

# Virtual Receptionist – Video Consultations

## Project aim

**Outpatients Programme:** - Support a shift in OP activity to non-face to face appointment provision, embracing new ways of working both through the use of existing and future technology and through the best use of existing available resources.

**Outpatients response to Covid:** - To deliver non face-to-face solutions (using technology where appropriate) across all specialities to reduce the need for our patients to come to hospital for outpatient appointments. Continue to improve and increase video consultation provision within outpatients to enhance uptake, patient experience and user support

## Timeline for delivery

From: 2020 To: 2025

## Measures

- Overall increase in the number of non face to face clinics which can be converted to video consultation clinics
- Reduction in the number of abandoned video consultation calls
- Overall increase in successful rate of calls into the video consultation platform
- Replacement of 20+ individual speciality options for one Main Outpatient Reception
- Improve positive feedback from patients and clinicians

## Tests for change

Introduce and develop a virtual receptionist function to support our patients and clinicians as part of our video consultation platform.

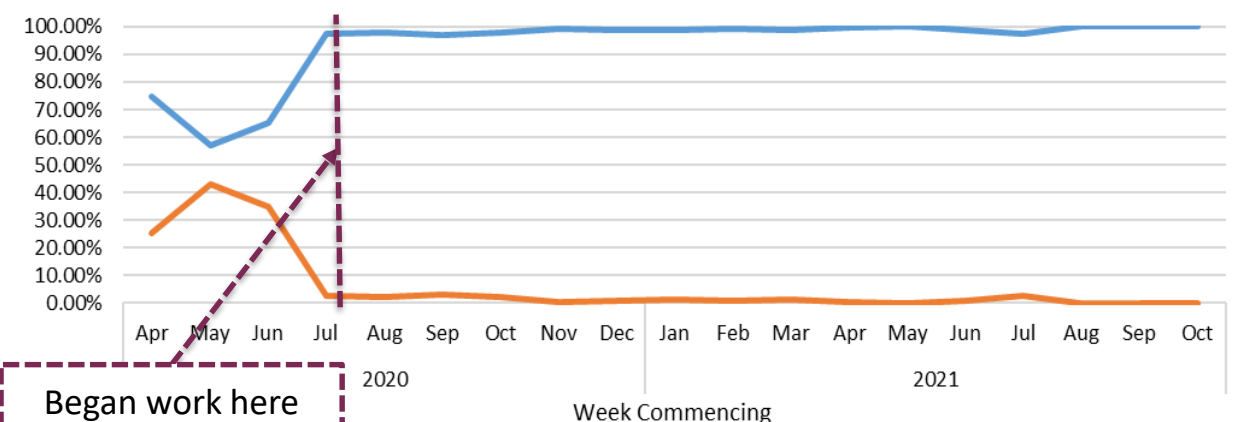


## Project team

- Lorraine Talbot
- Nicola Faber
- Natasha Breen
- Tanya Taylor

## Results

% Successful & Abandoned (no rejoin) Consultations



Began work here and ongoing since

## Learning and next steps

By introducing a dedicated virtual reception function away from existing and traditional reception, the team were able to constantly monitor all patients arriving for their virtual appointment.

To further enhance patient experience and ease of use, a reconfiguration of virtual clinic entry points was carried out. This reconfiguration meant that all patients arrive at one main virtual reception point and are then directed by the receptionist to the correct speciality virtual waiting area. Next Steps: GROW

