



Learning and sharing together: implementing virtual consultations as a response to COVID-19

Learning log 1 – week ending Sunday 19 April

Please note: the first learning log is a bit longer than the subsequent ones as we would like to go back a bit further, to when the outbreak first escalated. We'd like you to provide additional context to the work you were involved in within your organisation or service.

The questions are broad and aim to provide structure. Please **be specific**, speak to your **personal experience** and **provide examples** as appropriate.

Your name	
Your job title and your role in this work:	
Your organisation:	
Brief description of the work with virtual consultations within your organisation or service before the outbreak escalated in mid-March (including what you were trying to achieve)	
What are the key things that have happened within your organisation or service around virtual consultations since mid-March ?	
What's working well and why?	
What are you finding hard and why?	
What are the main things you are learning? <i>This includes reflecting on what you are seeing, sensing and feeling about this work.</i>	
How are you feeling personally about this work and your role in it?	

<p><i>This could include anything you're feeling proud about, or anything you are having concerns about.</i></p>	
<p>Is there any other support or information you would value from others?</p>	
<p>Is there anything else you want to tell us about your work?</p>	

Thank you. We are very much looking forward to working with you on this collaborative learning project.

Please submit your responses by Sunday 19 April in the most convenient format for you.

The options are:

- Complete and return the attached **Word document** to Jo via Joanna.scott@health.org.uk
- Submit your answers via an **online survey**. (This is compatible with mobiles and tablets).
- Leave your responses via **phone** or **voicemail** to Jo on 020 7664 4639.
- Record an audio file (please let Jo know, so we can agree the best options for submitting it).

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