

ENGAGING YOUR TEAM WITH ONLINE CONSULTATION



USE POSITIVE COMMUNICATION

Communicate regularly and clearly what is working, what is changing and why

Discuss concerns and issues raised - formally and informally

Share knowledge and information regularly through meetings, face to face as much as possible.



EVIDENCE WHAT'S HAPPENING

Provide evidence of what's happening

Carry out a usage audit and present this

Present usage statistics regularly

DEVELOP KNOWLEDGE

Demonstrate online consultation to peers

Peer led training- within the practice and the within PCN

Demonstrate online consultation to all staff - create awareness for those who may not use it directly



RESOURCE THE CHANGE

FAQ's for GPs - create an individualised practice resource of the most frequent questions and responses

Provide resources for staff moving to total triage- protocols, crib sheets, scripts

TIPS BROUGHT TO YOU BY YOUR PEERS' EXPERIENCES



DEDICATE TIME TO ENGAGEMENT

Day closure to engage staff

Day or half-day closure to engage whole of the PCN - for discussions, training or practice scenarios

Dedicated training time



CREATE EXPERIENCE

Work through possible scenarios - 'what to do if'...

Practice online consultations with a mentor

Practice triaging- to build confidence

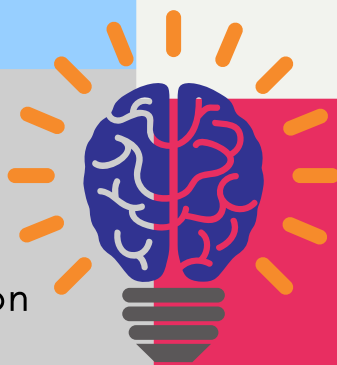


USE YOUR EXPERTS

Use champions to train reception staff/patient advisors

Practice triaging- to build confidence ambitions

Arrange visits of staff from other practices who have gone through the process to reassure/discuss issues



USE OTHERS EXPERTISE

If possible arrange visits of staff from other practices within your PCN who have gone through the process to reassure or discuss issues