

15th Annual Conference of the
National HIV Nurses Association (NHIVNA)



National HIV Nurses Association

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Birmingham Heartlands Hospital

27-28 June 2013- The International Convention Centre, Birmingham

‘Virtually’ satisfied – we’ve developed a virtual clinic service, but is it safe and does it meet the needs of patients?



Why did we develop Virtual Clinic (VC) ?

- A growing cohort of patients were putting pressure on appointments
- Nurse Specialists were having difficulty providing newly-diagnosed / complex patients with timely and suitable Dr appointments
- Patients telling us that busy lives were making it difficult to attend appointments

BHIVA Standards of Care for People Living with HIV 2013 (Standard 2)

“People newly diagnosed with HIV, wherever they are tested, should be offered a full assessment, carried out by an appropriately trained practitioner with specialist expertise in HIV, at the earliest opportunity and no later than 2 weeks after receiving a positive result”

“Services should be designed in ways that maximise the opportunities for people living with HIV to consistently attend and remain engaged in care”

How Did We Make It Happen ?

- Nurse Specialists and Pharmacists worked together on development – included MDT
- Agreed an eligibility criteria as referred patients needed to be suitable
- Patient information sheet and clinic proforma developed – and altered as required for improvement (went live in January 2011)

Which patients can be referred to Virtual Clinic ?

- Initial referral must be by their Doctor
- Stable on therapy for at least a year
- Stable off therapy
- Generally attends appointments / reliable
- Has access to a telephone and can be available for their appointment
- Will attend for blood tests 2 weeks prior to VC
- Communication is not a barrier

How do we provide the service ?

- Initially one clinic a week – increased to two
- Patients book appointments / we ring them
- Nurse Specialist / Pharmacist consultation
- Clinic proforma completed
- Further appointments made if / as suitable
- Further supply of medication if / as suitable
- Patients encouraged to attend Annual Health Clinic as part of their pathway



