

A single-centre evaluation of remote video consultation for children and young people with diabetes

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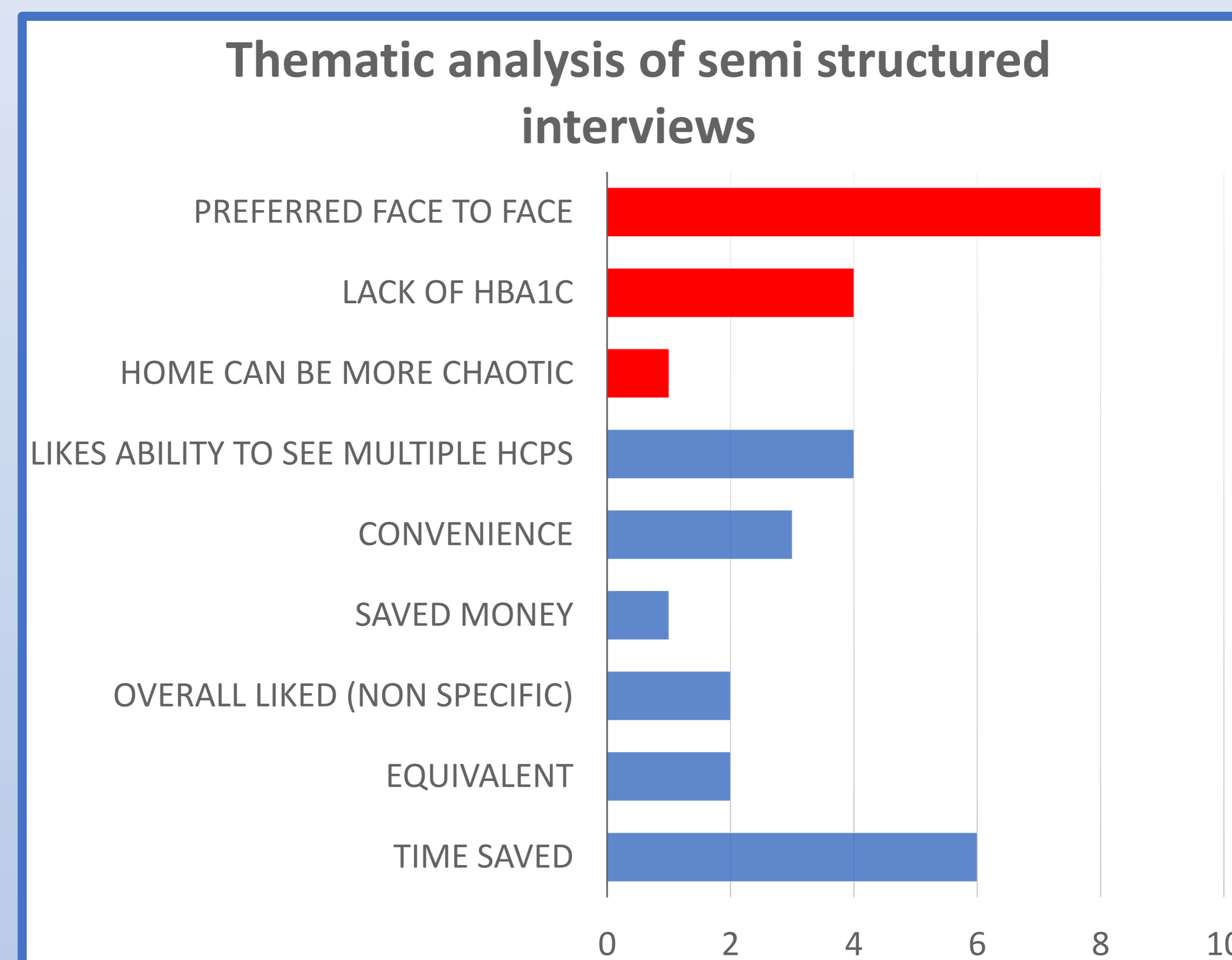
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Introduction

- Throughout 2020 telemedicine was rapidly deployed across health services and, during the COVID-19 pandemic, replaced many face-to-face (FTF) medical consultations.
- Children and young people (CYP) with diabetes present a unique opportunity for this type of consultation, due to the ability to interpret and share data via a variety of other intermediary platforms.
- This study aims to describe both CYP and parent experience of a new telemedicine service for CYP with diabetes focusing on user experience and preferences.

Methods

- Data were collected from a patient cohort looked after in a single paediatric diabetes service between April 2020 and August 2020.
- Parents and young people were contacted by telephone after their telemedicine consultation and data regarding their experience were collected via semi-structured interviews.
- Results were analysed both quantitatively and qualitatively.



Results

- Data were analysed from 42 semi-structured interviews for 42 separate CYP, with an age range of 6-18 years.
- 60% of consultations were with more than one healthcare professional.
- 64% of interviewees described the video call quality as being just as good as FTF, with 36% describing it as satisfactory but not as good as FTF.
- The median time saved for patients was 1.5 hours (IQR 1.0-2.0 hours).
- Overall, 45% interviewed described preferring remote consultation, 26% expressing no preference and 29% preferring FTF consultation. 93% of interviewees reported that they would be happy to use remote consulting again.

Patient Age	Range:	Median age:		
	6-18 years	14 years		
Which health professionals were on the call	Consultant only	Other Health Care Professional only	Doctor + Other Health Care Professional	
Number	16	1	25	
Which technology used	Phone	Tablet	Computer	Other
Number	11	8	22	3
Call technical quality compared to F2F consultation	Just as good	Satisfactory	Poor and needed to reschedule	
Number	27	15	0	

Conclusions

- CYP and parents reported a high degree of satisfaction with remote video consultation.
- Ability to share diabetes data through online platforms makes telemedicine consultations effective.
- Some aspects of FTF diabetes consultation such as HbA1c measurement are more challenging.
- Video consultation is likely to increase in prevalence in the future not just with physical distancing secondary to COVID-19 but also with aims to reduce emissions from travel and reduce the healthcare time burden associated with chronic disease.

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