

# Setting up and running Virtual Clinics

10% card payments discount\*  
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Friday 29 March 2019 De Vere West One Conference Centre, London



## Chair and Speakers Include:

### Mr Bibhas Roy

*Consultant Orthopaedic Surgeon  
& Virtual Orthopaedic Clinic Lead  
Central Manchester University  
Hospitals NHS Foundation Trust*

### Dr Olwen Williams, OBE

*Consultant in Genito-urinary Medicine  
Betsi Cadwaladr University Health Board  
Clinical Lead, RCP's Future Hospital  
Development Site Project  
President, British Association for Sexual  
Health and HIV*

### Dr Tim Yates

*National Medical Director's  
Clinical Fellow  
NHS Digital*

## Supporting Organisations



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The NHS Long Term Plan, released in January 2019 states that *“It’s easy to be cynical about the achievability of these big technology-driven shifts in outpatient care. But there are now at least four reasons not to be. They are already happening in parts of the NHS, so this is clearly ‘the art of the possible’. There is strong patient ‘pull’ for these new ways of accessing services, freeing-up staff time for those people who can’t or prefer not to... , over the next five years, every patient will be able to access a GP digitally, and where appropriate, opt for a ‘virtual’ outpatient appointment.”* .....*“Technology will enable the NHS to redesign clinical pathways. Easy access to referral decision trees, referral templates and direct access to investigations that reflect evidence-based best practice and universal access to ‘one click away’ specialist advice and guidance for GPs, will avoid many patients from requiring referral for an appointment. Triage (and potentially completing) some specialist referrals such as in dermatology with photos and questionnaires will allow some patients to be managed entirely digitally. Virtual clinics with escalation to face-to-face appointments where needed – such as the virtual fracture clinics run in Bradford and renal care in Tower Hamlets – can replace follow-up appointments for many conditions.”*

Chaired by Mr Bibhas Roy Consultant Orthopaedic Surgeon and Virtual Orthopaedic Clinic Lead at Central Manchester University Hospitals NHS Foundation Trust, this conference focuses on setting up and running virtual clinics as proposed by the January 2019 Long Term Plan. Virtual clinics are increasingly being used in healthcare to reduce outpatient appointments, reduce DNA rates, save money and ensure the patients that do need to be seen face to face by a consultant have enough dedicated time. A large number of appointments can be replaced by virtual clinics, for decision making, consultation and outcome analysis.

Expert sessions, case studies and an extended masterclass will focus on understanding service virtualisation, developing virtual clinics, developing policy and procedure to support clinic working and understanding information governance implications. Case studies will share experience from a variety of virtual clinics in specialties such as Orthopaedics, Paediatrics, Diabetes, Diagnostic, Cardiology, Breast Cancer and Ophthalmology. The conference will also reflect on the experiences of NHS Trusts that are developing trust wide Virtual Clinics Programmes including moving to a Virtual Hospital.

*“The outpatient system is older than the NHS and the time has come to grasp the nettle and use tech and other innovations to improve patients’ experience and care. As part of the long term plan for the NHS, it’s right we look at ways to cut unnecessary appointments, save thousands of journeys, reduce traffic and pollution and make the NHS more efficient.”* The Royal College of Physicians 9th November 2018

#### **This conference will enable you to:**

- **Network with colleagues who are working to develop Virtual Clinics**
- Learn from established practice in setting up Virtual Clinics
- Understand the practicalities of setting up and running Virtual Clinics
- Learn from NHS Trusts that are developing trust wide virtual clinics programmes, and moving to a virtual hospital approach
- Reflect on national standards for Virtual Clinics
- Develop your skills in the use of virtualization technology: from Skype to specialist systems
- Understand risk issues and which patients are suitable for Virtual Consultations
- Ensure delivery of effective governance and security
- Understand how the patient journey, and thinking around the patient journey needs to change
- Identify key strategies for commissioning and negotiating tariffs
- Update your knowledge on legal issues and developments
- Self assess, reflect and expand your skills in improving patients experience through virtual consultations

**100% of delegates at our previous conference on this subject would recommend it to a colleague**

#### **Delegates from the last conference stated:**

*“excellent, overall a very good conference and provides lots of confidence to new consultants who wants to set up a clinic”*

*“very informative, knowledgeable and experienced speakers”*

*“very useful information on existing and expected virtual aspects of healthcare”*

*“clinical examples very relevant to help deliver context applications – lots of different models shown – all relevant to my practice”*

## 09.45 Pre Conference Supplier Showcase

The supplier showcase will include 10 minute presentations from key suppliers

**Tina Marshall**  
UK Country Manager  
Visiba Care



### Visiba Care – Your patients, your digital practice

- The story so far
- How you can implement your own digital practice
- What Visiba Care can do to help

