

# Virtual visiting

## Project aim

The aim of this project was to implement a method of communication for our patients with their friends and relatives while the trust was closed to all visitors.

## Timeline for delivery

**From:** April 2020

**To:** Ongoing

## Measures

The measures for this service continue to be recorded by the trusts patient experience team utilising patient and relative feedback

The measures were patient and relative experience

## Tests for change

Utilise the Attend Anywhere service that was implemented during COVID for virtual outpatient appointments



## Project team

- **Lisa Thurley** – Virtual Visiting and Message to a Loved Coordinated
- **Shahid Sardar** - Patient Advice and Liaison Service
- **IT, Quality First, Associate Physicians, Anne Robson Trust, Patient Experience, Voluntary services**

## Results

From April 16<sup>th</sup> 2020 to November 18<sup>th</sup> 2021 – There have been 1927 virtual visits connecting the public with their loved ones in hospital.

The Virtual Visiting Service won 1st place in the Unexpected Innovations Award 2021 which was hosted by HETT (Healthcare Excellence Through Technology)

## Learning and next steps

The implementation of virtual visiting service was an example of joint working across a number of teams. The process continues for relatives that are unable to visit patients in hospital

