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## **Implementing video conferencing across Norfolk Healthy Child Programme**

### **Introduction**

As part of the COVID-19 response the Norfolk Healthy Child programme have adopted a number of technology driven projects to support new ways of delivering service during times of unprecedented change. The projects focused around technology deployment including laptops with integrated and external cameras, implementation of Microsoft Teams and the onboarding of patient video consultation software Attend Anywhere integrated with the services established digital platform [www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk). Collectively these projects have facilitated the service as a whole to continue to deliver care to families in a timely, comprehensive and impactful manner.

Many of the staff were already familiar with utilising mobile technology as part of the pre-COVID-19 service delivery model which supported patients in their communities. The service uniquely utilises an established digital platform as part of its delivery of information, guidance resources and support for families. When Microsoft Teams, the industry standard audio / video collaboration platform, was made available to all NHSMail2 users, this immediately enabled the Norfolk Healthy Child Programme to utilise video conferencing for daily sit rep, huddle and wider multi-agency meetings, ensuring staff remained connected when geographically dispersed.

*Microsoft Teams is a platform that I really enjoy using. When I get to see people's faces during a meeting, it makes me feel less isolated at home.*

### **Practitioner**

*It has been really helpful and flexible way of working, it has saved time and travel costs, particularly for safeguarding conferences. I have found there have been more attendees at meetings because people can connect from various locations.*

### **School Nurse**

### **Attend Anywhere Implementation**

Due to COVID-19 restrictions only those appointments identified within NHS Essential Services were delivered face-to-face with vulnerable families. All other contacts were initially delivered via telephone consultation which practitioners quickly identified was insufficient for their completeness.

An immediate requirement therefore was identified for video interaction to deliver:

- Antenatal and New Birth Appointments
- Infant Feeding Support
- Face-to-face digital interventions within the Teenage Parent Pathway.

Twenty staff that already had integrated video cameras in their laptops were identified to be early adopters of the Attend Anywhere patient video consultation solution. A small implementation team, including identified administration support was created. With regional support an expedited build of the Attend Anywhere platform was achieved for the Norfolk Healthy Child Programme in just five working days.

*Very positive and easy to use. Great to be able to visually show feeding positions so [clinician] could see and advise. Feeding since appointment has improved and baby settled. I hope this type of contact continues as with a 3yr old and 5 week old baby to try to get ready and go out to an appointment can be stressful. Video call was much easier and personal.*

#### **Parent – Infant Feeding Assessment**

Parents, in particular those with new babies, have been isolated by the pandemic, unable to share their infants with families and friends as well as with professionals. Video calling has helped in providing a link and establishing a space in which a therapeutic relationship can in some way, still be facilitated. This has in turn has led to staff reflecting they have felt increased role satisfaction and have, in the main, been able to undertake good and effective assessments.

*I appreciated the face to face on screen contact and ability to have the visit in comfort of my own home, but with you still being able to see my baby.*

#### **Parent - New Birth Visit**

Importantly the Attend Anywhere platform was integrated into the existing Just One Norfolk digital platform ([www.justonenorfolk.nhs.uk](http://www.justonenorfolk.nhs.uk)) allowing patients to be automatically signposted to relevant content after an intervention. For example, at the end of a new birth visit the family is re-directed to a suitable digital resource, improving accessibility and specifically supporting their clinical interaction.

*My antenatal visit had been on Just One Norfolk beforehand and it made the appointment so much better. Family were able to ask questions about some of the things they'd seen and so they were prepared for the visit and made it a better antenatal contact.*

#### **Health Visitor**

The service was supported by the ICT Service Delivery Team with additional technology provided, including 100 external video cameras, that facilitated more staff to rapidly be able to use video interactions with staff and patients. Without the Microsoft Teams platform it would have been difficult to train large groups of staff across Norfolk in using the Attend Anywhere software, with the use of this quick on boarding of further services was enabled. This interactive method of training enabled staff to quickly develop the skills required to support a patient video consultation.

Within four weeks of the post implementation date, on boarded services included:

- 6 – 8 Week Review
- 3 – 4 Month contact
- Looked After Children Health Assessments, reviews and support
- Advice and Guidance for any family or child that needed it aged 0-19, which would have either been delivered via telephone or face-to-face visiting
- Advice and Guidance through the Just One Number digital platform
- 1:1 Online Parenting Courses

### **Staff Story**

*I used Attend Anywhere to speak with an 8 year old and their Grandmother, who over recent months had become 'invisible' to services.*

*This child is extremely obese and also not in education. There had been disengagement with the #NorfolkCan programme and home schooling had been disallowed. The child had not been seen by the GP, our Healthy Lifestyle Coach (HLC) or myself and the school attendance officer was not getting any response from Grandmother / carer. The family were understood to be 'shielding' due to Grandmother's health conditions.*

*Following safeguarding supervision I was going to attempt a doorstep visit to ensure the child's well-being and discuss next steps. Prior to the visit I telephoned grandmother. She answered and I managed to progress the call to an Attend Anywhere video consultation. This enabled me to speak with the child and grandmother, see home conditions and their interaction, reiterate diet and exercise advice, and visually appraise the child's size.*

*This has hopefully has opened the door for our support to recommence including from the HLC and support with transition back to school once a placement is finalised. The child and grandmother both engaged positively with this.*

*This was therefore successful in checking on a child's welfare without undertaking a doorstep visit to a shielding family.*

**School Nurse**

### **Shared Learning and Wider Implementation**

Weekly video consultation implementation calls were scheduled to share implementation experience across the Trust and a standardised approach to governance ensured consistency with Stand Operating Procedures (SOP), Data Privacy Impact Assessments (DPIA) and other essential documentation.

*Beyond COVID, as part of BAU service development, digitalisation forms a coherent part of long-term planning - and I see video calling as part of this plan - enabling us to efficiently use resources and, for universal delivery, to respond in a way that parents tell us meets their individual needs.*

**Sian Larrington – Head of Service**

*Norfolk Children and Young People's Health Services*

### **Next Steps**

Moving forward the aspirations to further develop digital consultations include the procurement of a long term video consultation solution and integrated digital consultation reporting supporting service delivery. As the service model is refined this will be expanded into all aspects of service delivery.

Average number of consultations per week across Norfolk



Total number of video consultations completed to date in Norfolk:



Trustwide video consultations completed in Norfolk



Number of staff trained to use Attend Anywhere



Average length of video consultation in Norfolk

30 mins

Anticipated growth of VC once all tech is deployed (what is left still to deliver)



## Service Categories:

Teenage Parent Pathway  
27%



New Birth Appointment  
12%

General Support 0-19  
19%

6-8 Week Reviews  
8%

Infant Feeding Support  
17%



LAC Health Reviews  
2%

Antenatal Appointment  
13%



Single Point of Access Advice and Guidance  
2%