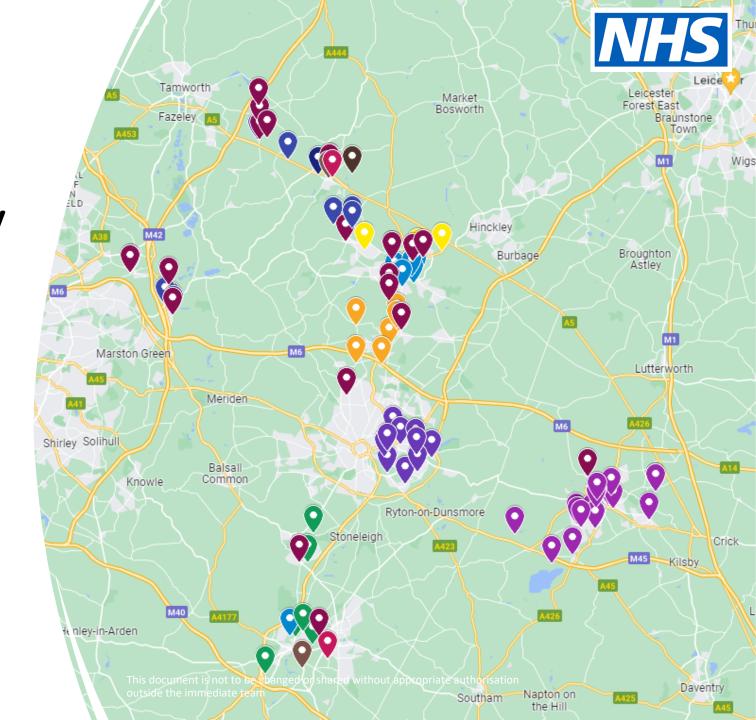
# Teleheath Remote Monitoring Programme Summary November 2022

Programme Board Report – November 2022





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## 1. Programme Summary



#### **Current – 3850**

Remote Monitoring in care Homes – Total 3281									
North	1403								
South	396								
Rugby	754								
Coventry	1297								

Totals include Care Homes and Long Term Conditions



#### **Key Success**

- Champions Events SB to present
- Care homes Considerable potential time saving with the GP average time saving total of approx. **214 hours** (inc. admin time) and approx. **148 hours** for Care Home hours
- Triage time under 2 hours at 62 mins for 92% of alerts
- Heart Failure Patient Evaluation see slides
- COPD Evaluation see slides

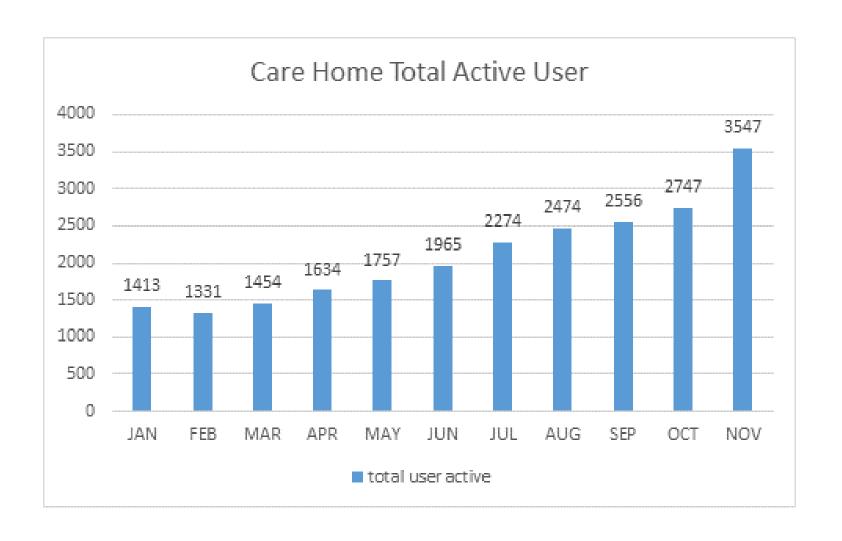
#### Focus & Delivery

- Coventry Care homes have now been delivered apart from in Coventry North PCN
- Long Term Conditions January March to be upscaled increasing the COPD and Heart Failure patients in line
  with resource
- Benefit analysis Admission avoidance, time saving, speciality audits

