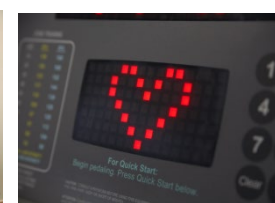
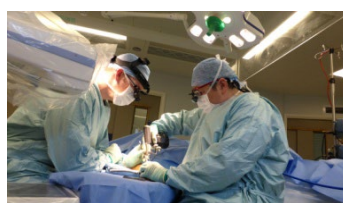


# Virtual Royal Infirmary

## Annual General Meeting



## What is VRI?

- The Virtual Royal Infirmary (VRI) is the name we've given to our programme of work to develop virtual services at the Trust
- Virtual hospitals and virtual services are a way of giving hospital standard care to patients closer to, and often within, their own home.
- Virtual services are designed to improve the care experience and quality of outcomes for patients and their families

# Why do we want to provide services virtually?



Give patients more control of their health – providing better access to information, guidance and help



Enable patients to easily and quickly seek advice and guidance from specialist clinicians



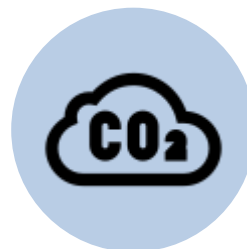
Patients recover more quickly when cared for at home surrounded by the things and people they know



Being cared for at home reduces the need for patients and their families to take time out of their lives to travel to, and stay in, hospital



By keeping people out of hospital unless they really need to be admitted, we can free up capacity to care for the sickest patients sooner



Better for the environment!

## VRI - our ambition



Redesign of models of care so that all services deliver an appropriate element of virtual care



Redesign staffing models, workforce roles and training to support delivery of virtual services



Create a digitally enabled environment to effectively deliver virtual care, making best use of resources



Develop and deliver communication and education packages for patients, provider partners and staff

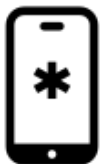


Provide an improved patient experience, caring for the patient closer to home, often in more comfortable surroundings

## VRI - workstreams



*Virtual Outpatients – making non face-to-face, telephone or video outpatient appointments the norm (unless it is clinically necessary for them to be delivered physically)*



*Patient Education – Providing on-line information so that patients can easily access support, advice and self-management resources that are bespoke to their condition.*



*Expansion of the Virtual Ward - Ensuring that every major speciality in the Trust is able to offer access to the virtual ward for every clinically suitable patient.*

## VRI - workstreams



*Virtual Outpatients – making non face-to-face, telephone or video outpatient appointments the norm (unless it is clinically necessary for them to be delivered physically)*



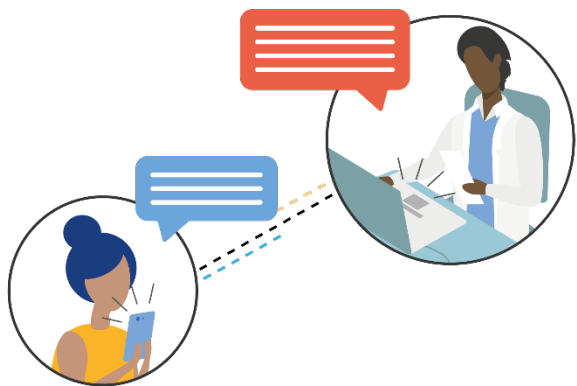
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# Virtual Outpatients – what is it?

- *An opportunity to reduce the need for patients to attend hospital for an appointment enabling patients to access their clinicians through digital technology*



# Virtual Outpatients – Why?



## Benefits for patients

*“Convenient. On the whole it has been very easy to communicate with the practitioners concerned.”*

*“Better than having to traipse miles to the hospital or doctor and spend ages looking for somewhere to park, not to mention the cost of both and the hours spent in the waiting room. Especially when I suffer from anxiety and panic attacks. Works well for me.”*

*“It feels like I am in control if I can book a follow up appointment as I need rather than when one is due whether or not I need it”*



## Benefits for clinicians

*“I offer remote appointments primarily to patients that I already know and have a working relationship with. Tend to find that conversations really do get straight to the point and actually we address any issues that there may be in a much quicker way”*

*“Less time consuming, allows me to work flexibly from home.”*

*“I’ve spent time talking to colleagues about their use of phone and video appointments...I was surprised by how many [were]...doing at least part of their work virtually. Many found the flexibility it offered really useful and were keen to do more.”*

**healthwatch**  
Bradford and District

78% of patients have had experience of Virtual Services

65% of patients said if they were to be offered a virtual service, they would prefer a video call



# Virtual Outpatients – PIFU: putting patients in control



PIFU is when a patient initiates an appointment when they need one, based on their symptoms and individual circumstances



Suitable for patients with long or short-term conditions in a broad range of specialties



PIFU replaces regularly pre-arranged appointments on a set date



Puts the patient in control, providing choice and flexibility in accessing care

# Outpatients - next steps

✓ Continue to engage with patients and service users

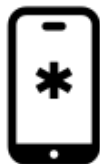
✓ Continue to develop protocols with our clinical teams

✓ Explore use of technology to support patients with long term conditions reduce need to attend hospital

## VRI - workstreams



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# What is Digital Patient Education and why are we using it?

- A key part of delivering hospital services is the provision of clear, concise information to patients, their families and our healthcare partners
- Using digital media we can provide patients and their families with up-to-date advice and guidance at any time of day or night.
  - Provides reassurance and help and reduce the need for people to come into hospital
  - Makes information easier to understand by adding videos and animation



## The Plaster Room

This website is for patients and their friends and family to better understand the recovery process once a plaster has been fitted.

It provides clinical guidance, helpful tips and exercise demonstrations.



# Digital development templates

## #1 Digital patient journey

### Your child's journey into theatre

Welcome to our online guide for bringing your child into surgery.

