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GILEAD Creating Possible MSD ViiV Healthcare

O03

Klick – the use of mobile technology (app) in nurse-led clinics as a tool of empowerment (and development) for nurses and patients.

Christina Antoniadi

Chelsea and Westminster Hospital

Chelsea and Westminster Hospital NHS
NHS Foundation Trust

Klick: the use of mobile technology in nurse-led clinics as a means of empowerment for patients and development tool for nurses

Christina Antoniadi, Chelsea and Westminster Hospital

Yodit Fissahaye-Yimer, Chelsea and Westminster Hospital

Presented on behalf of the core Klick team:

Sara Day, Rebecca Wilkins, Paul Holmes, Ruth Byrne, and Caroline Rae

Conflict of Interest

Christina Antoniadi:

I have received travel bursaries, conference registrations, compensation for reporting from conferences and participating in advisory boards from ViiV. I have participated in the production of peer support info-videos for Gilead.

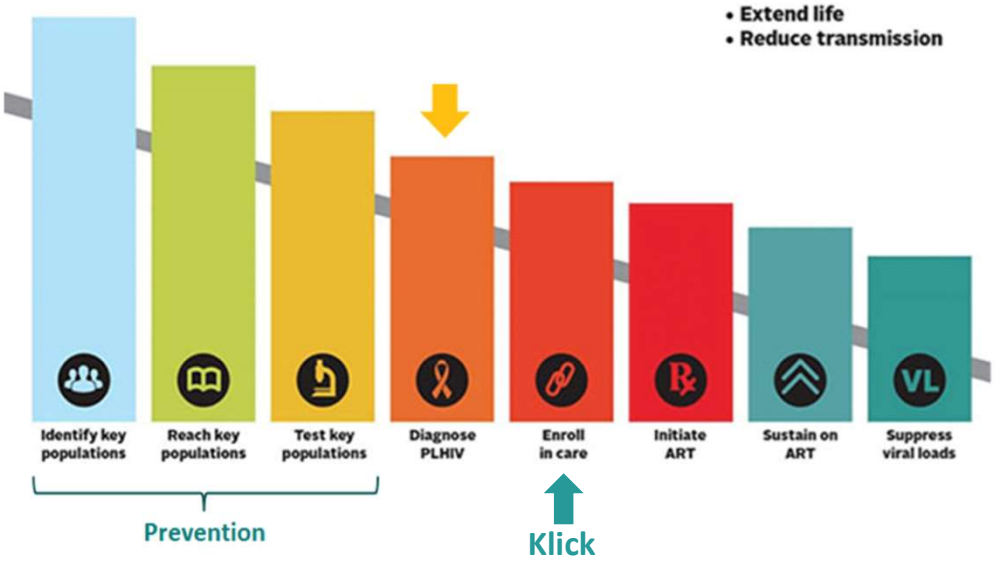
Yodit Fissahaye – Yimer:

In relation to this presentation I declare that I have no conflict of interest

Speakers are required by the Federation of the Royal Colleges of Physicians to disclose conflicts of interest at the beginning of their presentation, with sufficient time for the information to be read by the audience. They should disclose financial relationships with manufacturers of any commercial product and/or providers of commercial services used on or produced for patients relating to the 36 months prior to the event. These include speaker fees, research grants, fees for other educational activities such as training of health professionals and consultation fees. Where a speaker owns shares or stocks directly in a company producing products or services for healthcare this should also be declared. Finally, other conflicts of interest including expert functions in health care or healthcare guidance processes should be declared (eg if the professional is a member of a health board). The Federation considers it good practice to also make speakers' disclosures available in digital format(s) relating to the educational event.

Care continuum and Klick

The HIV care cascade shows the various stages that a person diagnosed with HIV must go through, and the proportion of individuals engaged at each step.



Source: The LINKAGES program - Across the Continuum of HIV Services for Key Populations

Klick was designed with a focus on:

- **Patient Empowerment**: Involving PLWH in their care
- **Annual Health Review**: In line with current national guidance

  (as per BHIVA and NHIVNA guidance)
- **Nurse-led clinics**: Increased work-satisfaction and retention to work model, independent working, opportunities for development
- **Digital solutions**: Enhancing the service model, cost-effective, patient-centred care

Klick has been designed as an integrated pathway, enabled by technology to support the care provided for patients living with HIV

PATIENT EXPERIENCE

Patient registers on the Klick app – setting their Klick communication preferences re Push Notifications and Feedback Contact.

Via the Klick app: Patient books Klick appointments. Can reschedule/cancel appointments. Automated appointment reminders are sent.

