



Association of
**British Clinical
Diabetologists**



Guy's and St Thomas'
NHS Foundation Trust



Royal College
of Physicians

How do I? Use remote consultation skills efficiently?

Dr Aisha Saqib

Consultant Physician Diabetes, Endocrine & G(I)M

Guy's and St Thomas' NHS Foundation Trust

Sponsorship and conflict of interest

I have no financial interests or relationships to disclose with regard to the subject matter of this presentation.

Why are we doing this talk?

Why are we doing this talk?

Managing diabetes in the ambulatory setting	Using technology to manage diabetes at individual and population levels Competence in technologies to monitor glucose and deliver insulin or other drugs Competence in remote consultation skills Working with and understanding leadership of community-based systems to manage diabetes Screening for and managing complications of diabetes
--	---

Remote Consultation:

A medical appointment conducted virtually through technology like video call or over phone.

- Greater convenience
- Accessibility for patients by eliminating travel time
- Limit the ability to fully assess a patient's condition due to lack of physical examination

Face-to-face (F2F) consultation:

A traditional in-person meeting with a healthcare provider

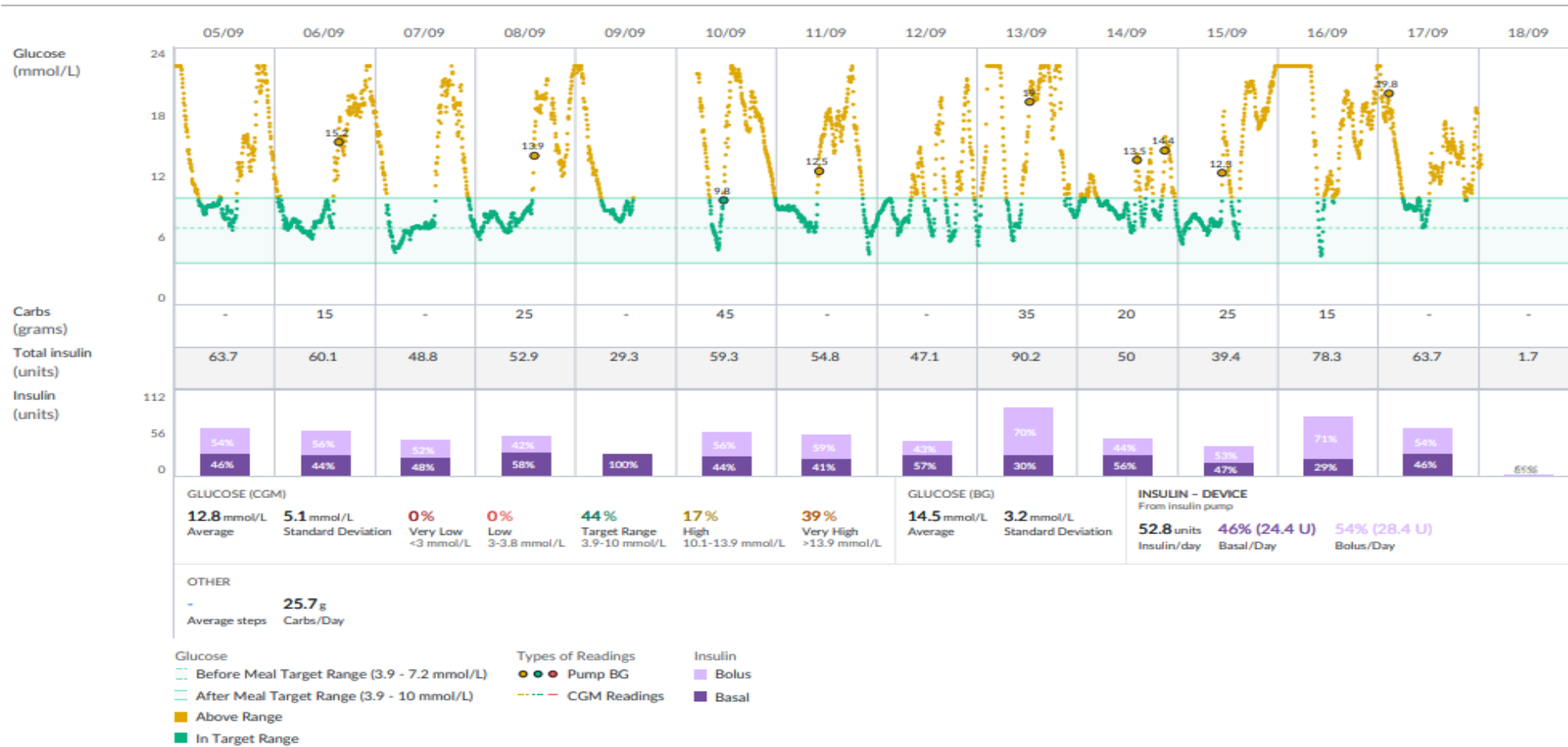
- Able to physically examine the patient
- Build a rapport
- Non clinical cues about general health and well-being
- Expensive/Time/Work related costs

Another conflict of interest!

