Constructing the service specification

Practice Feedback

Patient Feedback

Supplier and Procurement Hub
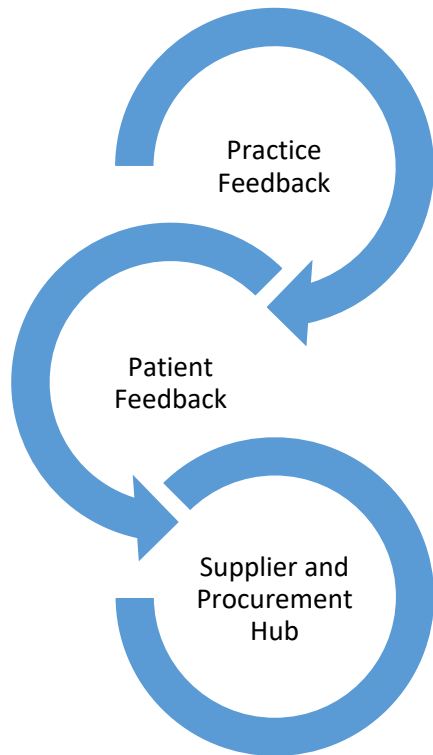
The feedback from all the practices and patients have been summarized and presented to the Online Consultations Reference Group board for consideration for inclusion in the specification

This has been compared to the functionality and usability of suppliers from the EPICS that the suppliers have achieved from the Procurement Hub and the in-depth supplier reviews that have been undertaken by the National Association of Primary Care for NWL. This comparison has shown - from features wanted - what is available from the accredited suppliers on the framework

This has been presented to the OCRG along with a draft service specification, supported by a sub-group of members of the OCRG in the format prescribed by the National Procurement Hub

The final service specification has been agreed by the OCRG

A list of pass/fail questions to initially shortlist suppliers and clarification questions for those selected shortlisted suppliers to respond to developed by the OCRG to support the procurement

The evaluator panel has been chosen from the OCRG membership to be representative from each of the boroughs for their lot 1 – EMIS Web boroughs or lot 2 SystmOne boroughs

digital first

North West London Integrated Care System

Patient & Practice Functionality

This feedback has been included in the features section of the specification for online consultation and throughout the mobilisation and ongoing training sections.

For patients, the tool must be easy to use, convenient and support patients with self help and self referral.

For the practice, it must support workflow and not create an administrative burden.