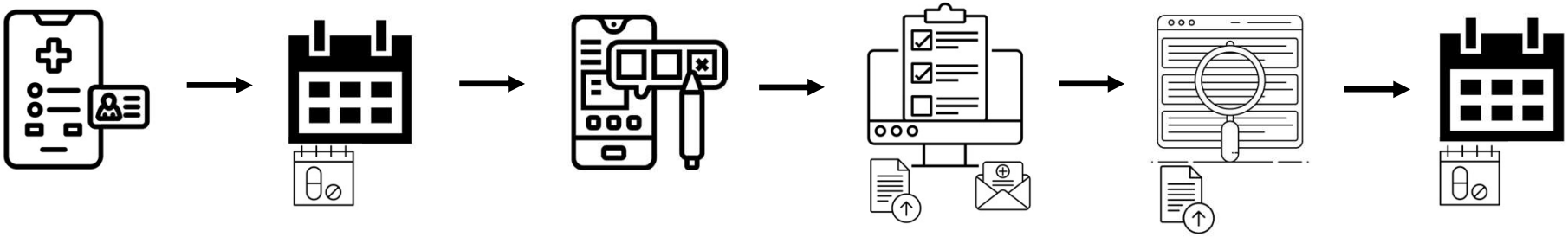
Via the Klick app: 10 days before routine review appointment patient is asked to complete a pre-visit questionnaire.

The routine review consultation is done by a member of the Klick team. Medication needs are also addressed.

Via the Klick app: Patient receives their routine blood test results which have been reviewed by a member of the Klick team.

Via the Klick app: Patient books their next appointment.

Patients can also make an Emergency Script Request (1m supply) via the app.



STAFF EXPERIENCE

Klick Admin Team manually transfers Klick appointments to Cerner.

Keeping appointment information in synch across the app and Cerner is a challenge. Limits ability to extend the type of appointments we can offer via the app.

Klick Team reviews the completed questionnaire via the HealthMachine as part of clinical prep for the routine review appointment.

The routine review appointment is guided by the medical screener form accessed via the HealthMachine – ensuring all relevant information is captured.

The Klick Team reviews the results, applies a RAG rating and text putting those results into context for that patient including any relevant follow-up instructions/advice.

When an Emergency Script request is made via the app, an automated email is sent to an admin mailbox and requests are processed as any other emergency script request.

Patient-facing Klick app features

Book/reschedule/cancel appts

Injectable appointments

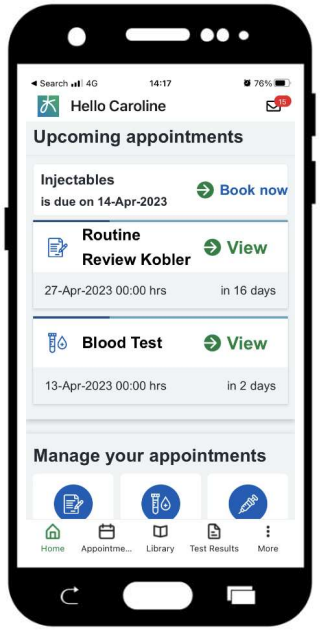
Appointment reminders and prompts

Submit a pre-visit questionnaire (PVQ) to influence consultation

View routine blood results

Receive secure care notifications from the clinical team

Request emergency prescriptions



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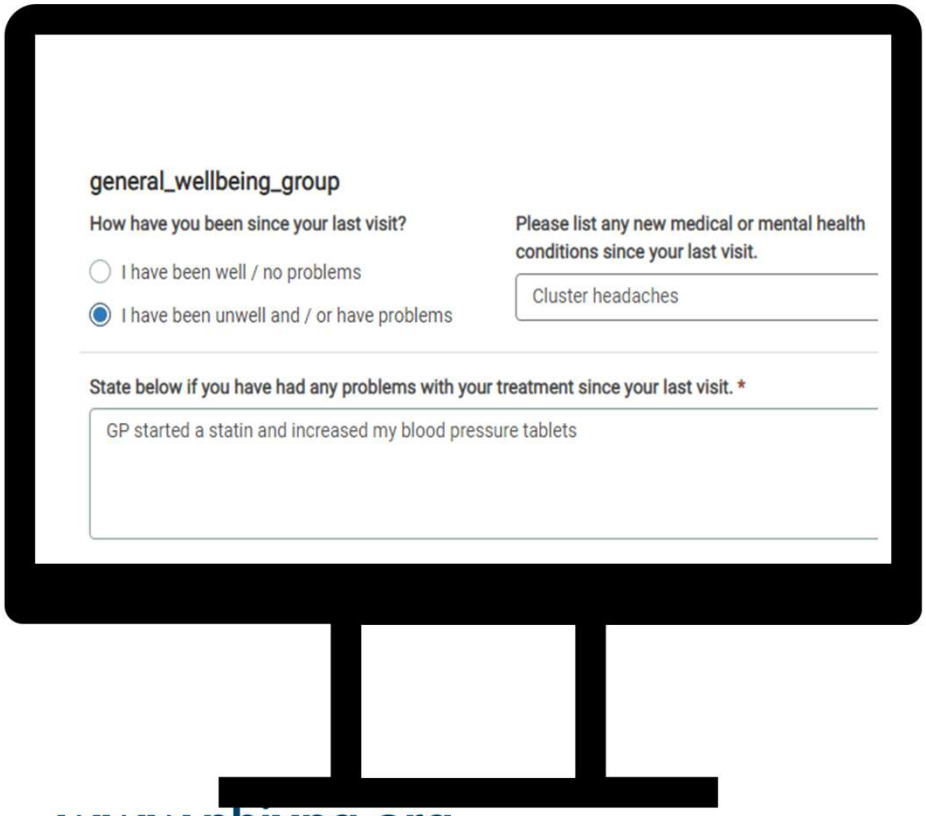
PVQ