#### Key Risks & Issues

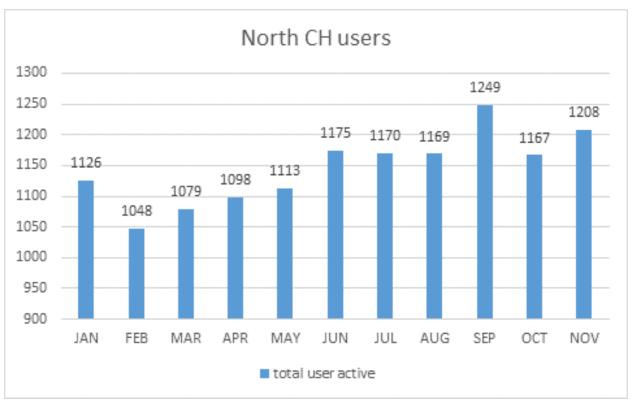
- Recruitment and resource is impacting the team. This should be in part resolved in part by January 2023.
- Recruitment drive to be planned to increase the clinical Caseload Nursing /Project Management team with a
  potential information day



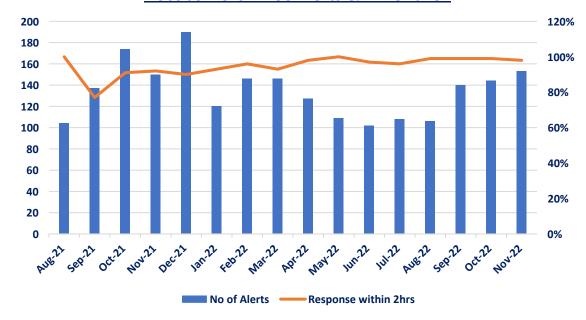


## NHS

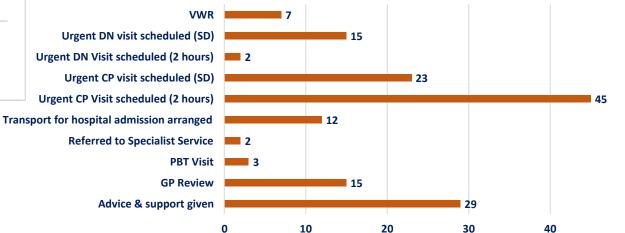
#### **North Warwickshire**



#### **Docobo North - ICC Alerts & Time Taken**



#### **Deteriorating Alerts Actions Completed North - November 22**

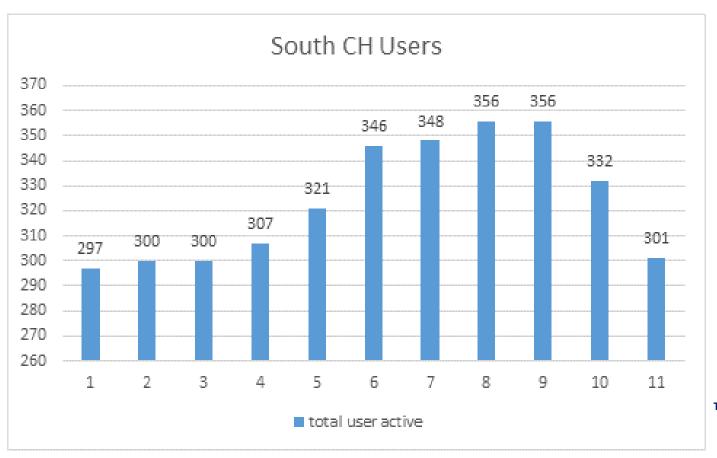


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## Programme Summary November 2022 South Warwickshire