Patients survey feedback – >1,600 respondents

51%
I want to access the online consultations service via my GP surgery / app

100%
The service needs to be quick, convenient and easy to access

60%
I had difficulty using, didn't understand, was not aware, didn't trust

79%
Patients want to understand who is triaging and who will get back to them

57%
Link on GP website easier to find

67%
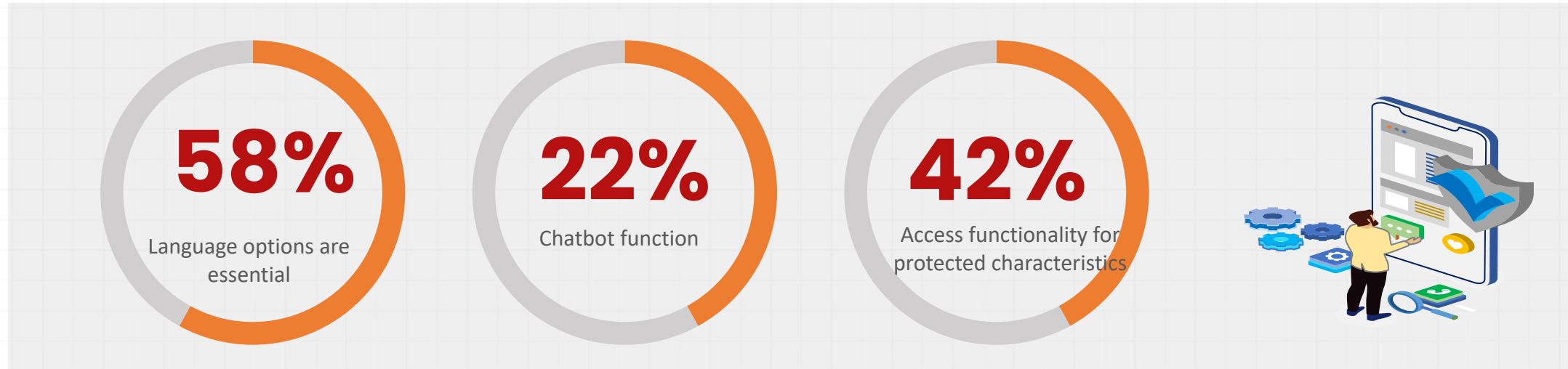I want to give less history on long term conditions
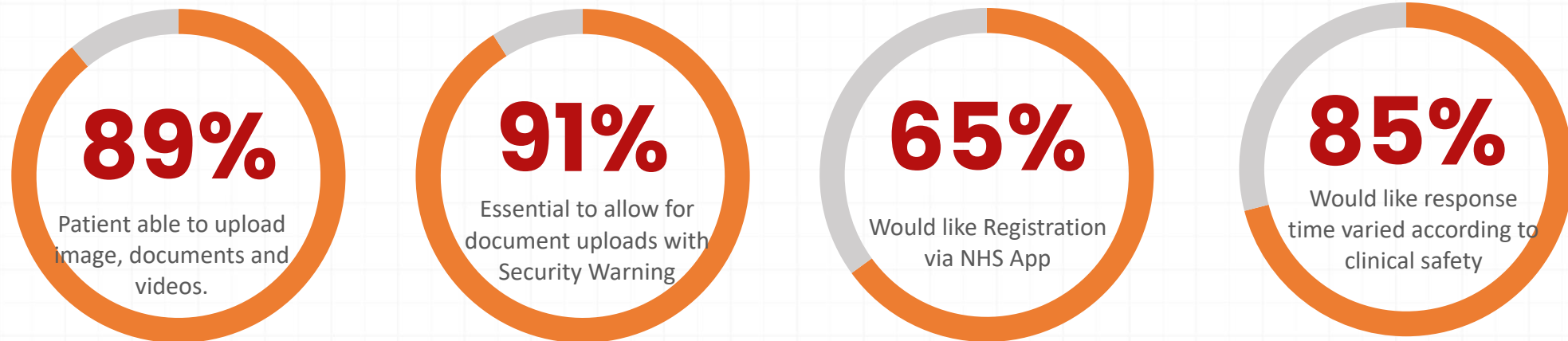
60%
I would like to answer fewer questions

31%
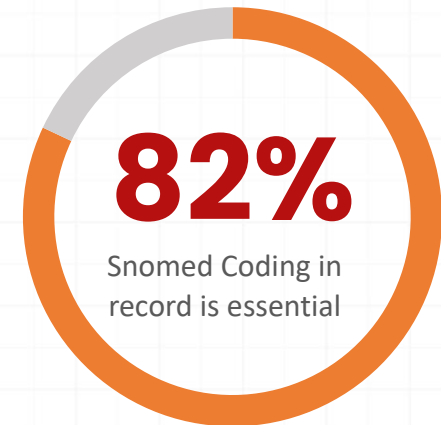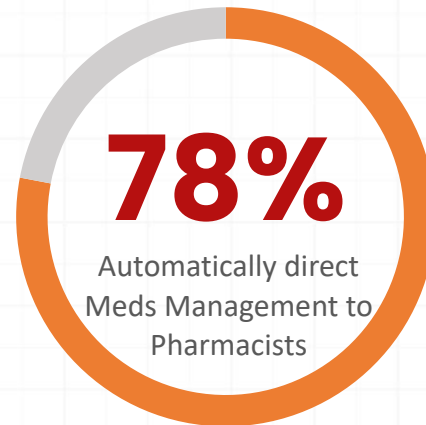Accessible for patients with disabilities and communication challenges

Patient Usability: Co-creation Workshops/Opinion requests

58%
Language options are essential

22%
Chatbot function

42%
Access functionality for protected characteristics

Patient Functionality: Co-creation Workshops/Opinion requests

89%
Patient able to upload image, documents and videos.

