Introduction
Providing equitable services in a mixed urban/rural/remote rural health economy is challenging (2). Issues that are difficult to address and call for innovative solutions are;
- Access
- Premises
- Available multi-disciplinary staff
- Time spent traveling

No Delays is an electronic platform available on Smartphone, Tablet, Laptop and Desktop computers, designed to deliver important clinical messages and education to patients and their relatives. The system uses a series of patient, disease and problem specific video modules known as ‘patient postcards’. We describe how this concept has been enhanced to improve uptake and access to Pulmonary Rehabilitation in remote sites in North East Scotland.

Methods
The ‘No Delays’ platform was developed by a collaboration of NHS Grampian Modernisation Directorate and Digital Life Sciences1, Key Stakeholders from different Managed Clinical Networks were involved in a mapping exercise, agreeing their main knowledge/skill gap areas in each disease/patient pathway. Digital Life Sciences worked with a short life group to develop written and video content for patient postcards. This content included 4 key resources around Pulmonary rehabilitation;
- The patient as salesperson
- The Virtual Class
- The virtual Expert
- Follow on Postcards with exercises

In the 84 practices in Grampian, 188 clinicians have signed up to using the system.

Physiotherapists have been able to extend their reach for PR using the system by supporting virtual parallel classes so that all patients in Grampian now have access to PR.

Physiotherapists sending 55 post PRDigital Postcards have had 100% uptake by patients or relatives

Conclusions
New methods of communication are no longer the domain of the young. Multi-disciplinary support for patients doesn’t always need the physical presence of a MDT. The No Delays platform has the potential to support the whole patient pathway, including Self Management, dealing with Comorbidities, Inhaler use and Early Supported Discharge. No delays has the potential to support clinicians in their own ongoing learning.

References.
(1) http://www.digitallifesciences.co.uk
(2) http://www.healthcareimprovementscotland.org/our_work/long_term_conditions/copd_implementation/copd_clinical_standards.aspx