultations

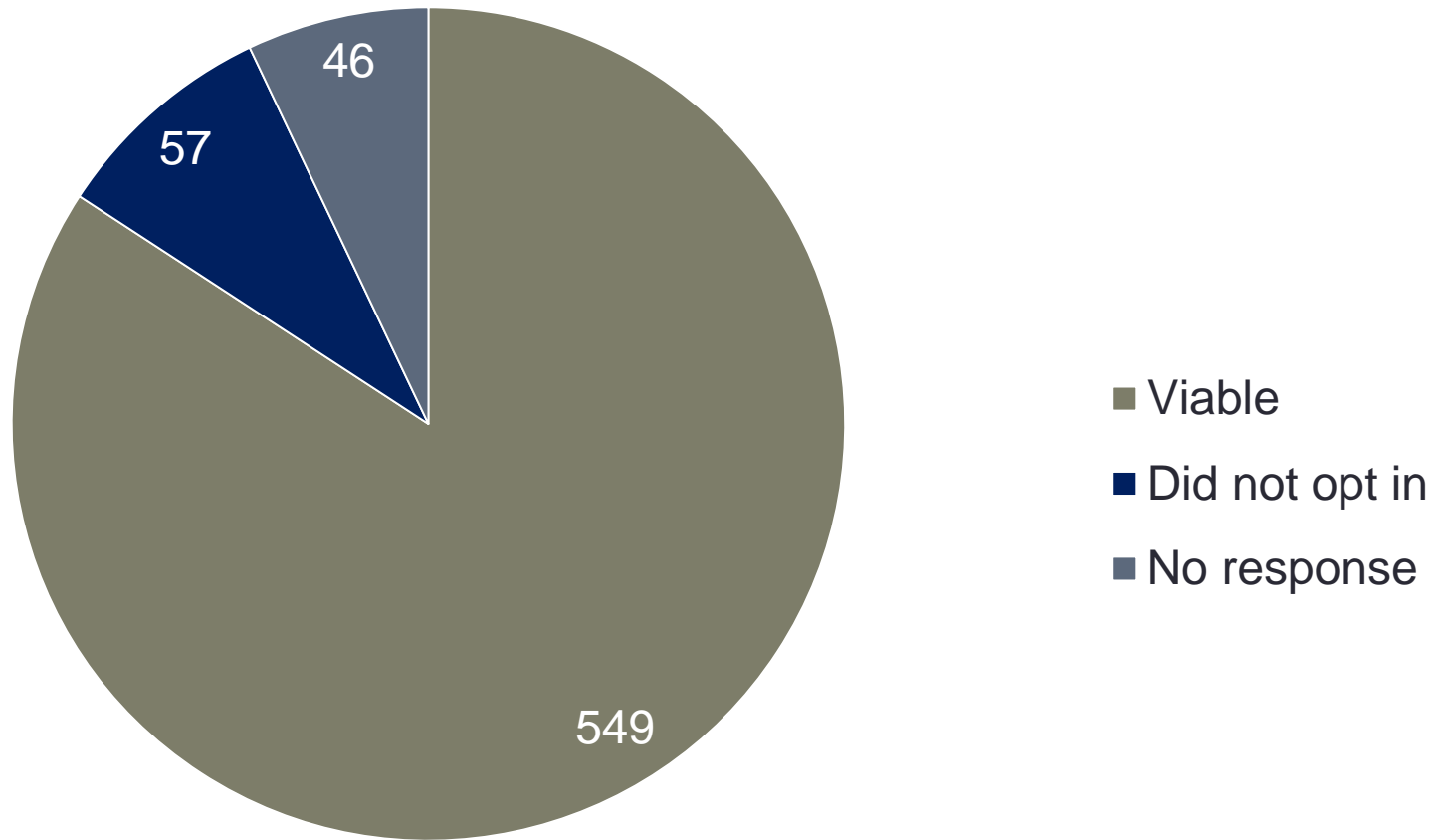
Jan-March 2019



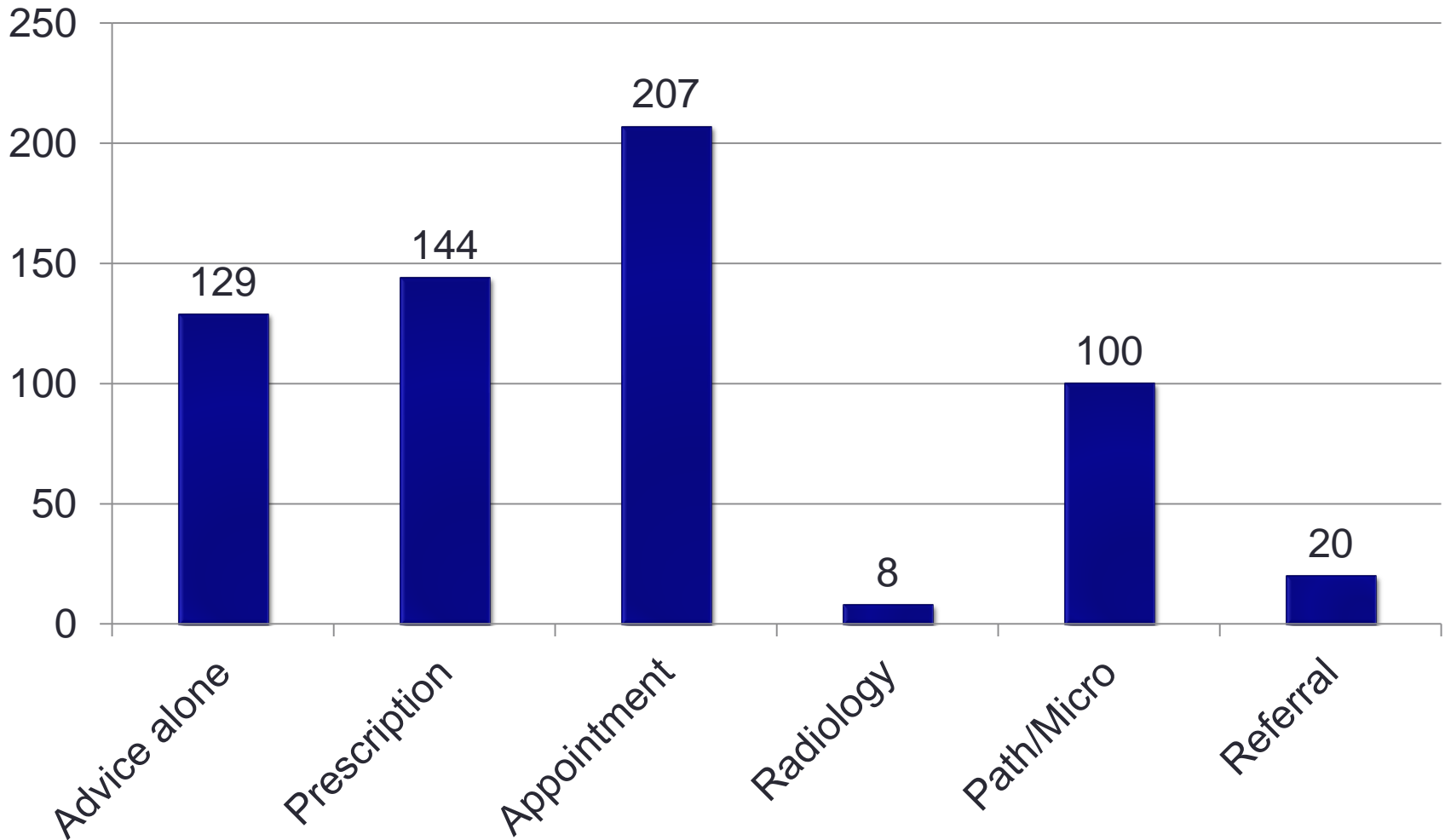
# How many?

- 652 consultations over 12 weeks
- Capacity for 30 per day (1800)
- Mean of 11 per day
  - Range 4-21
  
- 549 were 'viable' i.e. patient opted in to two way communication, replied to any questions as appropriate and allowed the consultation to reach a resolution