DIRECTORATE OF INFECTION

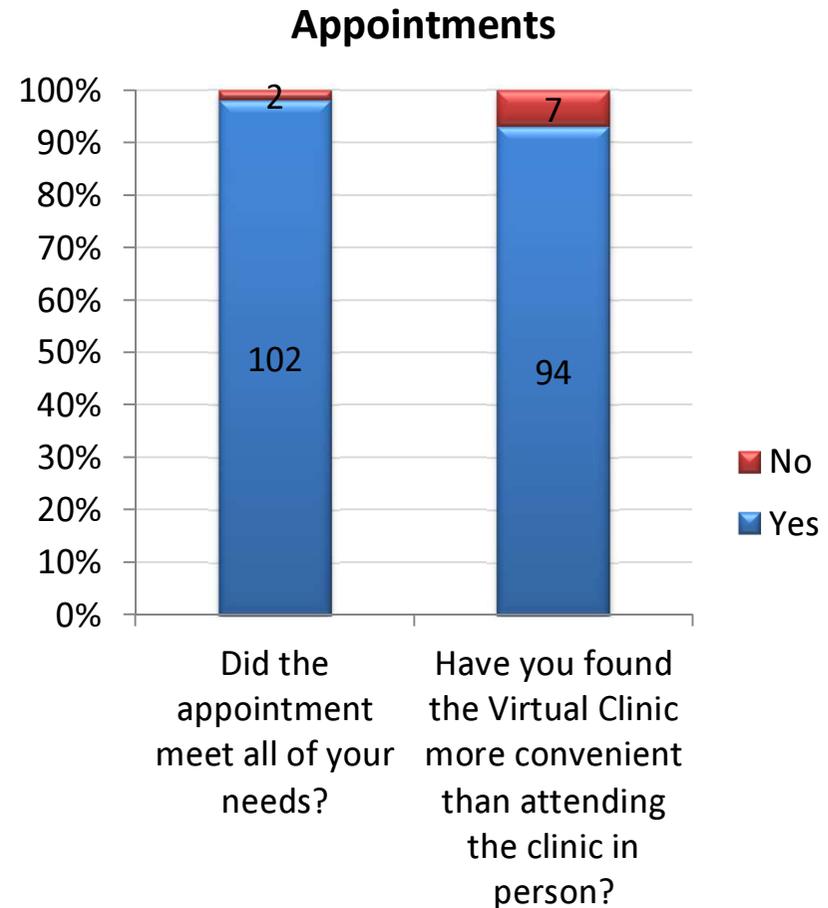
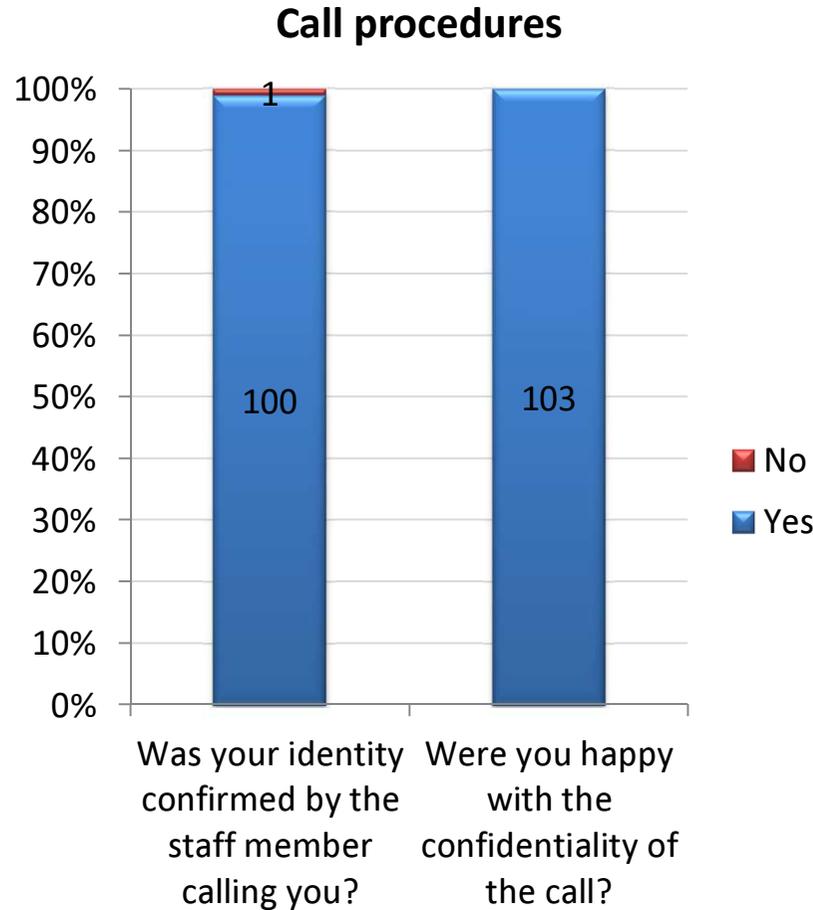
PID and Name			
General Points	Discussed	Details	
Discuss late and vomiting rules			
Other medication			
Any side effects or problems			
GP contact			
Confirm address			
Confirm Boots card / picture ID			
Medication supplied			
Number of months supplied		Date to be	
		collected	Notes
Collection			
Boots BHH			
Alternative Boots			
Home delivery			
Appointments	Date	Comments	
Name of CNS / Pharmacist		Date	
Comments			
PBR data base complete	<input type="checkbox"/>	<input type="checkbox"/>	Telecare updated

DIRECTORATE OF INFECTION				NHS	HEART of ENGLAND Salford Community Services NHS Foundation Trust	
Virtual Clinic				Virtual clinic Date		
Name			PID			DOB
			Patient phone no.			
Latest CD4 (cell/mm ³ (%))		Latest VL (copies/ml)			Date	
Current Antiretrovirals						
			since			since
			since			since
			since			since
Blood Tests						
	Result	Date		Result	Date	
Renal Function			Cholesterol			
FBC						
Liver function						
			Urine dip			
Notes						
Adherence	//-----/-----/-----/-----/-----/					
(last 4 weeks)	0%					100%
Antiretroviral Questions?	Discussed	Details				
Which medicines are you taking?						
How many of each tablet?						
What time of day?						
Have you missed any doses?						
Have you taken any doses late?						
Plan						

Do Patients Like Virtual Clinic ?