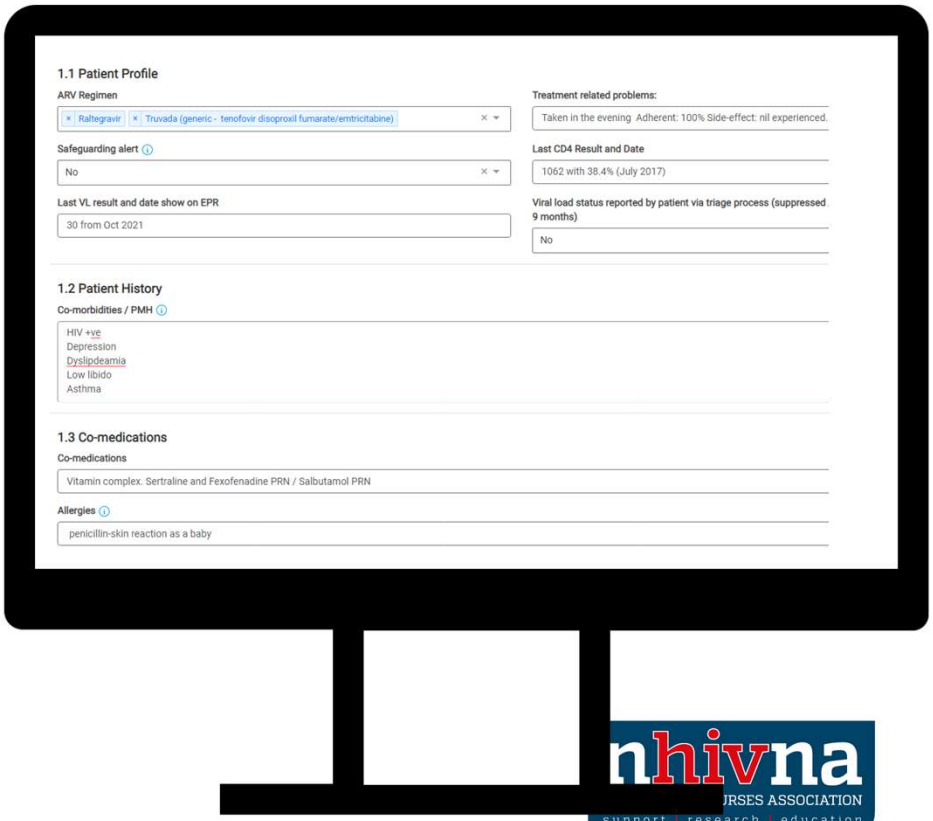
Medical proforma



Doubles up as GP letter

Pre populated

Nurse prompts



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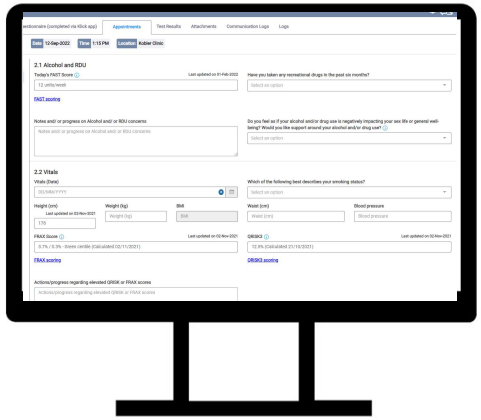
Medical Pro forma

Patient Profile:
- Past medical history
- Concurrent medication
- Possible problems/side effects

