How GP practices are using video consultations

Three case studies highlight how practices are using video consultations to improve patient care and deliver cost savings.

GP pilots the use of Skype with patients

GP at Greenwich Health Centre in London piloted the use of Skype consultations with patients. With 40% of patients involved saying they 'would use Skype'

Not every patient wanted to use Skype but 76% were satisfied with the experience. The service is being delivered by the practice’s receptionist and a nurse.

At QS General Practice in London, a GP team member uses Skype to consult with patients. The practice has also introduced a new system for using Skype for patient education. The practice has found that patients are more comfortable using Skype for consultation than for face-to-face appointments.

How to set up a Skype consultation service

Practice protocol for video consultations

Digital Practice website

Video consultation patient information leaflet and answers to frequently asked questions

NHS Direct website

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Skin cancer diagnosis

Dermatologists have developed a mobile technology to create a 'GISE' which focuses on skin cancer diagnosis.

GP's used it as a microscope to examine their own skin cells to use a digital picture of the suspected skin lesion and email it to their dermatologist for diagnosis.

The app also sends back the diagnosis promptly. When an average GP spends an estimated £30 to £50 per patient, the use of the app would reduce the costs.

These case studies are taken from a new book by Dr. Richard Hain: 'Digital Healthcare: The Essential Guide to IT in Health Care'. The book is available for free download from the Digital Healthcare website.

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