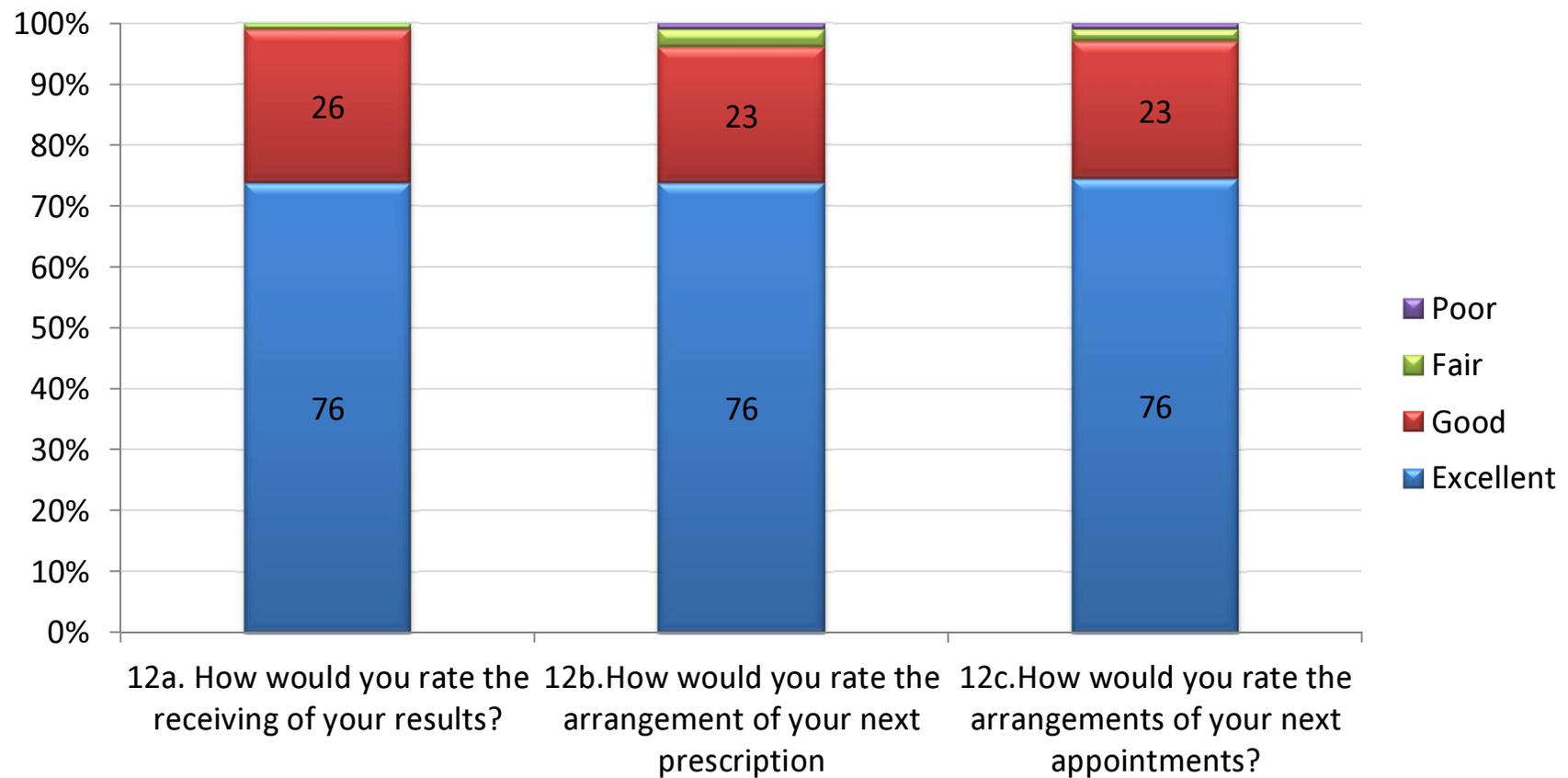
- 348 patients have accessed Virtual Clinic
- Just over 100 patients have so far taken part in a satisfaction survey
- They like it a lot !!!!!