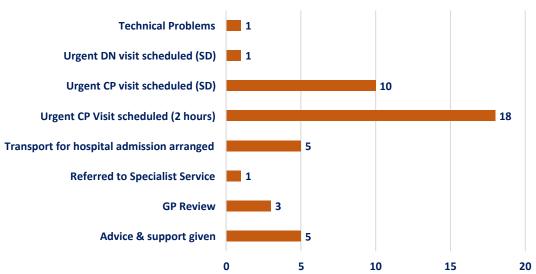


#### <u>Docobo South - ICC Alerts & Response within 2</u> Hours





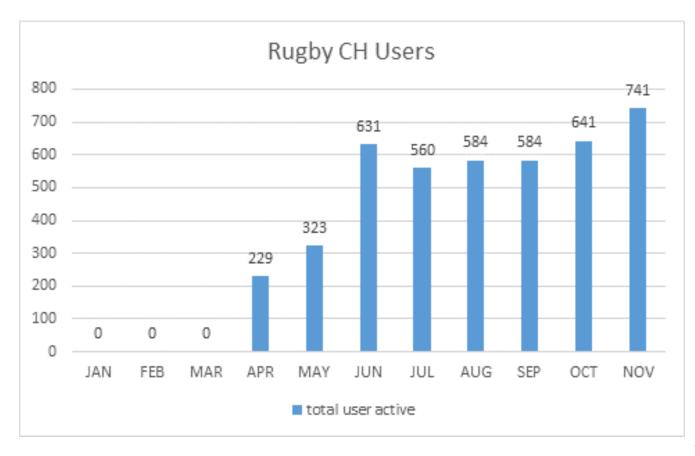
#### Deteriorating Alerts Actions Completed South - November 22



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## Programme Summary November 2022 Rugby





#### **Docobo Rugby - ICC Alerts & Response within 2 Hours**



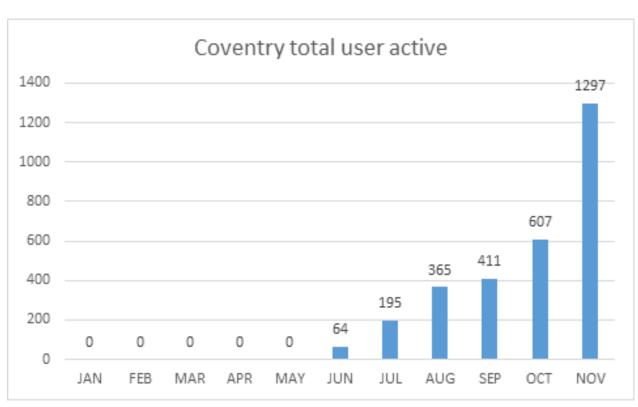
## Deteriorating Alerts Actions Completed Rugby - November 22



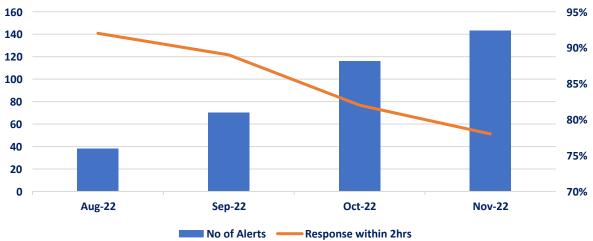
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## Programme Summary November 2022 Coventry





