



Setting up and running Virtual Clinics

10% online payments discount*
15% Group booking discount**

Thursday 26 May 2016 Hallam Conference Centre London



Chaired by

Mr Bibhas Roy

Consultant Orthopaedic Surgeon & Virtual Orthopaedic Clinic Lead
Central Manchester University Hospitals NHS Foundation Trust

Supporting Organisations





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Chaired by Mr Bibhas Roy, Consultant Orthopaedic Surgeon and Virtual Orthopaedic Clinic Lead at Central Manchester University Hospitals NHS Foundation Trust, this conference focuses on setting up and running virtual clinics.

Virtual clinics are increasingly being used in healthcare to reduce outpatient appointments, save money and ensure the patients that do need to be seen face to face by a consultant have enough dedicated time. A large number of appointments can be replaced by virtual clinics, for decision making, consultation and outcome analysis. Expert sessions and case studies will focus on understanding service virtualisation, an extended masterclass on setting up and running virtual clinics, developing virtual follow up clinics, developing online clinics, developing policy and procedure to support clinic working, demonstrating savings and improvement, and understanding legal and information governance implications. The conference aims to give you a detailed knowledge to enable you to set up effective virtual clinics in your practice.

Follow the conference on Twitter #VirtualClinics



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10.00 Chairs Introduction

Mr Bibhas Roy

Consultant Orthopaedic Surgeon & Virtual Orthopaedic Clinic Lead
Central Manchester University Hospitals NHS Foundation Trust

10.10 Virtual Clinics

Dr Murray Ellender

GP Partner & CEO WebGP
The Hurley Group

- the role of virtual clinics in managing demand and reducing unnecessary appointments
- developing virtualization by non face to face interaction
- looking ahead to the health service of the future

10.40 Understanding service virtualization: where to start

Case study: Virtual clinics: From Urogynaecology to Pre Operative Assessment

Dr Stephen Radley

Consultant Obstetrician and Gynaecologist
Sheffield Teaching Hospitals NHS Foundation Trust

- understanding service virtualization: the theory
- tools and pathways
- where to start? Lessons from our virtual clinics
- developing a web-based 'Virtual Clinic', provided by the Urogynaecology unit which combines on-line interviewing, using an electronic personal assessment questionnaire for pelvic floor conditions (ePAQ-PF), with telephone consultation
- the benefits of virtual clinics for 'sensitive' conditions
- the practicalities and a walk through how the clinic works in practice

11.20 Question and answers, followed by coffee and exhibition at 11.30

11.50 Extended Facilitated Session: Setting up and running Virtual Clinics

Mr Bibhas Roy

Consultant Orthopaedic Surgeon & Virtual Orthopaedic Clinic Lead
Central Manchester University Hospitals NHS Foundation Trust

This interactive session will focus on setting up and running virtual clinics including:

- clinical process mapping
- developing the business case
- the supporting technology
- communicating the clinic and developing referral processes

13.10 Question and answers, followed by lunch and exhibition

Virtual Clinics: Case studies in practice

14.00 Changing culture, practice and convincing colleagues: Case study: Virtual Fracture Clinics

Speaker to be announced

- changing culture and practice
- getting clinicians on board and convincing colleagues
- developing consensus amongst clinical staff
- ensuring accountability and compliance with protocols
- an overview of our virtual fracture clinics

14.25 Technology standards and options

Speaker to be announced

- virtual clinics: technology standards and options
- information security risks and cyber security issues
- tips for a secure service and pros and cons of technology solutions

14.50 Governance of Virtual Clinics: Case Study: Cardiology Virtual Clinic

Suzanne Jordan

Manager Cardiology Investigation Unit
Frimley Health NHS Foundation Trust

- developing effective governance
- demonstrating savings and improvement
- our experience in Cardiology and an overview of our virtual clinic

15.30 Question and answers, followed by tea and exhibition

16.00 Case study: A Physiotherapy based virtual fracture clinic

Lucy Arnott

Fracture Care Extended Scope Physiotherapist
Brighton and Sussex University Hospital NHS Trust

- setting up and running a physiotherapy based virtual fracture clinic with rehab provision over the internet
- our experiences: overcoming the challenges
- delivering quality service by utilizing resources effectively

16.30 Information Governance and Virtual Clinics

Kate Hill

Senior Solicitor & Trainer
RadcliffeLeBrasseur Solicitors and InPractice Training

- information governance and virtual clinics
- principles of information sharing
- potential challenges and examples in practice

17.00 Question and answers, followed by close



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Department

Organisation

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Please specify any special dietary or access requirements

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For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

Hallam Conference Centre, 44 Hallam Street, London W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date

Thursday 26 May 2016

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
- ☐ £300 + VAT (£360.00) for voluntary sector / charities.
- ☐ £495 + VAT (£594.00) for commercial organisations.
- ☐ £300 + VAT (£360.00) for ASGBI members.

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