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The Implementation of a Nurse Led Paediatric Virtual Clinic

A virtual clinic is a planned virtual clinic by the Healthcare professional responsible for a patients care for the purpose of clinical consultation, advice and treatment planning.

The aim of the paediatric nurse-led virtual clinic was to facilitate the continued management and monitoring of patients. The clinics were planned so that they would be established in-between hospital face to face clinic appointments to reduce number of hospital visits for families and free up clinic capacity. The implementation plan involved selecting clinic slots and times, evaluating cost effectiveness, deciding criteria for selection and developing a treatment pathway. A dedicated email address for the clinic and an information leaflet were set up. Challenges so far have been unavailable blood results, parents not answering the phone, difficulties engaging with young people and ensuring the ' voice of the child ' is still heard. Future plans include co-designing care with children and young people in this new digital journey for patient care to include skype, facetime and audio recordings.

The clinics have been running since April 2016, one clinic per month, 6 patients per clinic with a total of 80 patients reviewed. Anecdotal feedback from parents so far has been very positive; not having to struggle with parking or take their child out of school is the frequent reason for parents wanting to use virtual clinics.