# Viability consultations



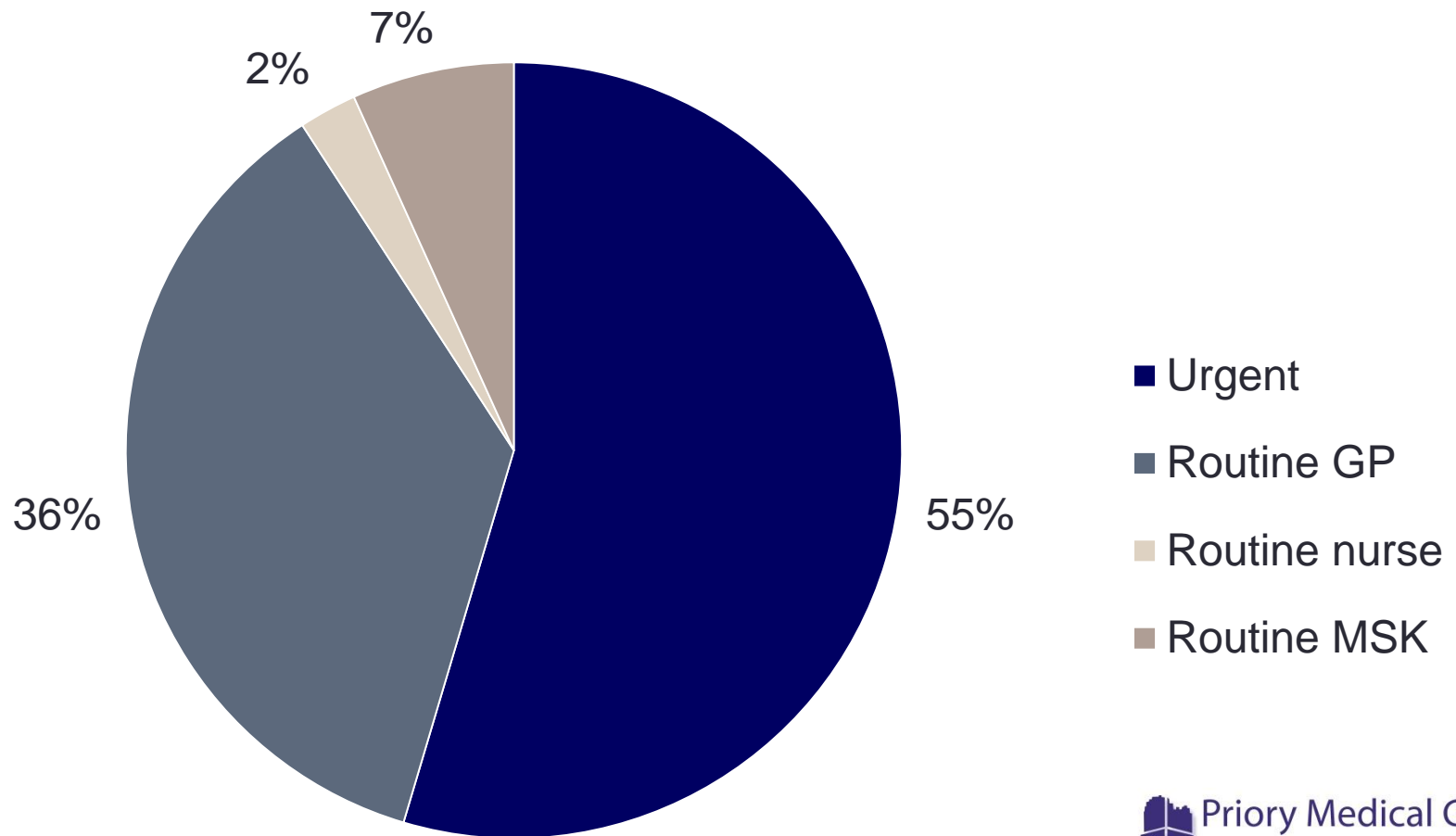
# Of the 549 viable consultations...



# Conversion rate?

- 652 consultations
- 549 viable
  
- 38% (207/549) led to an appointment of some kind

# 207 Appointments:



# Positives

- Good 'advice only' rate of 129/549 – 23%
- Pre-appointment work up useful
- Some econsultations worked extremely well
  - Subfertility
  - Chronic loose stool
  - Medication query
  - Skin complaints with a photo
  - Tired all the time
  - Simple UTI in women
- Several frequent users, i.e. those that liked the portal and used it more than once
- Could offer flexible/out of hours working

# Negatives and things to work on

- Signposting to the service, sometimes felt like overflow due to limited telephone/F2F availability later in the day
- Some econsultations not useful
  - Acute cough
  - Pyrexial child with rash
  - UTI in children/men
- Poor completion of online form
- Wiggly amps question pathways quite clunky
- Frustrating when patient's hadn't opted in, took time to SMS and encourage resubmission
- Protocol for handover if not completed in one day?
- Where does it fit in the working day?
- Requires some acceptance of risk