

3rd June 2020

PRESS RELEASE

Dudley turn to Attend Anywhere video consultations

The Dudley Group NHS Foundation Trust has adapted the Attend Anywhere video consultation system to ensure patients get the care they need during the COVID-19 pandemic.

The Trust, which runs Russells Hall Hospital, outpatient centres and healthcare services in the community, was quick off the mark to introduce the new nationally-procured technology during the coronavirus lockdown. It will be keeping the system going as it moves to new ways of providing healthcare post-coronavirus.

“Attend Anywhere has proved invaluable for patients to be able to get the consultations they require when it is not necessary for them to physically be at one of our sites,” said Trust chief executive Diane Wake.

“As we move towards restoring all our services, we are looking at how to reimagine and re-energise what we do to provide the best possible healthcare for the people of Dudley and beyond. Attend Anywhere will play a part in this and we are sure patients will embrace this opportunity which will cut the need to attend for many routine appointments.”

The secure web-based service has already been taken up by 34 services within the hospital and outpatient centres, and community services such as midwives and rehabilitation services. The Dudley Group was the first trust in the Black Country to introduce Attend Anywhere.

Trust chief information officer Adam Thomas said: “Providing better access to our care services for patients is central to our existing strategy. There has been a huge positive ‘buzz’ for our virtual consultations from patients and doctors alike, so they are here to stay.”

One of the first departments to begin using it was Trauma and Orthopaedics. Dr Gail Parsons, nurse consultant, said: “Attend Anywhere is definitely something we have embraced and see as an essential addition to what we do.

“One example is a patient who needed me to assess her incision after a hip replacement. She was able to show me the wound on her smartphone and I was able to reassure her that everything was normal with it. I was also able to check on the generalised swelling in her leg compared to the other.”

The Trust has found that Attend Anywhere has been welcomed by a wider section of patients than expected. Requests for video consultations have come in from patients in their 90s who may not have been expected to embrace the technology.

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Issued by the communications team at The Dudley Group NHS Foundation Trust.