In the same amount of time a GP would normally see one patient, they can process three e-consults

Recommendations for implementation

1. Practices should establish a clear process for responding to patients following their initial contact, and this should be agreed and tested rigorously prior to go-live.

2. In support of the above, training and development activity with practice staff should highlight the importance of having an agreed patient call-back protocol.

3. To gain full benefit practices should engage with their patients to optimise the implementation and supporting workflows.

4. Given the importance of contributing to the overall business case for the use of this kind of digital health technology within the NHS, GP practices using online GP consultation services should routinely examine their return on investment.

Online GP consultation services

Sources:
http://hurleygroup.co.uk/
http://webgp.com/
Report: http://www.hin-southlondon.org/resources/online-gp-consult-report
Icons created by Freepik at: www.flaticon.com

www.hin-southlondon.org
@HINSouthLondon

Health Innovation Network South London

Benefits of eConsult

Online consultation services can help GPs manage patient demand, and offer new, more accessible alternatives to face-to-face appointments.

eConsult has been developed by the Hurley Group of GP practices.

Services provided

- Self- help
- GP access
- 111 clinician
- Symptom checker
- Pharmacy advice
- Test results

How it works

1. The patient completes a simple form about their issue.
2. The system helps the patient find the appropriate outcome and sends the data to the GP.
3. The patient gets advice from the system, a prescription, or an appointment.

User profile

68% aged 25—44

65% Female
35% Male

78% in employment

Patient experience

Patients surveyed about eConsult said:

prefer eConsult to face-to-face appointments

would use the service again

said eConsult saved them time

"Requesting a repeat prescription and other advice using the internet is great!"

"I have a busy lifestyle and was able to get advice quickly."

"I would definitely use the service again, it has made life a lot easier."

"I was able to get my prescription more promptly than usual."

Positive outcomes

The number of mental health conditions diagnosed has increased since eConsult was introduced:

49% Used the service as an alternative to a face-to-face appointment

75% Used the service to request feedback on new and ongoing conditions

Benefits for the NHS

1. Service efficiencies including financial benefits for practices.
2. Improved identification of conditions.
3. Enhanced access to primary care reduces impact on other NHS services.

Benefits for patients

1. Easier access to services.
2. Improved experience.
3. Promotes independence and encourages self-management.
4. Has potential to identify conditions early.
5. Has potential to enable easier disclosure of sensitive conditions or services.