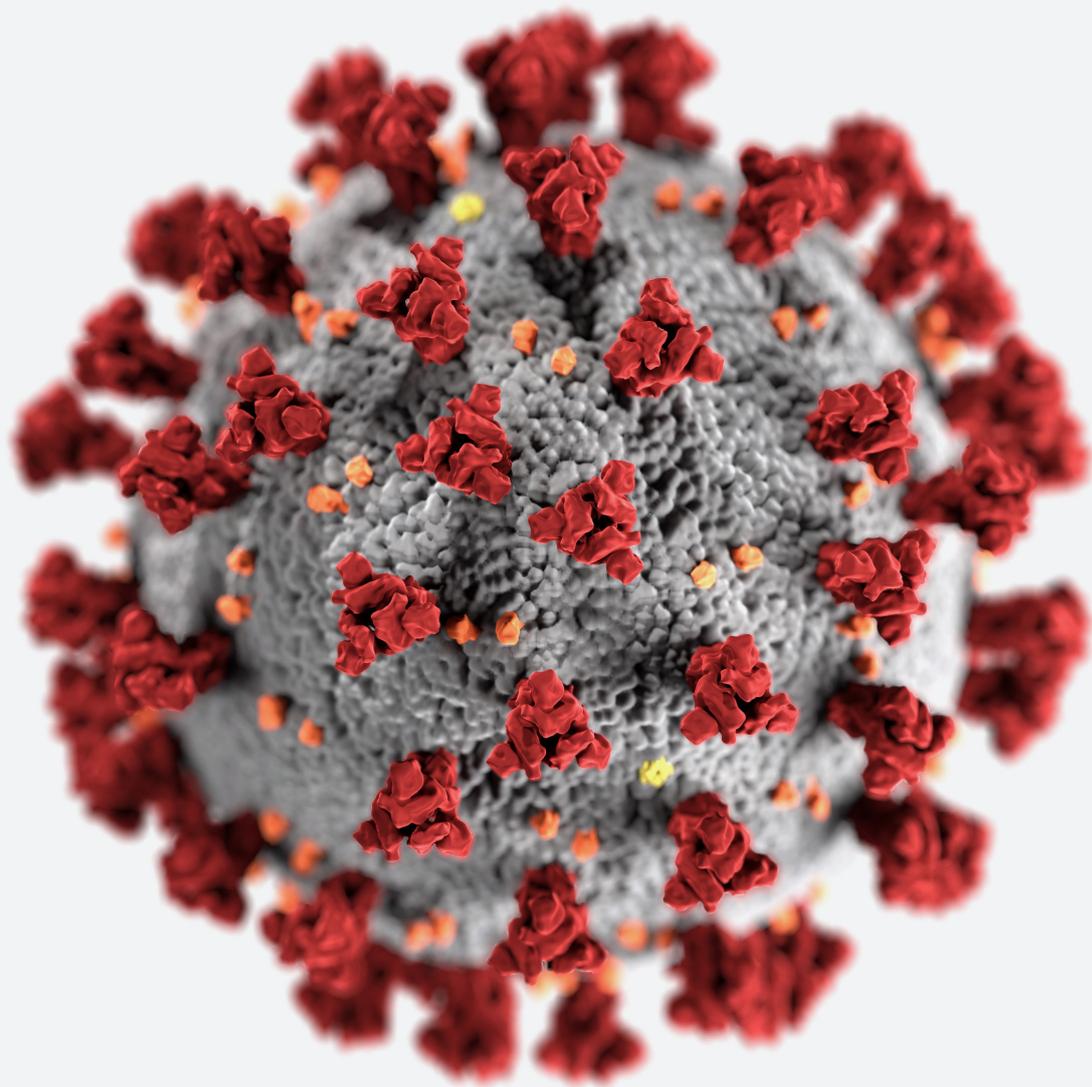




# Remote Working

Case Study



# Background

COVID-19 presented the NHS with immense challenges in terms of delivering high-quality care in a rapidly evolving and unknown situation while ensuring that all patients and staff remained safe. The risk to staff was particularly concerning because the ability of the system to cope with the pandemic was dependent on keeping clinical staff healthy and able to care for patients. The need to examine ways of working and identify alternatives to mitigate against unnecessary risk of staff exposure to COVID-19 was a key priority.

## Challenge

One of the gastroenterology clinical fellows at the Royal Oldham Hospital was identified as being at high risk for COVID-19, which meant that he was forced to shield for 12 weeks at home and not allowed to work.

The unavoidable loss of such a highly skilled and valuable resource over this period was difficult for the service to manage without.

At the end of the period of shielding, the clinical fellow was able to return to work but was unable to physically see patients because it was deemed to be too risky for him. The challenge was then to find ways of enabling him to provide patient care or contribute to it by identifying alternate ways of working.

## Solution

With the introduction of Bleepa as the inpatient clinical referral and communication tool for gastroenterology, this enabled the clinical fellow to not only provide patient care but to safely take a leadership role delivering it on behalf of the team.

By design, Bleepa supports remote working and patient-centric communication and collaboration. The clinical fellow is responsible for managing and triaging all new gastroenterology inpatient referrals. This enables him to review cases and provide consultation himself without having to physically see the patient - where appropriate - or assigning the case to another colleague who is able to see the patient. The access to medical imaging, the standardisation of the referral information and the ability to chat with the clinical team using Bleepa means that the clinical fellow is not lost to the NHS but able to contribute at a time when he is most needed without risking his own health.

## Conclusion

***Bleepa provides access to medical imaging and patient-centric chat communication over time and space, which makes it a powerful tool for remote working.***

***The ability for clinical teams to be able to communicate remotely has a number of important applications to help address not only the risks associated with the pandemic but access to clinical input in the face of staffing pressures for any number of reasons.***

## Feedback

***"The need for quick & direct communication has only increased with the COVID pandemic - we can't just travel and meet people as freely in the hospital environment, we need a solution to that problem and Bleepa has really offered that."***

**Dr Nevan Meghani**  
Respiratory Registrar

