



## Topic Exploration Report

Topic explorations are designed to provide a high-level briefing on new topics submitted for consideration by Health Technology Wales. This report was prepared by Health Technology Wales on behalf of the Bevan Commission. It summarises the existing evidence on the technology of interest to support a Bevan health technology exemplar application.

Topic:	PRIMACy Project - Evaluating a Smart, Secure and Safe virtual consultation solution for NHS Primary Care Professionals and their Patients.
Topic exploration report number:	TER024
Referrer:	Andrea Pace
Topic exploration undertaken by:	Health Technology Wales

### Aim of Search

Health Technology Wales researchers searched for evidence on the use of Smart Care Doc, or general video-based virtual consultation, in primary care.

### Summary of Findings

We did not identify any literature for Smart Care Doc in primary care, or other health care settings. We did not identify any guidance relating to video-based consultation options in primary care. NICE Guidelines (NG21, NG22, NG96) did recommend use of telehealth/telecare systems, but not as a replacement to personal contact.

Several systematic reviews were identified, including one review of economic evaluations, assessing use of telehealth in primary care settings; this included, but was not limited to, video-based telehealth. However, current data is limited due to the variability in study populations, and the function and type of the intervention. Further high-quality research is required that focuses on the use of virtual consultations between general practitioners (GPs) and their patients.

### Key sources of evidence

- Flodgren G et al. Interactive telemedicine: effects on professional practice and health care outcomes. Cochrane Database of Systematic Reviews 2015, Issue 9.  
<https://doi.org/10.1002/14651858.CD002098.pub2>
- Wade VA et al. A systematic review of economic analyses of telehealth services using real time video communication. BMC Health Services Research. 10:233, 2010 Aug 10.  
<https://dx.doi.org/10.1186/1472-6963-10-233>

## Areas of Uncertainty

Existing evidence of virtual consultations in primary care is limited, and we did not identify any evidence for the Smart Care Doc specifically. Further high-quality research is needed for Smart Care Doc, and virtual consultation in primary care, to better understand the value compared to standard approaches.

## Brief literature search results

Resource	Results
Guidelines and guidance	
<p><a href="#">NICE</a></p> <p><i>We searched for guidelines, technology appraisals, diagnostics, interventional procedures, and medical technologies guidance.</i></p>	<p>No specific guidance was identified on Smart Care Doc, or other virtual consultation in primary care specifically. The following guidelines include recommendations relating to telehealthcare.</p> <p>NICE Guideline 21 (NG21). Home care: delivering personal care and practical support to older people living in their own homes. 2015. <a href="https://www.nice.org.uk/guidance/ng21/chapter/Recommendations">https://www.nice.org.uk/guidance/ng21/chapter/Recommendations</a></p> <p>NICE Guideline 22 (NG22). Older people with social care needs and multiple long-term conditions. 2015. <a href="https://www.nice.org.uk/guidance/ng22/chapter/Recommendations">https://www.nice.org.uk/guidance/ng22/chapter/Recommendations</a></p> <p>NICE Guidelines 96 (NG96). Care and support of people growing older with learning disabilities. 2018. <a href="https://www.nice.org.uk/guidance/ng96/chapter/Recommendations">https://www.nice.org.uk/guidance/ng96/chapter/Recommendations</a></p>
<p><a href="#">Healthcare Improvement Scotland:</a></p> <p><i>We searched the HIS website for any relevant advice and hand-searched Scottish Health Technologies Group and Scottish Intercollegiate Guidelines Network publications.</i></p>	<p>No specific guidance was identified on Smart Care Doc, or other virtual consultation in primary care. The following scoping report may be of interest:</p> <p>Technologies scoping report 23. 2014. What is the evidence for the clinical effectiveness and cost effectiveness of telemedicine in the context of paediatric unscheduled care (excluding neonates) in rural areas? <a href="http://www.healthcareimprovementscotland.org/our_work/technologies_and_medicines/shtg_scoping_reports/technologies_scoping_report_23.aspx">http://www.healthcareimprovementscotland.org/our_work/technologies_and_medicines/shtg_scoping_reports/technologies_scoping_report_23.aspx</a></p>
<p><a href="#">Guidelines International Network</a></p>	<p>No specific guidance was identified on Smart Care Doc, or virtual consultation in any healthcare settings.</p>
Secondary literature and economic evaluations	
<p><a href="#">ECRI</a></p>	<p>No specific assessment was identified on Smart Care Doc, or virtual consultation in any healthcare settings.</p>
<p><a href="#">Cochrane library</a></p> <p><i>We searched for relevant Cochrane Reviews.</i></p>	<p>No specific studies were identified for use of Smart Care Doc. We identified the following studies for use of general virtual consultations in primary care:</p> <p>Flodgren G et al. Interactive telemedicine: effects on professional practice and health care outcomes. Cochrane Database of Systematic Reviews 2015, Issue 9. <a href="https://doi.org//10.1002/14651858.CD002098.pub2">https://doi.org//10.1002/14651858.CD002098.pub2</a></p>