## 10.00 Chairman's Welcome & Introduction

**Mr Bibhas Roy** *Consultant Orthopaedic Surgeon & Virtual Orthopaedic Clinic Lead* Central Manchester University Hospitals NHS Foundation Trust

## 10.10 Towards the Virtual Hospital: Changing the way we think about services

**Dr Mathew Mathai**  
*Consultant Paediatrician*  
Bradford Teaching Hospitals NHS Foundation Trust

- supporting people to stay out of hospital
- enabling patients receive consultant-led medical care in their own home rather than staying in hospital
- delivering care through a specialist children's nurse under the remote ('virtual') guidance of a paediatric consultant
- the Bradford Virtual Ward programme: the virtual ward for care of the elderly and Diagnostic Virtual Ward and Virtual Trauma Clinic

## 10.40 Setting up and running a Virtual Clinic

### Case Study - Virtual Clinics: speeding up decision making in primary care for people with diabetes

**Dr Rustam Rea**  
*Consultant, Diabetes*  
Oxford University Hospitals NHS Foundation Trust

- using skype as a virtual MDT
- changing the way we work
- speeding up decision making

11.10 *Questions & answers, followed by tea & coffee at 11.15*

## 11.50 EXTENDED SESSION: Virtual Clinics: Governance, Security and Technology

**Mr Bibhas Roy**  
*Consultant Orthopaedic Surgeon & Virtual Orthopaedic Clinic Lead*  
Central Manchester University Hospitals NHS Foundation Trust

- governance of virtual clinics
- developing the business case
- the supporting technology
- communicating the clinic and developing referral processes
- monitoring quality and effectiveness
- issues around security
- what are the costs involved, and the savings

13.00 *Extended Interactive Discussion, followed by Virtual Clinics Networking Lunch and exhibition at 13.00*

## 14.00 EXTENDED SESSION: Delivering a Trust Wide Virtual Video Clinic Programme

**Dr Debashish Das**  
*creator of Ortus-iHealth and Registrar*

- governance: the Bart's Video clinic working group
- agreeing the tariff to pay same tariff as face to face
- learning from the cardiology and breast cancer pilot clinics
- our experience with outpatient clinics: reducing face to face outpatient appointments and improving patient experience
- scaling up virtual clinics at Barts

## 14.40 Virtual Clinics: Redesigning the Patient Pathway

**Dr Olwen Williams, OBE**  
*Consultant in Genito-urinary Medicine*  
Betsi Cadwaladr University Health Board  
*Clinical Lead, RCP's Future Hospital Development Site Project*  
*President, British Association for Sexual Health and HIV*

- winning hearts and minds of clinicians and patients
- redesigning the patient pathway
- our experience in and an overview of our virtual clinic

## 15.10 Developing National Standards for Virtual Clinics

**Dr Tim Yates**  
*National Medical Director's Clinical Fellow*  
NHS Digital  
*Neurology Registrar & CMIO*  
Royal Free London NHS Foundation Trust

- developing national standards to support Virtual Clinics
- the use of skype for e consultations
- developments at NHS Digital

15.40 *Questions & answers, followed by tea & coffee*

## 16.00 Connecting Care for Adults: Setting up and running Virtual Review Clinics

**Dr Sarah Elkin**  
*Respiratory Consultant and Consultant lead of the Community Respiratory service, Clinical Director for Integrated Care*  
Imperial College Healthcare NHS Trust

- developing a clear and consistent approach locally to what constitutes a virtual registry review
- connecting care for adults: virtual review of respiratory patients
- our experience

## 16.30 Information Governance, Consent & Legal Issues and Virtual Clinics

**Mike O'Connell**  
*Legal Services Practitioner*

- information governance and virtual clinics
- principles of information sharing and consent
- legal issues to be aware of
- potential challenges and examples in practice

17.00 *Questions & answers, followed close*

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Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

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Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box,   
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

**This form must be signed by the delegate or an authorised person before we can accept the booking**

(By signing this form you are accepting the terms and conditions below)

Name

Signature

Date

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**Promotional Code** **Conference Documentation** I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

The PDF will be emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

For more information contact Healthcare Conferences UK on **01932 429933** or email [jayne@hc-uk.org.uk](mailto:jayne@hc-uk.org.uk)**Venue**

De Vere West One Conference Centre, 9-10 Portland Place, London, W1B 1PR Telephone: 0207 034 9700. A map of the venue will be sent with confirmation of your booking.

**Date** Friday 29 March 2019**Conference Fee**

- £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.  
 £300 + VAT (£360.00) for voluntary sector / charities.  
 £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

**\*Credit card Discount**

10% discount when you book via credit or debit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

**\*\*Group Rates**

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

**Terms & Conditions**

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

**Accommodation**

On confirmation of your booking you will receive information for booking accommodation should you require it.

**Confirmation of Booking**

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

**Exhibition**

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email [carolyn@hc-uk.org.uk](mailto:carolyn@hc-uk.org.uk)

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