This site has been created to help guide you and your child through surgery at Bradford Royal Infirmary. You will have received information through the post regarding their admission, which will include fasting instructions.

It is aimed at providing your family with information so you know what to expect and to help allay any anxieties you may have.

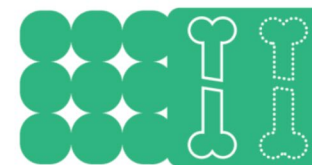
The films we have created explain each stage of your child's journey from admission, going down to theatre, being in recovery and heading back to the ward prior to discharge.



## #2 Interactive aftercare guide

### Welcome to the Virtual Fracture Clinic

Helping you on your patient journey through your time in hospital to your recovery at home



Virtual Fracture Clinic

## #3 QR code digital leaflet

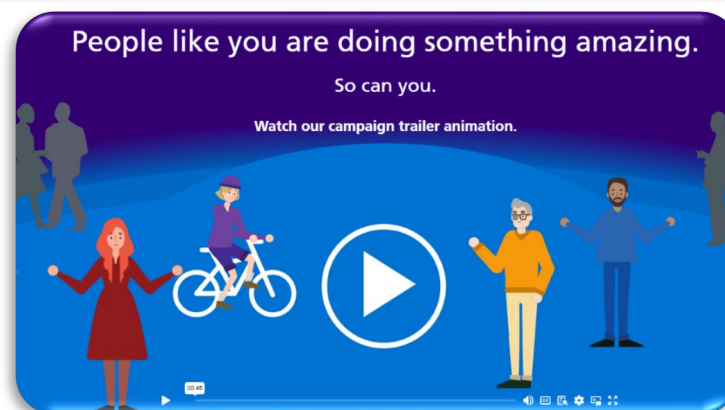


## #4 Health campaign

People like you are doing something amazing.

So can you.

Watch our campaign trailer animation.



# Digital Patient Education - Accessibility

✓ Compliance with Web Content Accessibility Guidelines (WCAG)

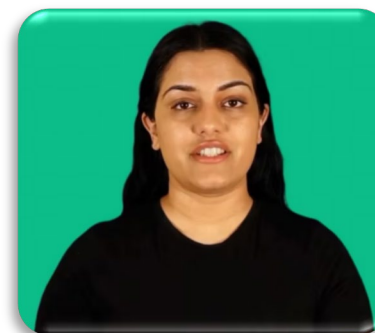
✓ Patient engagement from conception to production

- Live kidney donor
- Stewart Ross – Visually impaired service user champion
  - Bradford Association of Visually Impaired People (BAVIP)
  - Royal National Institute of Blind People steering group (RNIB)



✓ Translation

- Google Translate
- Audio files / video script
- AI avatar: [English](#), [Slovak](#), [Urdu](#)



# Patient Education - next steps

A photograph of a wooden staircase leading up a dune. The staircase is made of weathered wood and has railings on both sides. The dune is covered in tall, dry grasses. The sky is overcast and grey.

✓ Engage with patients and service users

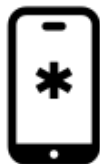
✓ Continue to develop projects with our clinical teams

✓ Promote internally & externally

## VRI - workstreams



*Virtual Outpatients – making non face-to-face, telephone or video outpatient appointments the norm (unless it is clinically necessary for them to be delivered physically)*



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*Expansion of the Virtual Ward - Ensuring that every major speciality in the Trust is able to offer access to the virtual ward for every clinically suitable patient.*



## The Virtual Ward – what is it?

- A Virtual Ward is a safe and efficient **alternative to NHS bedded care** that can be enabled by technology
- Virtual Wards support patients who would otherwise be in hospital to receive acute care, monitoring and treatment they need in their own home.
- This includes either **preventing avoidable admissions** into hospitals, or **supporting early discharge** out of hospital



## The Virtual Ward – why?



Patients receive hospital standard level of care in comfort of their own home, recovering more quickly and with better final outcomes



Reduces potential for patients to decondition or acquire an infection



Enables the acutely unwell patients to be seen sooner in hospital



Helps support challenges faced across the NHS to bridge the divide between hospital and community

# The Virtual Ward – How it works

## Parent Specialties

- General Surgery
- Medicine
- Respiratory
- Cardiology
- Urology
- Gastroenterology
- Vascular
- Orthopaedics



## Virtual Services Team



# Virtual Ward in action

## General Surgery

- Established on 01/09/2022; with BDCT support from 27/02/2023
- 154 patients referred to date
- Bed capacity released for the acutely unwell patients
- Reduction in waiting time for hot-clinic review as bloods done in community
- Reduced attendances at the Acute Assessment Unit freeing up capacity to look after the acutely unwell

*"I much prefer to be looked after at home"*

*"Excellent care from the district nursing team"*

*"I felt reassured that I was in safe hands"*



### Patient feedback

*"It's a very good idea, you can get on with life and be active in own home rather than be stuck on a ward on bed/chair"*

*"Very good, I have 2 dogs that I was able to get back to, I had to pay someone to look after them whilst I was in hospital so coming home saved me money"*

*"Could not ask for better care"*

*"I feel I was supported in my recovery"*

*"I knew there was help available if I needed it"*

# The Virtual Ward – Progress so far



- March 2023 Place target: 95 beds
- Actual: 106 beds; 76 beds BTHFT
- We represent 30% of ICS activity
- Next Place target: 150 beds by March 2024

# Virtual Ward - next steps

✓ Continue to expand VW capacity maximising potential across all specialties

✓ Continue collaboration with Place partners to deliver a consistent model of care

✓ Ensure equity of access and optimal patient experience

To find out more about VRI simply scan the  
QR code or visit  
<https://www.bradfordhospitals.nhs.uk/vri/>