Another conflict of interest!

- Not a fan of remote consultations in diabetes

Why am I not a fan!



Place of remote consultations in NHS

Yes or No

Place of remote consultations in NHS

Yes

NHS 10 year plan- “Make better use of technology in health and care”

Uptake & rollout - Specialty/Condition specific

“They did not sound wheezy over the phone so I have discharged them from clinic.”

Background

COVID-19 - led to the rapid implementation of remote care delivery.

NHS data shows that 26 million appointments in GP were delivered in July 2022.

Most appointments are delivered face-to-face (65%) and nearly 30% via telephone.

DTN UK Audit (Dec 2021)

147 healthcare professionals (48% diabetes physicians, 52% diabetes educators and 88% working in adult services) from approximately 75 UK centres (52% university hospitals, 46% general and community hospitals), responded to the survey.

- Telephone consultations were the main modality of care delivery.
- There was a higher reported time taken for video consultations versus telephone.
- Common barriers to remote consultations were patient familiarity with technology (72%) and access to patient device data (67%).

Assessed the impact on insulin pump training.

- A reduction in total new pump starts (73%) and renewals (61%) was highlighted (pre -COVID).
- Common barriers included patient digital literacy (61%), limited healthcare professional experience (46%) and time required per patient (44%).

“Every encounter matters”

THINGS TO DO

- The GMC's 'Good medical practice' (2024) principles apply as much to remote consultations as to any other consultation.
- Do your research – read other correspondence.
- Reason for call.
- Ideally call on time of appointment – or a rough timeframe.
- Confirm identity (DOB).
- Introduce yourself, speak slowly and clearly, ensure happy to proceed.
- Document conversation in notes (Plan for GP and plan agreed with PwD).
- Book FU (DNA policies may vary locally).
- Recognise who is not suitable for phone call review.

Tech Access

- Access to patients notes
- Working telephone, use a headset
- Ensure all logins are available
- Set up work station ergonomically
- How many screens?

Medtronic

Sign in to CareLink™ Clinic
United Kingdom

* USERNAME

* PASSWORD

Sign in

[Forgot your password?](#)

glooko

Makes Diabetes Management Easier

English (UK)

Log In

Email (Username)

Password

[Forgot Password](#)

[Didn't receive unlock instructions?](#)

Log In

[Log In with SSO](#)

[Don't have an account? Sign up for Glooko here](#)

Welcome to Dexcom Clarity for Healthcare Professionals

English

Dexcom Uploader needs to be installed and running the latest version. [Install now.](#)

Login with your Dexcom Clarity Healthcare Professional account

Username

Password

Log In

[Forgot your username?](#)

[Forgot your password?](#)

Need to register your clinic? [Register Now](#)

LibreView

Patients

Professionals

Sign Up

One system | Consistent reports | Easy sharing

LibreView is a secure, cloud-based diabetes management system that gives healthcare professionals and patients clear, easy-to-understand reports from compatible FreeStyle glucose monitoring devices.



Member login

Email address

Password

Log in

[Forgot password](#)

[Sign Up](#)

