

Supporting parents with a child with viral induced wheeze (VIW) at Whittington Health

VIDEO GROUP CLINIC CASE STUDY



Whittington Health
NHS Trust

Specialist paediatric respiratory:
post discharge follow up

What we did



"You hear others' stories and share experiences. No travel is a bonus"

What changed and improved?

OUR CHALLENGE

The Whittington Paediatric Team had previously run face to face (F2F) group clinics for viral induced wheeze (VIW). The main challenge was finding a suitable clinic space. The team wanted to see if VGCs would help overcome this limitation and support service continuity during Lockdown. They also wanted to increase the number of children reviewed in the summer holidays so that families felt confident, managing VIW in anticipation of a second wave. It was hoped VGCs would increase clinician capacity and improve clinician time efficiencies as F2F group clinics had done

OUR VIDEO GROUP CLINIC DESIGN

We invite both under 5s and over 5s to our VGCs. We incorporated the Results Board, and shared information on: what good and poor asthma control looks like; inhalers and spacers and how to use them. Patients reviewed the Results Board. After a short break, the clinician reviewed each family in turn. At the start and end of session, families provided a confidence scores on managing VIW. The team injected confidence. Self assessed scores increased from 6.7 to 8.5; a 27% increase

RESULTS BOARD

Age
A&E visits in last 6 months
Hospital stays in last 6 months
Salbutamol use in last month
Number of days missed nursery/school in last six month
Number of days missed work in last six months (parents)

EFFICIENCY GAINS

- It takes nurses an average of 22.5 minutes to see patients in VGC as compared to 45 minutes in one to one remote appointments; a 50% efficiency gain
- The administrator does need more time to contact and chase parents
- The team invite more families to compensate for cancellations and WNB
- Initially 'was not brought' (WNB) rates were high. By simplifying the invitation process and email, we have reduced the WNB rate to 37%

CLINICAL IMPACT

- Staff report that parents are more likely to share their anxiety about managing asthma in the group setting, which creates the opportunity to empathise and address their concerns; create teaching moments
- Parents ask more questions in the group environment
- It is too soon to say how VGCs have impacted on clinical measures of success

EXPERIENCE OF CARE

- Staff feel they are providing a good service
- VGCs are more convenient for parents; no travel was a big bonus
- Parents found VGCs helpful; enjoyed hearing others' experiences and exchanging stories and ideas; got answers to questions they would not have asked
- 100% of patients felt treated with dignity and involved in decisions about care. The VGC was experienced as a safe space

"At one point, we considered giving up. We are really glad we didn't" (clinical lead)

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Redmoor Health
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Person-centred digital care