91%
Essential to allow for document uploads with Security Warning

65%
Would like Registration via NHS App

85%
Would like response time varied according to clinical safety

digital first
Connected Primary Care

NHS

Practices: Co-creation Workshops/Opinion requests

digital first — Connected Primary Care

NHS

87% Self Help and Self referral essential

91% Actively Signposts to local service

80% Supports Long term Conditions management such as QOF

78% Clinical query symptoms/conditions from a menu

87% Categorising Admin/Clinical inbound online consults

82% Ability to assign most appropriate clinician

78% Automatically direct Meds Management to Pharmacists
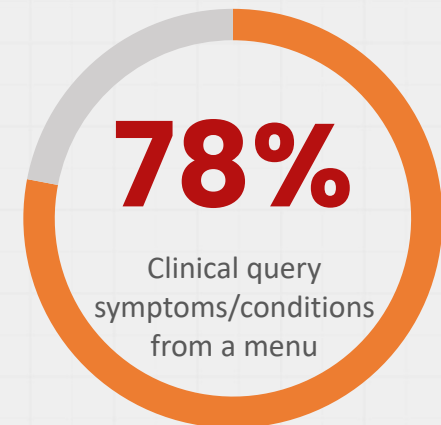
82% Snomed Coding in record is essential

Practice Usability: Co-creation Workshops/Opinion requests

91%
SMS or email responses directly from the OC tool

81%
Multiway SMS, video, email is embedded into the Clinical record
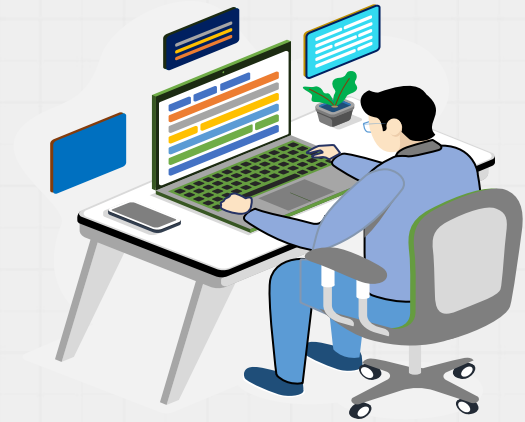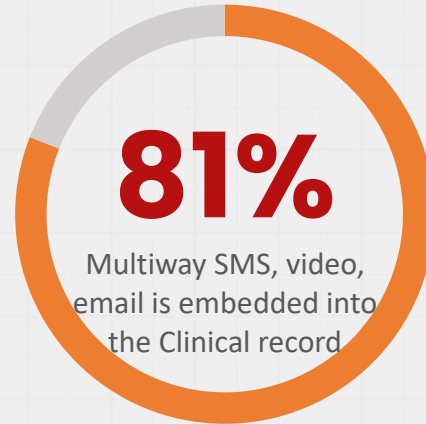
Practice Functionality: Co-creation Workshops/Opinion requests

70%
Ability to go from OC straight into Video Consultation
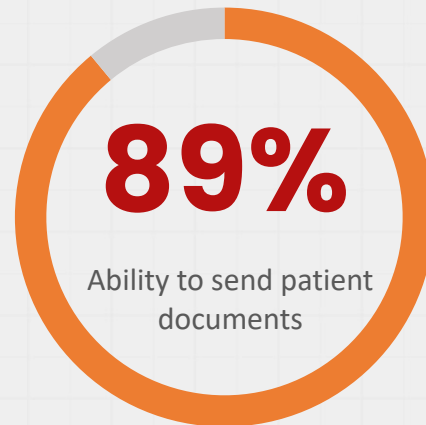
89%
Ability to send patient documents

74%
Would like snooze or switch off function and or Max cap of incoming

digital first
Connected Primary Care

NHS
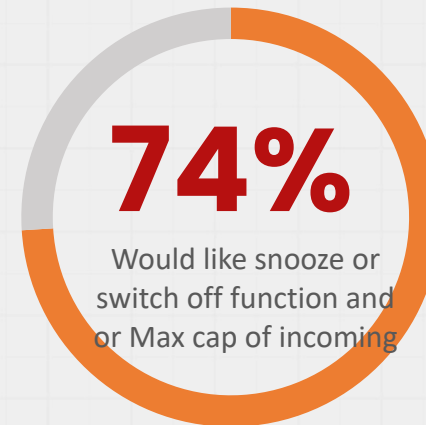
Interoperability

"Interoperability with practice and hub clinical systems must make the administration and use of the OC platforms they have developed as seamless as possible - within the constraints of technology, cost, and time. Contained in the service specification under patient and practice functionality and interoperability sections"

Interoperability: Co-creation Workshops/Opinion requests

digital first
Connected Primary Care

NHS

92%
Confirmed Interoperability was essential

55%
Essential that text or document entered Clinical record

60%
Essential Patient receives a copy of online consult

75%
Essential for automated information push into Clinical record