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

Authors: Dr E T Andrews MRCPCH¹, Dr E O Odeleye M.D¹, Dr A Kumaran MRCPCH PhD¹, Dr N Trevelyan FRCPCH MSc¹
1. Southampton Children’s Hospital, University Hospital Southampton NHS Foundation Trust

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 quantitively 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.

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.

Contact Information:
edandrews@doctors.org.uk
University Hospital Southampton, NHS Foundation Trust, Tremona Road Southampton. UK