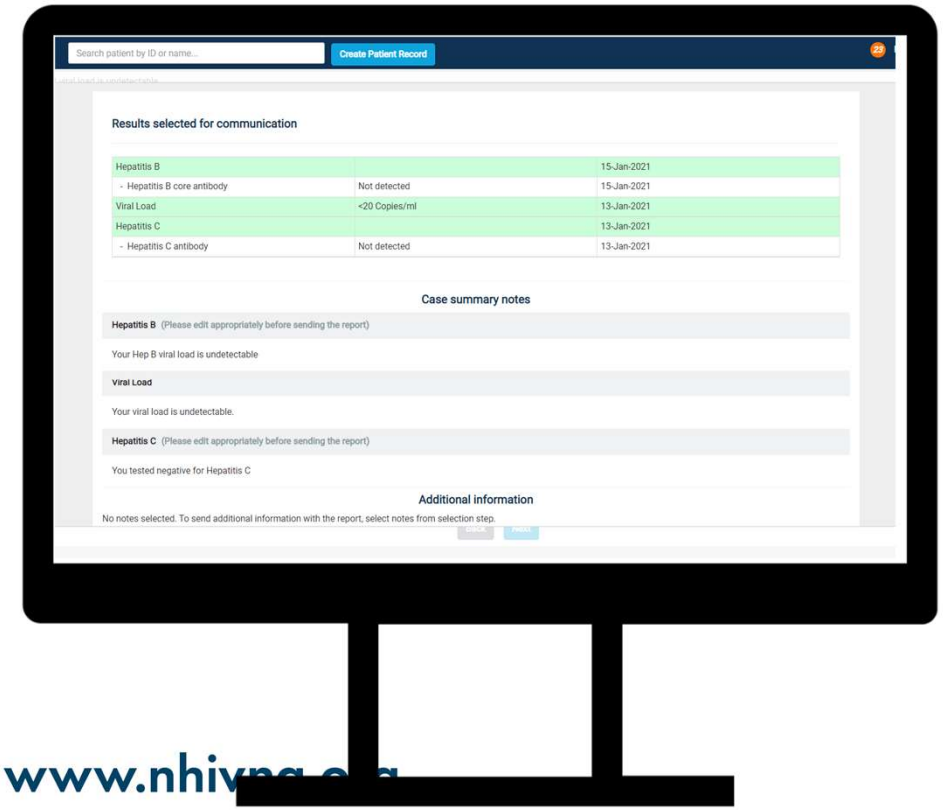
Wellbeing_1:
- Alcohol and RDU
- Biometric data
- Mood and support



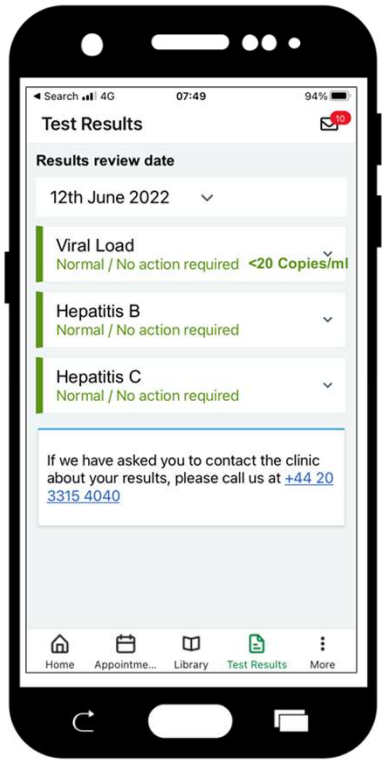
Wellbeing_2:
- Sexual Health
- Women's Health
- Vaccinations

- Consultation
- GP letter

Results released/published on app via Health Machine



One week



Clinician can verify patient has viewed notification/results

Worklists & alerts ensure results released on time

Nursing Competencies

Klick Band 6 senior staff nurses	NHIVNA Band 6 outpatient service
NHIVNA/STIF: **Health and wellbeing** NHIVNA/STIF: **Health promotion** NHIVNA/STIF: **triage and assessment of minor illness** Referrals : see below NHIVNA/STIF: **MDT and partnership working** NHIVNA/STIF: **Women and young people** Online tools: see below	**Triages and assesses minor illness and delivers treatment plans according to local policy.** Refers accordingly to GP/A&E/HIV/other appropriate professional
Local competencies: **Co-morbidities** Local competencies: **Metabolic screening** Local Competencies: **Hepatitis B** Local Competencies: **Hepatitis C**	**Supports and manages patient with co-infection and co-morbidities according to local policy.** Demonstrates an understanding of HIV co-infection and co- morbidities