<p><a href="#">Medline</a></p> <p><i>We searched the Medline database for systematic reviews, meta-analyses, economic evaluations only.</i></p>	<p>No specific studies were identified for use of Smart Care Doc. We identified the following studies for use of general virtual consultations in primary care:</p> <p>Winburn AS et al. A systematic review of prehospital telehealth utilization (2017). Journal of Telemedicine and Telecare Vol 24(7), pp. 473 - 481. <a href="https://doi.org/10.1177/1357633X17713140">https://doi.org/10.1177/1357633X17713140</a></p> <p>Bashshur, R. L., Howell, J. D., Krupinski, E. A., Harms, K. M., Bashshur, N., &amp; Doarn, C. R. (2016). The Empirical Foundations of Telemedicine Interventions in Primary Care. Telemedicine Journal &amp; E-Health, 22(5), 342-375. doi: <a href="https://dx.doi.org/10.1089/tmj.2016.0045">https://dx.doi.org/10.1089/tmj.2016.0045</a></p> <p>Bradford NK et al. Telehealth services in rural and remote Australia: a systematic review of models of care and factors influencing success and sustainability. Rural &amp; Remote Health. 16(4):4268, 2016 Oct-Dec. <a href="https://www.rrh.org.au/journal/article/4268">https://www.rrh.org.au/journal/article/4268</a></p> <p>Kidd L et al. Telehealth in palliative care in the UK: a review of the evidence. Journal of Telemedicine &amp; Telecare. 16(7):394-402, 2010. <a href="https://dx.doi.org/10.1258/jtt.2010.091108">https://dx.doi.org/10.1258/jtt.2010.091108</a></p> <p>Verhoeven, F., van Gemert-Pijnen, L., Dijkstra, K., Nijland, N., Seydel, E., &amp; Steehouder, M. (2007). The contribution of teleconsultation and videoconferencing to diabetes care: a systematic literature review. Journal of Medical Internet Research, 9(5), e37.</p> <p>Azarmina, P., &amp; Wallace, P. (2005). Remote interpretation in medical encounters: a systematic review. Journal of Telemedicine &amp; Telecare, 11(3), 140-145.</p> <p>The following economic evaluations were identified:</p> <p>Wade VA et al. A systematic review of economic analyses of telehealth services using real time video communication. BMC Health Services Research. 10:233, 2010 Aug 10. <a href="https://dx.doi.org/10.1186/1472-6963-10-233">https://dx.doi.org/10.1186/1472-6963-10-233</a></p> <p>Brebner, J. A., Brebner, E. M., &amp; Ruddick-Bracken, H. (2006). Accident and emergency teleconsultation for primary care--a systematic review of technical feasibility, clinical effectiveness, cost effectiveness and level of local management. Journal of Telemedicine &amp; Telecare, 12 Suppl 1, 5-8.</p>
<p>Ongoing research</p> <p><a href="#">Clinicaltrials.gov</a></p>	<p>NCT03089801. Making Connections: Tablet-Enabled Video Telehealth to Enhance Veterans' Access and Care. Estimated study completion date September 2018. <a href="https://clinicaltrials.gov/ct2/show/NCT03089801">https://clinicaltrials.gov/ct2/show/NCT03089801</a></p>

Date of search:	September 2018
Concepts used:	virtual consultation/clinic, primary care, smart care, smart care doc platform, telehealth/telecare/telemedicine