

Supporting
new parents through
Lockdown
at Woodley Centre
Surgery

VIDEO GROUP CLINIC CASE STUDY



**General Practice:
maintaining services
and responding to COVID**

What we did



*"You stay in touch
with clinicians and
ask questions. It
adds another very
positive dimension
to NHS services"*

What changed and improved?

OUR CHALLENGE

Early on during Lockdown in March/April 2020, Wokingham North PCN received reports from A&E of 7 babies with non accidental injuries. Dr Rupa Joshi had been running face to face group clinics for several years, and was introducing video group clinics (VGCs). Rupa introduced VGCs to support new parents through Lockdown with her health visiting team.

OUR GROUP CLINIC DESIGN

Rupa and her health visiting colleagues recognised this as an emergency. They set up the VGC service in 10 days and ran two video group sessions during and after Lockdown at 3 and 6 months to provide a safe space for new parents to share their worries; to check in and support healthy child development. 4 of the 5 practices in the PCN searched records for new borns. 26 families participated. Rupa phoned every family to invite them. Those who did not want to participate were followed up in the normal way.

VGC DESIGN

The team decided against a Results Board because of the sensitive nature of the VGC.

All mothers completed the Edinburgh Post Natal questionnaire. In addition, the team collated:

- Baby's name, age
- Whether the family was being supported by social services
- How many children the family already had
- History of depression and alcohol misuse

The VGC was facilitated by Rupa. A health and wellbeing coach and health visitor supported parents to reflect on their feelings and create a plan to keep themselves and their baby well. The VGC also covered timely, appropriate healthy child advice e.g. weaning; accident prevention in the home

EFFICIENCY GAINS

- Running the sessions as a VGC saved both GP and health visitor team time and made this intervention feasible during Lockdown
- Once the risk reduced, the VGC was disbanded and health visitors followed up in the usual way

CLINICAL IMPACT

- Health visiting team was able to cover relevant topics in a timely way with parents
- Parents were able to reflect on their feelings and were reassured that feeling frustrated was normal and understood how to manage this frustration in a safe way when their baby cried
- Professionals from the Talking Therapy service joined and shared common signs and symptoms and how their service could support those living with depression

EXPERIENCE OF CARE

- Parents felt better supported; more able to cope with the stresses of Lockdown
- Fathers got involved and supported during the post natal period because they could join from their place of work
- The team enjoyed working this way
- The VGC model supported the PCN to respond and demonstrate integrated working with the health visiting team in the face of an emergency situation

SPREADING THE WORD

- Rupa works as an expert mentor and is championing VGCs nationally

"It was a really rich discussion, with lots of learning"

For more information about this programme, contact:

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**Redmoor Health
ELC Partnership**

Person-centred digital care