Nursing Competencies

Klick Band 6 senior staff nurses	NHIVNA Band 6 outpatient service
Local competencies: **Antiretrovirals** NHIVNA/STIF: **Supporting people taking ARV medication** NHIVNA/STIF: **Blood test monitoring** Local competencies: **Mental Health** **NHIVNA/STIF: Emotional and Psychological issues, self-harm and suicide** Local competencies: **Sexual Health screening** Local competencies: **Smoking, Alcohol and Recreational Drugs** NHIVNA/STIF: **Risk reduction** Local competencies: **Vaccinations** Local competencies: **Safeguarding** NHIVNA/STIF: **Vulnerable people** NHIVNA/STIF: **Mental Capacity and safeguarding**	**Manages and supports own caseload of clinically stable patients** Telephone, email clinics Adherence, toxicity Psychological and sexual health Uses supervision effectively

Who do we refer to?

Women

- Women clinic
- Menopause clinic
- Sexual Health Cilic for smear test

Physical Wellbeing

- Dietician
- Physiotherapy
- Gym support through charities

Sexual Wellbeing

- Sexual health clinic
- Anoscopy clinic
- Contraception
- Erectile dysfunction clinic

Psycho-Social wellbeing

- Peer Support
- Mental Health/HIV CNS
- Psychological service
- Community organisations

Co-morbidities

- Cardiology clinic
- TB clinic
- Hepatology clinic
- Neurology clinic
- Over 50s
- Metabolic clinic

GP

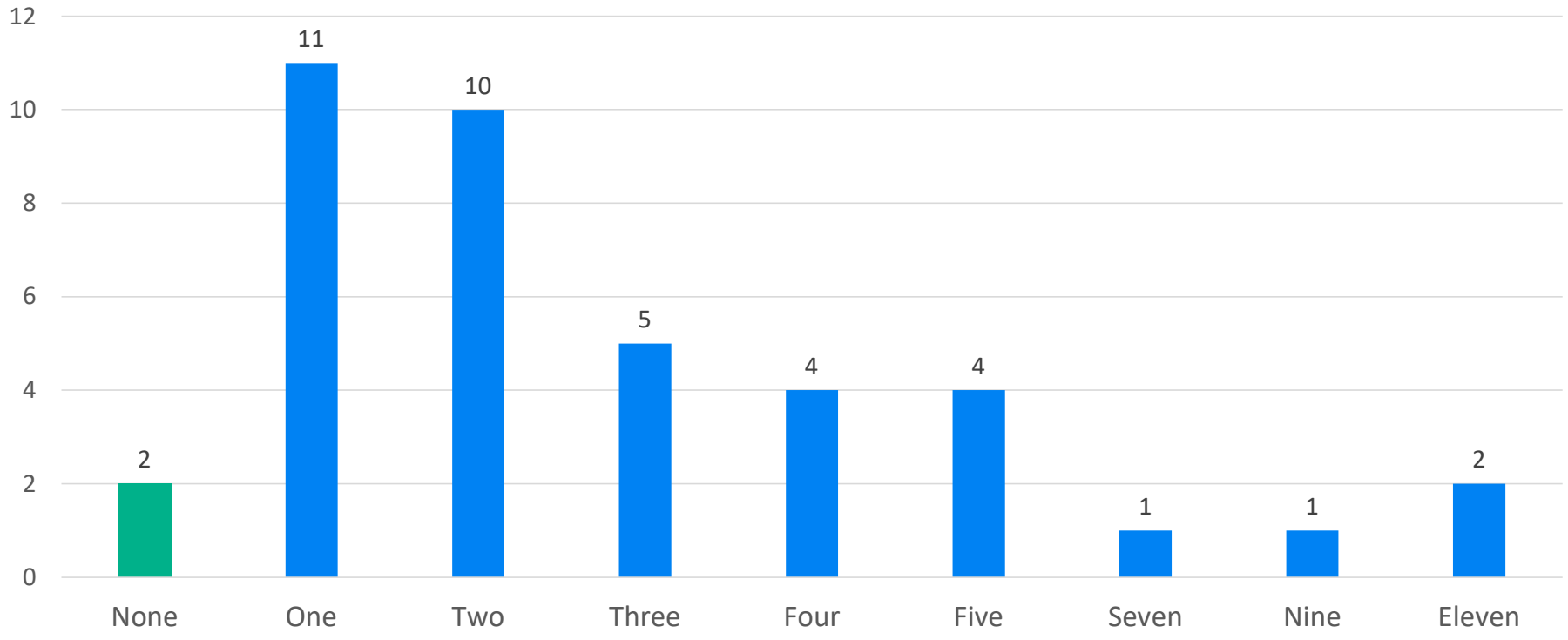
- Coordination of care
- Referrals to other specialties
- Vaccinations

