



## **Top tips to get the most out of remote consultations**

Since the pandemic, remote consultations have remained a part of standard practice in primary care. Emerging evidence indicates that certain patient groups may face additional or more complex barriers to communicating concerning symptoms to their GP via telephone or video.

Make sure you're aware of patients who may have difficulty accessing remote consultations to address health inequalities. It is important not to implement a blanket approach to consultations. Even within groups that typically benefit from remote consultations, suitability may vary depending on individual factors and preferences.



### **Top tips for clinicians**

1. Discuss the different consultation methods available with patients to help them make informed choices and ensure they can access online services.
2. Ensure people's support needs and appointment preferences are recorded, to allow appropriate appointment allocation in the future.
3. If examination is required following a remote consultation, book in a follow-up face-to-face appointment.
4. Actively enquire about symptoms with groups known to be less willing or able to volunteer information, especially non-specific symptoms.
5. Adopt a proactive approach to safety netting, including booking in follow-up telephone calls and appointments where necessary.



### **Top tips for practices**

1. Provide training to build clinical skills in remote consultations and manage safeguarding concerns.
2. Include patients as co-designers of pathways to identify and address challenges, from booking to attending an appointment.
3. Invest in digital infrastructure.
4. Develop robust quality assurance processes (eg. monitor satisfaction metrics and routinely check the quality of communication software).
5. Review information available to patients about consultations on the different options, formats, location and equipment required.

**Health professionals should take an individualised approach when organising appointments and recognise that remote consultations are more suitable for certain patient groups.**

 More information can be found at: **[cruk.org/remotecoconsultations](https://cruk.org/remotecoconsultations)**