Results of survey



Patient satisfaction

Patient satisfaction rating for results, prescriptions and appointments

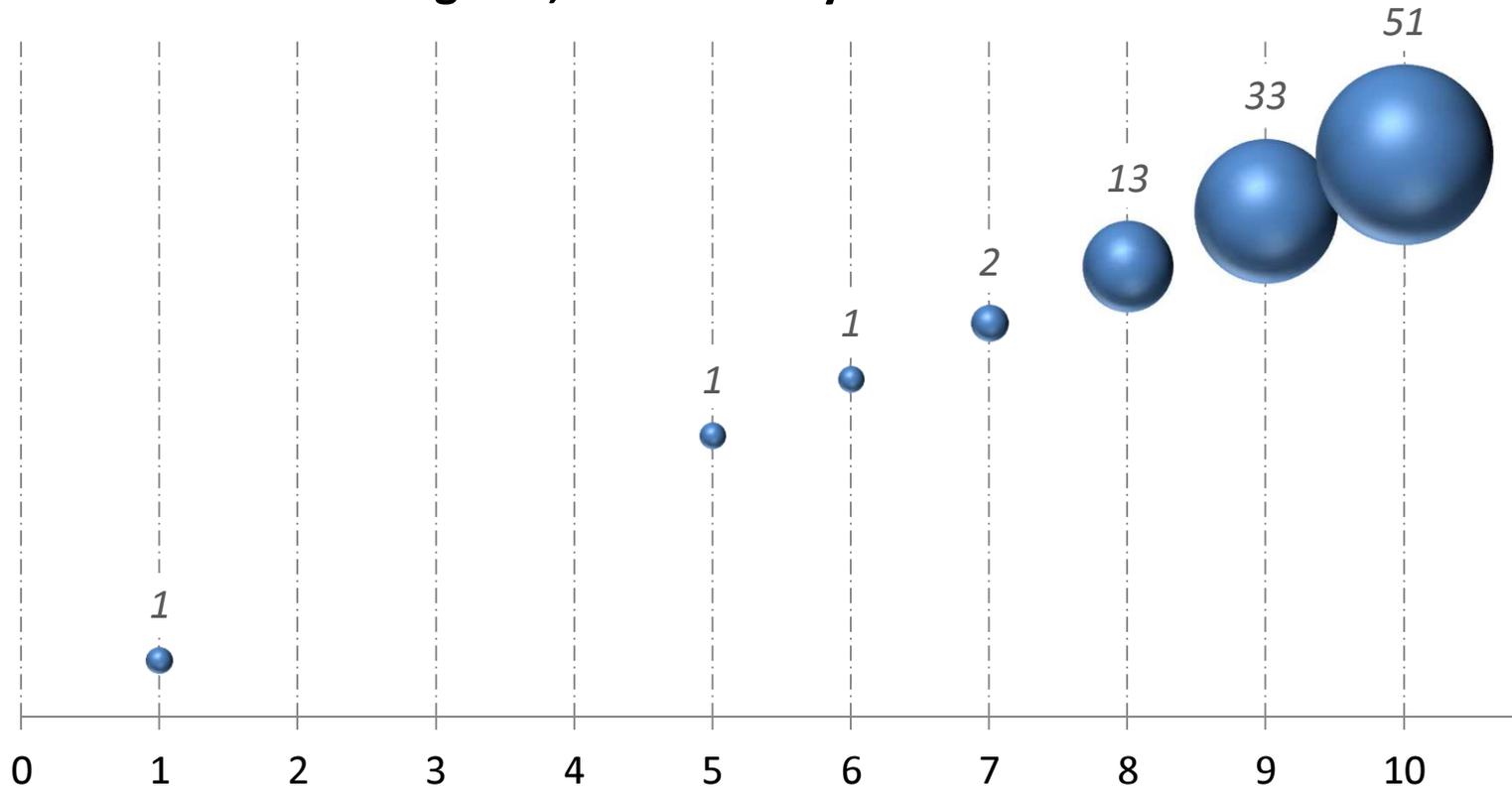


Other survey feedback

Percentage of satisfied patients for virtual clinic survey	
• Was the person you spoke to friendly and helpful?	100%
• Was the length of the telephone appointment suitable for your needs?	99%
• At the beginning of the appointment, was it clear who you were speaking with?	98%
• Are you happy to have another Virtual Clinic appointment in the future?	98%
• Were you called on time?	96%
• Before you were called for Virtual Clinic did you understand what this clinic was and what would happen during the clinic?	91%
• Had NO issues collecting my medication	91%
• Had you remembered the appointment when we called?	89%
• I would NOT prefer a Virtual Clinic on a different date or time	86%
• I have NEVER missed your Virtual Clinic appointment	82%
• Were you given a leaflet explaining the clinic?	64%

Overall Satisfaction

On a scale of 1 to 10, with 1 being the lowest and 10 being the highest, how would you rate this service?