Epic

Hyperspace® August 2024

Featuring **Compass Rose** Comprehensive Care Coordination

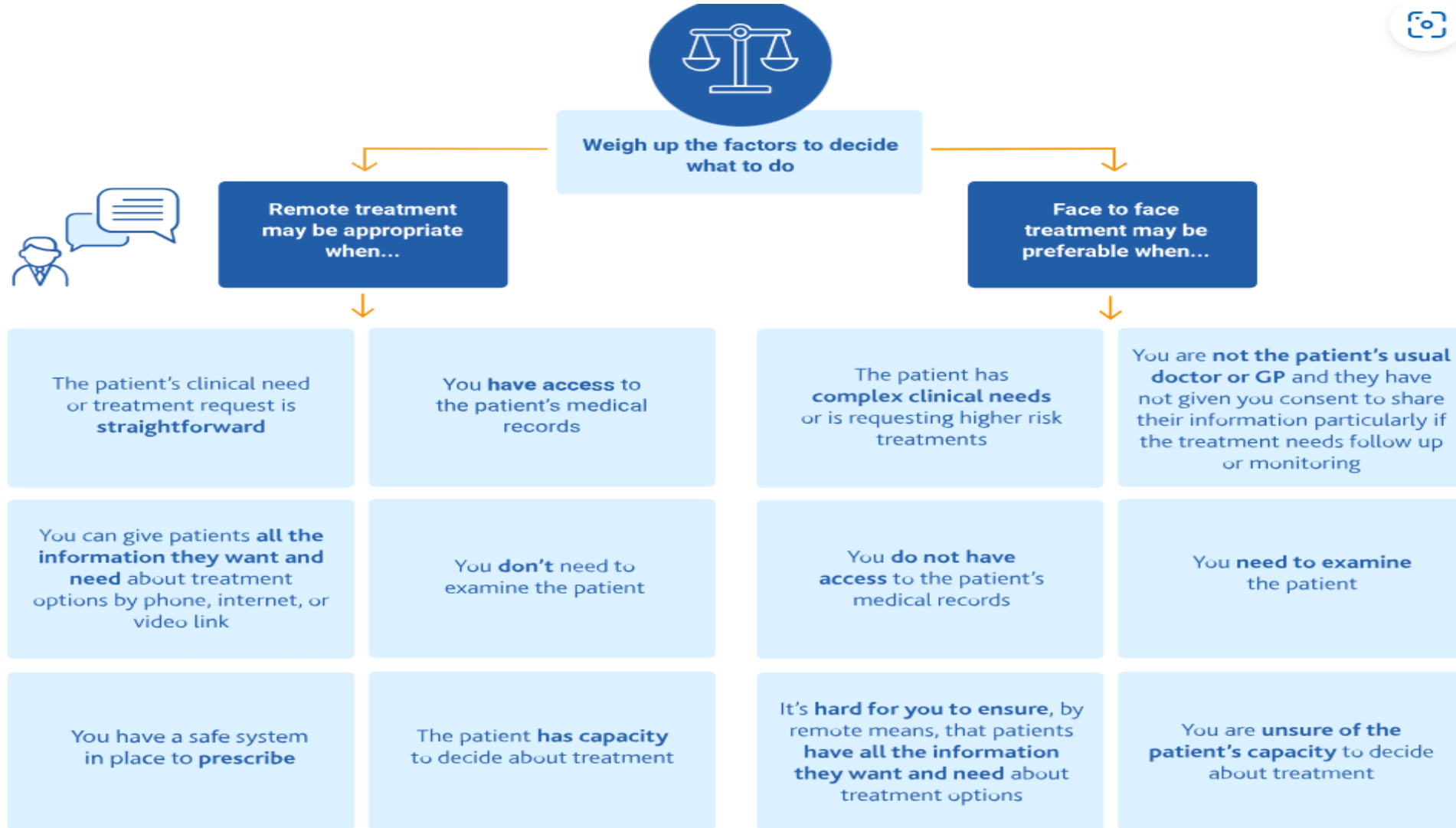
Department:

Continue

Cancel

Last login: Mon 30 Dec 2024 16:43 GMT.

Is a remote consultation appropriate?



Who is suitable for remote consultations:

Post discharge
FU - new
Insulin start

Steroid induced
hyperglycaemia

Pump Start
(Group, Virtual,
1-1) /FU

GDM/Ante
Natal

Update on test
results (if
appropriate)

Peri-operative
planning
(HCL/MDI)

Who is not suitable for remote consultations:

- Learning difficulties
- Language barriers/BSL
- Complex medical/mental health needs

- First appointment in clinic, build a rapport, need to examine

Risk Stratification – Using Remote Diabetes Monitoring Apps

GDm/DBm Apps

DOCCLA – SEL

Meters linked to an online platform.

Reviewing red flags- pro actively in assigned clinic time/ send reminders via app.

Summary:

NHS still in Foothills of remote consultation – future might change

Ensure works for PwD – equity of access

- Video consults (patient access to devices)
- Access to interpreting/BSL services (availability & quality)
- Learning difficulties (check understanding)
- Mental health diagnosis (individualised needs)

Future?? AI/Tech – who knows I might be a convert!

E-LFH

[Home](#) [Programmes](#) [About](#) [News](#) [Support](#) [Demo](#) [Contact us](#)

Search this website



Sections

Remote Consultations

Supporting trainers and their trainees in undertaking remote consultations



This programme is in partnership with...



Other resources:

- Medical Protection Society (MPS), [Remote consultations – What are the benefits and risks?](#)
- BMJ, [How to conduct written online consultations with patients in primary care](#)
- NHS England, [Inclusive access routes, summary evaluation report of a pilot in the Humber and North Yorkshire](#)
- Department for Health and Social care, [General practice access routes – campaign resources](#) including a toolkit.
- Healthwatch, [Locked out: Digitally excluded people’s experiences of remote GP appointments](#)
- RCGP, [GP consultations post-COVID should be a combination of remote and face to face, depending on patient need](#)
- BJGP, [Inequalities in general practice remote consultations: a systematic review](#)
- National Library of Medicine, PubMed, [Impact of digital first consultations on workload in General Practice: modelling study](#)

Thank you.



Email: aaishasaqib@nhs.net

X (Twitter): [@aaishasaqib](https://twitter.com/aaishasaqib)