20w142

Lessons from Virtual Clinics

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Introduction

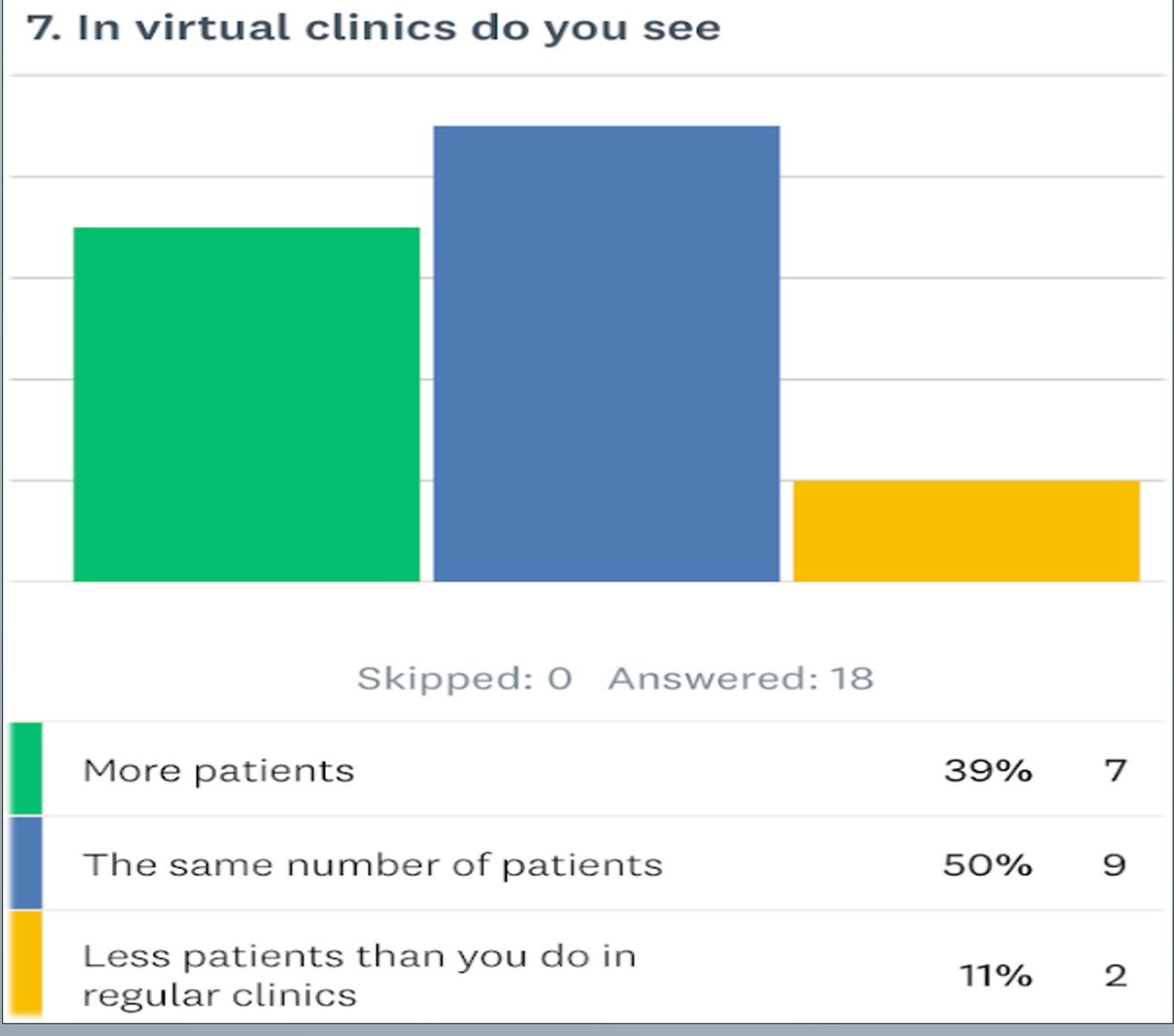
Covid 19 has led Gastroenterology departments to rely heavily on virtual clinics. This study examines how two different Gastroenterology Departments run their virtual clinics and what staff think of those virtual clinics

Aims

The aim of the study is to examine if staff agree that virtual clinics are a good idea, how often doctors/nurses examine patients and how the clinics can be improved.

Methods:

This is a qualitative study. Gastroenterology CNSs and doctors from two different Gastroenterology Departments were asked to complete a survey. The survey consisted of 10 questions. A variety of question types were used including multiple choice questions, yes no questions and comment box questions. The survey results were collected and analyzed.



Results:

There were 18 respondents to the survey representing a 75% response rate.

- The majority of respondents were either registrars or SHOs accounting for 39% and 44% respectively.
- 94% of respondents saw virtual clinics as a good idea.
- 39% thought they saw more patients in virtual clinics than they did in real clinics.
- 50% of SHOs surveyed said they examined patients all the time. Consultants and registrars only examined patients some of the time.
- 21% of respondents reported inadequate amounts of all resources (phones, computers, dictaphones, rooms, privacy).
- 29% stated they had adequate amounts of all resources.

Conclusions:

- The majority of clinical staff felt virtual clinics were a good idea.
- Junior staff are more likely to examine all patients whereas senior staff tended to examine patients some of the time.
- Virtual clinics should be adequately resourced to allow for the smooth running of the clinic.