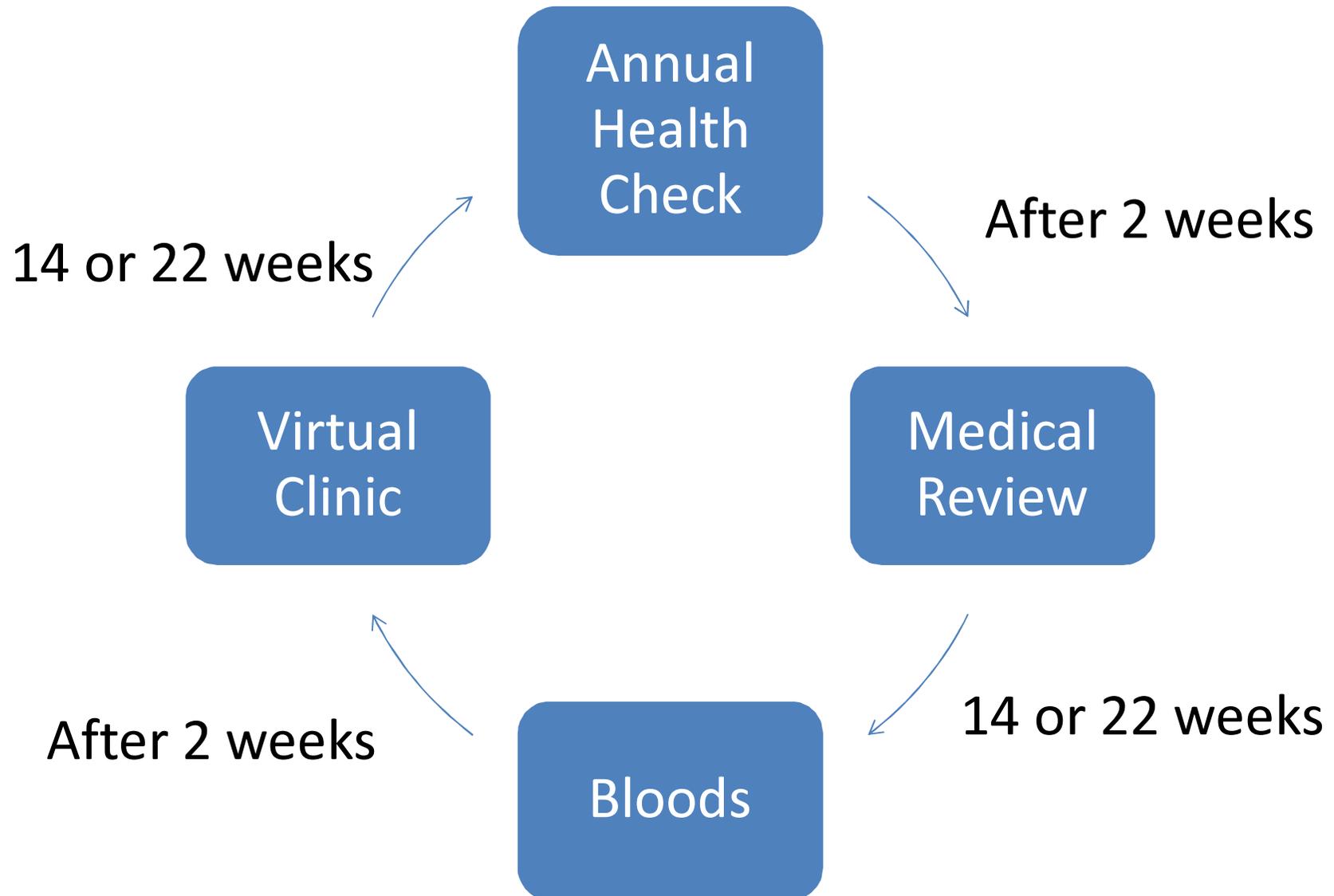
Any problems ?



Is it safe ? – What do Consultants think?

- *“No concerns whatsoever, I think the people who run it are probably more cautious that docs regarding abnormal results, so no patient safety concerns”*
- *“From my perspective, I think it has worked very well. I have always been informed about any abnormal results and a plan has been put in place if required. It relies on a lot of work from the MDT but the patients that I have seen really like it”*
- *“I’ve never had concerns myself, nor had any concerns raised by the patients. I think one benefit is that it reduces to some degree the likelihood of patients using us as a GP service, saving up (minor or major!) symptoms to discuss with the docs at their routine appt. I hope the nurses feel able and supported to continue to provide these”*
- *“Very good use of resource and very safe”*

Stable Patient Pathway



Conclusion

Virtual Clinic has so far proven to be a service that is safe and well-liked by patients. It frees up appointment slots to enable newly-diagnosed / complex patients to be reviewed promptly by a Dr.

We believe that the survey results will encourage other Drs and patients to utilise the Virtual Clinic service.

We will continue to look at further developing the service – TasP and VC ? Other qualified nurses taking on the role ? Email VC ?



- ❖ Sue Kewell
- ❖ Nigel Jordan
- ❖ The MOD man – you know who you are !

BIRMINGHAM HEARTLANDS **HIV SERVICE** 

