

Lancashire and South Cumbria Integrated Care System Primary Care guidance for on-line and video consultation solutions











This document provides guidance for Primary Care relating to current on-line and video consultation solutions available across Lancashire & South Cumbria Integrated Care System (ICS) to help manage the current demand.







It is acknowledged that alternative solutions may be trialled and are available locally to support and inform future procurement. These alternative solutions are excluded from this guidance as they are not currently available across the whole of the ICS e.g. AccuRX video solution and GPTeam Net.








Patient choice may result in the use of Evergreen, Patient Access or the NHS App for example being used for access to primary care records by patients as an alternative to MyGP App associated with iPlato.

Current solutions available to all Lancashire & South Cumbria Primary Care and Primary Care Networks include those detailed in the table below.

If any support or further information is required relating to any of the solutions please do not hesitate to contact Anne Greenwood, ICS Primary Care Digital First Lead anne.greenwood4@nhs.net

Healthier Lancashire and South Cumbria ICS Supported Digital Solutions for Primary Care	
Scenario	Accredited Solutions
SMS / Text Messaging	   SMS CHAIN ONLY
Triage-Pre-GP	 
Clinician to Patient Video Consultation Includes Emis and Xuper Licences as part of the GPRISS programme in West Lancs, Morecambe Bay and Blackpool	    

Healthier Lancashire and South Cumbria ICS Supported Digital Solutions for Primary Care	
Scenario	Accredited Solutions
Primary Care Network Remote Video Consultation Units (RVCUs)-Xuper e-Hub, virtual clinics, remote group consultations, MDT meetings, connecting with care homes	 
Clinician to Clinician Video/Meeting Solution and collaboration	
Secondary Care Remote Outpatient Appointments-National solution	 (For Secondary Care use only)
Primary Care record access for patients	
Collaboration across primary care organisations	

Solution	Supplier																
		SMS (Text) Reminders	SMS (Text) Direct to Patient Messages	SMS (Text) Large Cohorts / Group Messages	Access Questions / Self Help / Triage	Clinician to Patient / Video Consultation	Group Video Consultations	Connection with Care Homes	Online / Video Meetings with Colleagues and Collaboration	Collaboration across organizations	Secondary Care remote patient appointments	Book an appointment	Cancel an appointment	Primary Care Appointment	Order a Prescription	Other	
iPlato		✓	✓	✓	✓	✓							✓	✓	✓	✓	
AccuRX	 CHAIN SMS ONLY	✓	✓														
Microsoft Teams							✓	✓	✓	✓							
EMIS						✓											✓
Xuper Video Consultation Solution						✓											
Secondary Care Remote Video Appointments											✓						
Visconn Clinic Remote Video Consultation Units							✓	✓	✓								