



Pan-London research on the shift to remote consultations during the COVID-19 pandemic: lessons learnt



In March 2020, a move to remote consulting for routine primary care and outpatient NHS appointments was mandated due to Covid-19.

What did we do?

The London Clinical Executive Group (LCEG) invited the NIHR Applied Research Collaborations (ARCs) based in London to evaluate this shift in London – specifically, to inform whether and how remote consultations should continue to be scaled post-pandemic, particularly those focusing on cardiology and mental health.



How is it helping?

Our evaluation of evidence for clinical and patient experiences of remote consultations during the COVID pandemic was directly shared with the regional NHS England and NHS Improvement clinical and transformation leads, enabling immediate knowledge translation. A report on study findings was created and presented to NHSE&I London's Clinical Advisory Group (LCEG) in 2022, entitled "Pan-London research on the shift to remote consultations during the COVID-19 pandemic: lessons learnt"

This work has also led to a collaboration between ARC NT, UCLPartners, NIHR Cancer Policy Research Unit and the UCL Clinical Operational Research Unit to evaluate the impact of Community Diagnostic Centres (CDCs) for people with colorectal and ovarian cancers.

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