Tools we use during consultation

FRAX score	https://www.sheffield.ac.uk/FRAX/tool.aspx
QRisk3	https://qrisk.org/three/index.php/
FAST Scoring	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/684828/Fast_alcohol_use_screening_test__FAST__.pdf/
Liverpool University DDIs	https://www.hiv-druginteractions.org/checker
PHQ-9 Depression	https://patient.info/doctor/patient-health-questionnaire-phq-9
GAD-7 Anxiety	https://patient.info/doctor/generalised-anxiety-disorder-assessment-gad-7

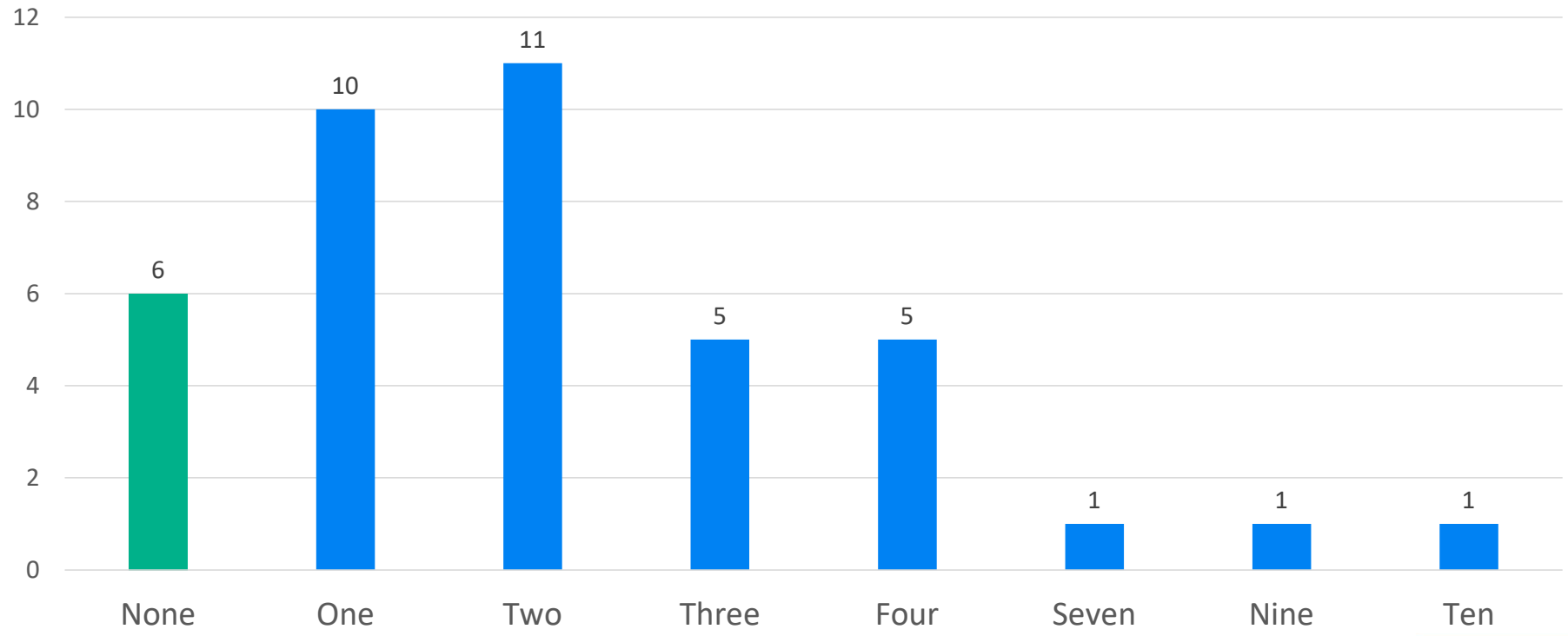
Cohort complexity: polypharmacy

Clinical audit 07-08/2022, n=40



Cohort complexity: Co-morbidities (34/40)

