Haematology Virtual Clinic- a patient oriented specialist service
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Mission:
- To streamline and enhance the patient pathway
- Effective utilisation of resources

Key points:
- Single point of entry for referrals
- Two way communication between Primary and Secondary Care
- Enabled by technology

Challenges
- Developing links between Primary and Secondary Care
- Possible reductions in outpatient activity
- Consultant job planning
- Tracking of virtual activity
- Measuring patient outcomes
- Security and robust IT systems
- New way of working

Advantages
- Reduction in inappropriate referrals
- Monitoring of patients in Primary Care with specialist advice
- Reduction in distance and travel
- Improving collaboration between Primary and Secondary Care
- Increasing the availability of rare expertise to other locations
- Allowing the real-time sharing of decisions
- Patient satisfaction

Initial evaluation
- ‘proof of principle’ established
- 20% potential reduction in new patient appointments
- Further reductions anticipated in follow –up
- GPs who have used the service are extremely satisfied
- For PCT wide roll out

It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change. (Charles Darwin)