

Implementing remote consultations – support from Time for Care

The Time for Care programme supports leaders and teams in practices / PCNs to plan, implement and embed service changes. We provide expert coaching and facilitation for using improvement science and change leadership skills to implement change safely, smoothly and sustainably. Working alongside subject matter experts and software suppliers, we can advise and coach practices through the process of planning, launching and troubleshooting a new system such as online consultations. The Time for Care team already has extensive experience of supporting implementation of the 10 High Impact Actions, of which this is one. During the COVID-19 pandemic, we are targeting our support on the following priority needs:

CHANGE PRIORITIES FOR PRACTICES



We can provide one part of a comprehensive support package for remote consultations deployment:

Remote consultations: menu of support			
National support <ul style="list-style-type: none"> Guidance, tools & templates Procurement Policy advice & problem solving <p><i>National teams (NHSX, NHS E&I).</i></p>	Business support <ul style="list-style-type: none"> Advice and problem-solving on local contracts, governance and deployment Support to engage with patients, the public and other stakeholders <p><i>National procurement hub. Regional and system digital team and primary care teams.</i></p>	Product support <ul style="list-style-type: none"> Training and advice in using software Support for deployment and integration <p><i>Software suppliers. Implementation and business change teams, AHSNs, CSUs, etc.</i></p>	Time for Care <ul style="list-style-type: none"> Facilitation, coaching and problem solving to implement rapid cycle change in administrative and clinical processes Support to learn from peers including 'champion' practices <p><i>Primary Care Improvement team.</i></p>
<p>Coordination of planning, delivery and oversight across national and regional teams</p>			

Please speak to our regional leads to discuss the ways in which we can contribute to your deployment programme. Note that we provide improvement expertise but not generic PMO capacity.

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