Clinical audit 07-08/2022, n=40



klick

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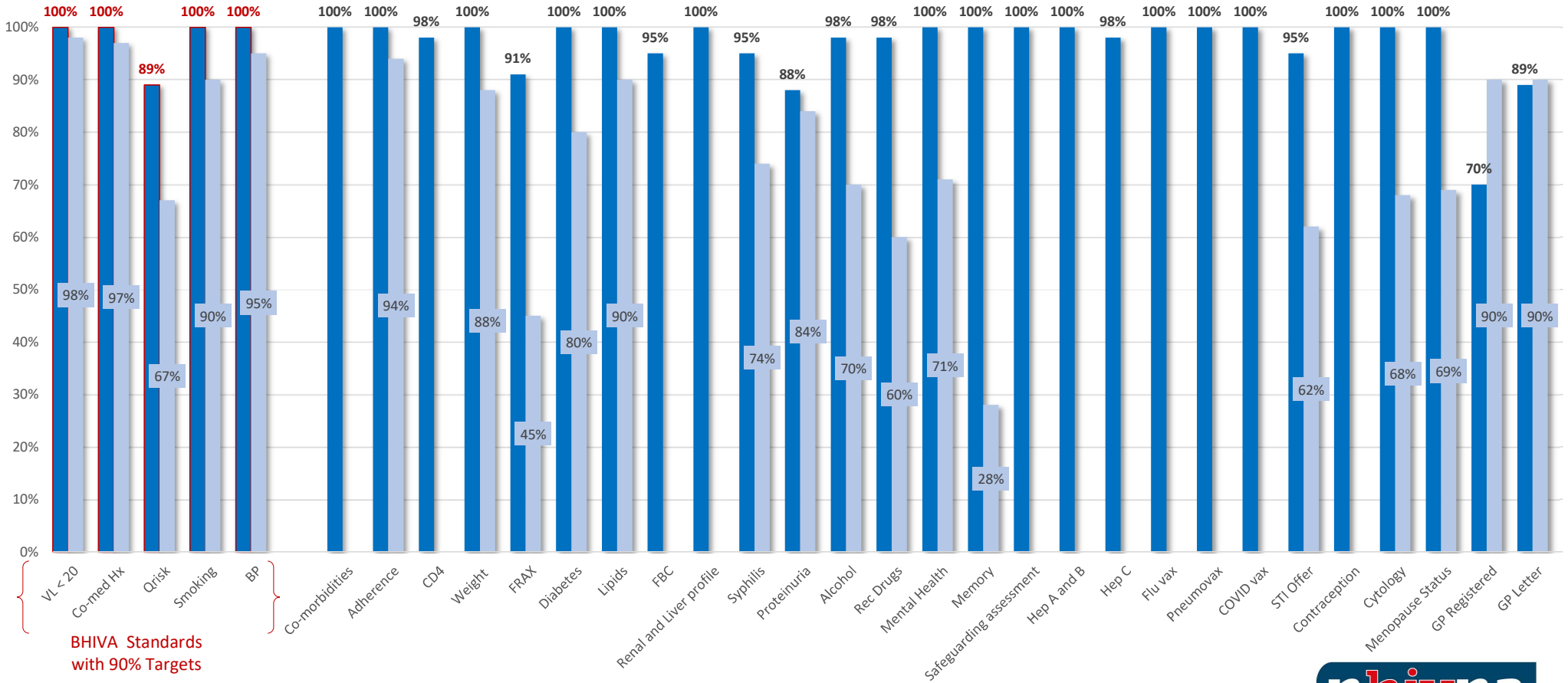
BHIVA Clinical Audit Results



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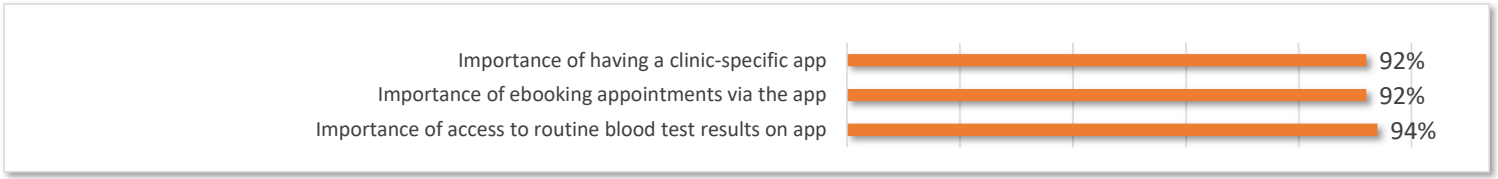
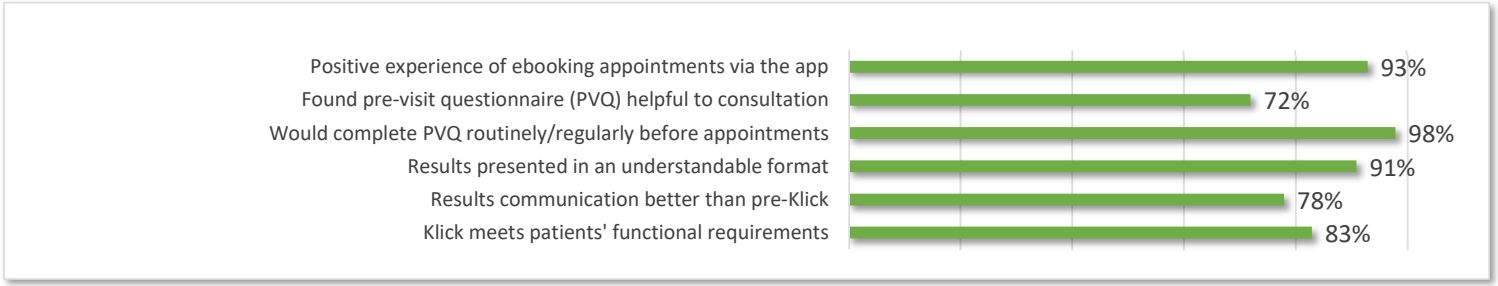
support | research | education

