

## VIRTUAL GROUP CONSULTATIONS (VGC)

*"These results are not something I see very often from our usual 10 min appointments - why would you not deliver VGC's?"*

Dr Mathi Woodhouse, Clinical Lead for Diabetes

### OUR CHALLENGE

Harrow has the 2nd highest rate of diabetes in the UK, people living with diabetes attributed to over 30% of COVID-19 deaths.

We had long waiting times of 4-5 months for patients to see a diabetes nurse specialist.

Practices were struggling to provide sufficient time to care for patients through the pandemic and beyond.

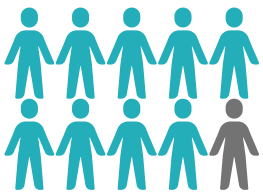
We wanted to provide more support for high risk patients to prevent them becoming acutely unwell.

### WHAT WE DID

- We designed our service specification and commissioned a structured CCG wide training and implementation programme providing start to finish support with ongoing support, including patient outcomes and efficiency data dashboards to help us measure success
- The training team supported us to integrate our existing diabetes Fresh Start programme into VGC's
- We applied a PCN approach, with a flagship practice leading in each PCN and a mixed skillset within each practice
- We included our patient support groups from the outset, who continue to support patient engagement and recruitment

### THE IMPACT VIRTUAL GROUP CONSULTATIONS HAD

High Patient Satisfaction



Patients gave VGC'S a 9 out of 10 score

HbA1c reduction of 15-17 mmol/L

Blood pressure decrease of 10-12 mol (systolic)

With some patients going into remission

Average weight loss of 4.5 kilos

No medication additions ONLY medication reductions

Improved Patient Outcomes

### WHAT WE'VE LEARNED ABOUT GROUP CONSULTATIONS

'Implementation support helps you get up and running quickly'

'They provide great experiential and clinical outcomes for patients.'

'Group Consultations are the future of chronic disease management.'

'Are easy once you know how!'