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identified legal, safeguarding, safety and security issues. There is an urgent need to address these and develop local and national guidance to facilitate ongoing safe virtual practice beyond the COVID-19 pandemic.

Impact: This study sought the views and experiences of using VC from medically qualified and AHPs working in orthopaedic and musculoskeletal care. It has highlighted potential legal, safeguarding, safety and security issues that need to be addressed. Suggestions for practice have been made. For legal issues, these include gaining and documenting patient consent, providing information for patients on what VC can and cannot do, establishing codes of conduct with patients and ensuring adequate indemnity insurance is in place. For safeguarding, establish processes for patient identification, ensure access to chaperones and ensure local safeguarding policies cover VC. For safety, provide guidance on safe environments for patients, conduct risk assessments, establish protocols for physical assessments and establish procedures for managing any incidents. For security, establish guidance on the security of virtual platforms, determine whether data is encrypted, establish that appropriate approvals are in place by providers and indemnifiers and conduct Data Protection Impact Assessments prior to roll out.

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O02

A retrospective review of the use of text message communication for a musculoskeletal service during COVID-19

L. Waters*, G. Preston, S. Nedungayil

ELHT, Musculoskeletal Service, Accrington, United Kingdom

Keywords: accuRx, SMS, Communication

Purpose: Clinician & Admin Survey Aims

- Understand frequency that staff send text messages to patients
- Understand types of text messages we send
- Identify any accuRx training needs or concerns
- Highlight any examples which demonstrate safe, personal or effective care between staff and patients

Patient Survey Aims

- Understand any added value of text message communication from a patient perspective
- Measure patient satisfaction upon receiving text message information
- Determine if patients would like more / less communication via text message
- Highlight any patient stories which demonstrate safe, personal or effective care

In restoring our Service and planning for the future post-Covid, we would like to investigate how best to deliver future patient care. This could be returning to the way we used to do things, or by building on some of the recent changes.

We would like to understand the clinician, admin and patient experience of using text messages as a form of communication and information sharing during COVID-19 to inform future practice, particularly where there may be cost implications.

Methods: We designed two 'Survey Monkey' questionnaires targeted to understand the clinician and administrative perspectives of text message use. 75 surveys were analysed.

We designed one 'Survey Monkey' questionnaire targeted to understand the patient experience of text message use. 55 surveys were analysed.

Results: * Clinical staff and admin staff were using the software differently to meet the needs of patients.

* Clinicians, admin and patients rated an average satisfaction score of 9/10 for both the sending and receipt of text messages.

* 80% of clinicians send several text messages per week (60% using them multiple times per day).

* 92% of admin send several text messages per week (80% using them multiple times per day).

* 84% of clinicians believe the information sent / received added value to the consultation.

* There were significant savings in terms of time and cost in relation to simplified process maps and a reduction in printing and postage costs.

* 96% of patients found the information they were sent useful.

* 92% of patients would prefer communication in this format in the future.

Conclusion(s): • accuRx provides a triple win. Patients, clinicians and administrative staff all gave a user satisfaction score of 9/10

- Provides cost and time saving opportunities
- Enriches service digital transformation in line with Trust Values and Objectives
- Scope for future improvements through software enhancements
- Enhances the ability of health systems to work together within and across organizational boundaries to advance the effective delivery of healthcare for individuals and communities



Impact: • Spread

ELHT has approximately 1800 EMIS / accuRx users. By demonstrating our knowledge and experience of the product alongside our patient feedback, we can help other services embed this technology; further increasing cost-saving potential and more importantly, it's effectiveness.

• Sustainability

We can look to improve usage (clinician and admin) and support with further training.

By sharing the results, we hope to be able to improve how accuRx is embedded into routine patient care.

We'll continue to seek patient and staff feedback to monitor effectiveness for continuous improvement.

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O03

A service evaluation of remote consultation mediums in a physiotherapy department during the COVID-19 pandemic



S. Harlington^{1,*}, C. Clarkson¹, B. Smith^{1,2}

¹ *University Hospitals of Derby and Burton NHS Foundation Trust, Physiotherapy Out-Patients, Derby, United Kingdom*

² *University of Nottingham, School of Medicine, Nottingham, United Kingdom*

Keywords: Telemedicine, Physiotherapy, Patient Satisfaction

Purpose: The changing environment of healthcare during the COVID-19 pandemic resulted in the adoption of remote consultation methods. The combination of shielding patients, restricted travel and limited numbers of physiotherapists in the department led to a change from face to face consultation to a telemedicine based service. Patient satisfaction is a widely used method of measuring the quality of healthcare. This survey was utilised in order to gain an insight of patient satisfaction of treatment medium they received, ease of access and the likelihood of using it again.

Methods: Physiotherapy patients were sent a text message over a six month period along with a survey to complete detailing their experiences of telephone or video appointment (attend anywhere) from the previous day. 185 responses were collected and collated, the quantitative data analysed and qualitative data categorised into 3 themes; patient satisfaction with attitude and behaviour, physiotherapist communication and care and service.

Results: Of the 185 responses from patients who had received telephone or video consultations, the overall experience of the service was rated as 'very good or good' by 93.5% of respondents. Furthermore, we identified excellence in communication and catering for individual needs with

respondents reporting responses as 'yes always' or 'sometimes' 100 and 98.36%, respectively. This data was in line with our qualitative data assessment with patient satisfaction linked to the communication skills of the therapist. However, there were difficulties identified with initial technology use and quality of the video. Where communication problems occurred, this resulted in a lack of reassurance and left the patient feeling that their issues weren't resolved 'it was difficult to get the level of pain across' - This was more prevalent with the telephone method compared to video. A preference for the video call over telephone was highlighted by patients, however not all patients were provided with this option.

Conclusion(s): Patient satisfaction was very high with the change to a remote consultation method; it is unclear whether this was solely due to the technological advances in video conference software and mobile phone use or if the patients were more accepting of this as a result of the current climate of a nationwide lockdown during COVID-19 pandemic. Further stratification of the data to compare telephone and video appointments independently would provide greater clarity of patient preference. Face to face appointments will always have the advantage of being able to assess physical attributes, objective markers and to complete specialist tests & assessments. However, for those patients where there is less clinical need, the telemedicine approach can provide a useful alternative to assess and treat patients.

Impact: New advances with technology have allowed the introduction of novel consultation mediums, the COVID-19 pandemic has necessitated their use. It has highlighted that the service can be flexible and patients have high levels of satisfaction with this new method of consultation. It is unclear how effective and how satisfied patients will be with this system once social distancing is relaxed there can be a higher number of patients in the department.

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