



Meeting the threat of coronavirus: how haughton thornley medical centres is using digital technologies to support patients and primary care staff

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ABSTRACT

2019-nCoV is a new type of Coronavirus that has quickly become a global health threat impacting on many communities and countries around the world. Healthcare systems are under significant pressures to meet the needs of patients. Haughton Thornley Medical Centres has enabled 71% of all its patient population (just under 13,000 patients) to have full records access and understanding online including what the doctor or nurse have written about them. Through a Partnership of Trust and an explicit consent process, patients and carers are supported to use online services to become active partners in their care, working with staff and clinicians to view their electronic health records using apps such as Evergreen Life PHR and Patient Access and gain a better understanding of their healthcare needs, get appointments online by providing a comprehensive Instant Medical History via engage consult, sign-posted to trusted information on the practice-based web portal www.htmc.co.uk, social media including twitter and facebook and offering video consultations. This provides a great opportunity for practices to safely manage patients who may be at risk of coronavirus using online services, maintain confidence in healthcare systems and upskill individuals, families and communities to be educated and change behaviours as they promote happiness and wellness scores to achieve better outcomes for all long after the Coronavirus threat dissipates. They describe how one GP practice in the UK has overcome the fear by educating and implementing online services alongside face to face consultations to maximise trust, safety and quality in healthcare and supports the UN Sustainable Development Goals for cities for 2030.

Biography

Amir Hannan is a full-time General Practitioner at Haughton Thornley Medical Centres in Hyde, UK. He is Chair of West Pennine Local Medical Committee, Chair of the Association of Greater Manchester Local Medical Committees and Chair of the World Health Innovation Summit. He is a regular speaker, written numerous articles in journals including the BMJ as well as being on radio, television and on twitter (@amirhannan) describing the engagement of patients and staff through technology whilst remaining a traditional doctor.