Results of the Klick Patient Survey - positive responses

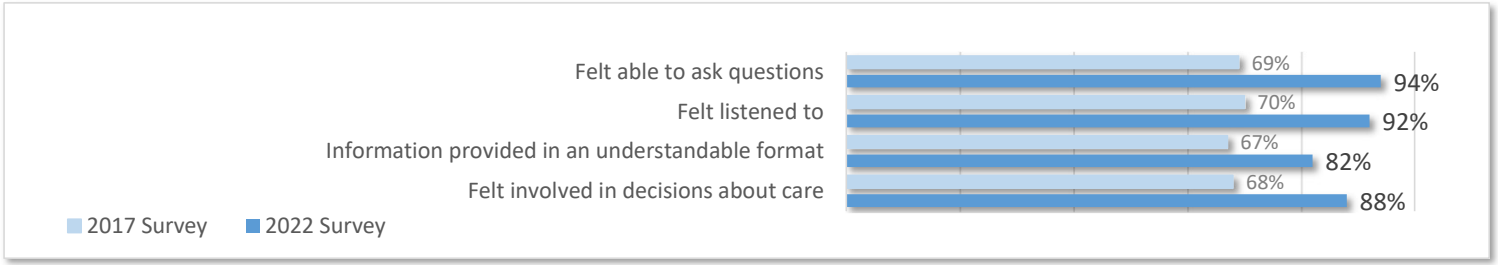
What is important to patients about the Klick app?



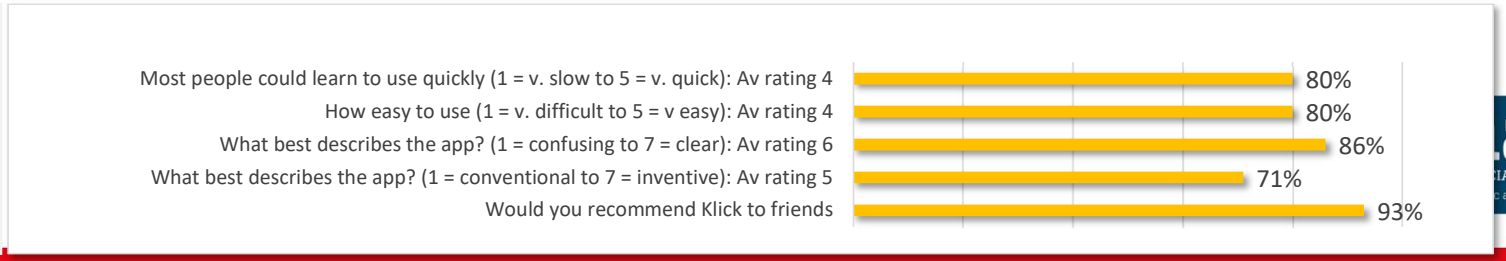
Patient experience of the Klick app



Patient satisfaction with Klick clinical consultations



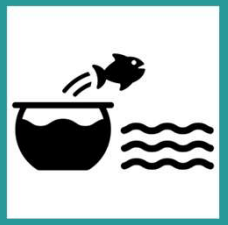
Measures of app usability



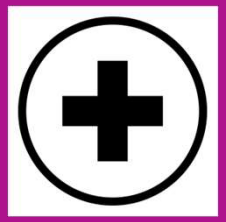
Benefits for nurses, services and patients

Personal development

Increased work satisfaction



Independent working



Better triage of patients

Patient Satisfaction

Cost-effectiveness

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Thanks to everyone who has contributed to Klick…

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Dr Ana Milinkovic
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Caroline Rae
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Admin Support
Jamie Hardie

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Joe Phillips
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Jon Clarke

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Special thanks to our patients who have embraced Klick

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