#### **Docobo Coventry - ICC Alerts & Response within 2 Hours**



### <u>Deteriorating Alerts Actions Completed Coventry -</u> November 22

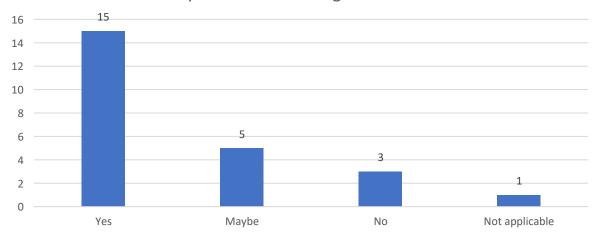


## 2. Heart Failure Evaluation

## Telehealth Docobo – Heart Failure Patient survey – Nov 2022 📈 🗐

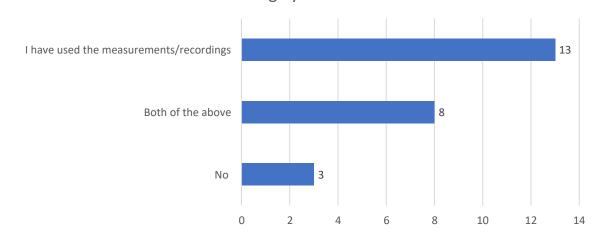


#### Do you feel your symptoms have been better managed since you have been using Docobo?



- The next questions focused on Patients health since using the service.
- 15 or 62% said they thought that their symptoms had been managed better since using the service.

Has Docobo helped you to become more confident to manage your own health?

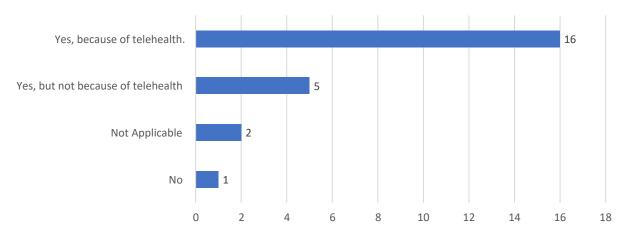


21 or 87% of responders said they felt more confident about managing their help as a result of using measurements and recordings they had taken whilst using the service.

#### **Telehealth Docobo – Heart Failure Patient survey – Nov 2022**

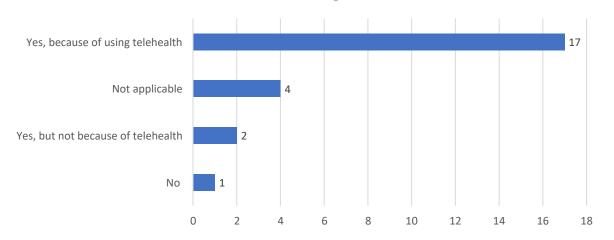


Do you feel the number of times you have seen your GP has reduced since you have been using Docobo? \*



- The next questions focused the Patients thoughts about impact of using Primary Care since using the service.
- 16 or 66% of Patients said they thought their need to see GP had reduced because of using Docobo service

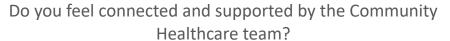
Do you feel the number of unplanned visits to hospital has reduced since using Docobo? \*

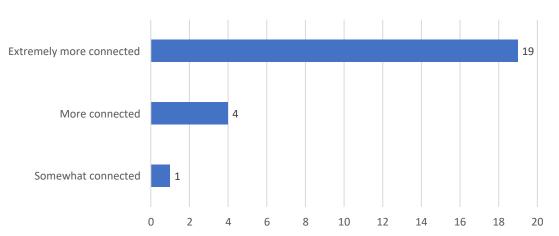


 17 or 70 % of responders said they thought the number of unplanned visits to Hospital had reduced as a result of using Docobo Service.

### **Telehealth Docobo – Heart Failure Patient survey – Nov 2022**

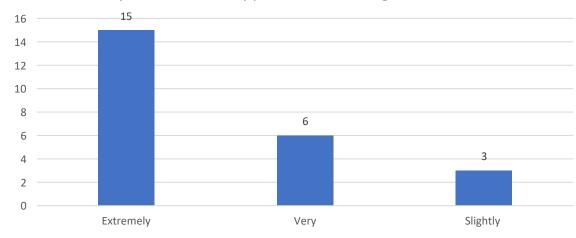






- The next questions focused on Patients confidence in the service and Confidence of their Families and Loved ones since thy had used Docobo.
- 23 or 95% of Patients said they felt More or extremely more connected to Community Health since using the service.

Do your family/ those around you feel more confident in your care and support since starting Docobo? \*



 All Patients said they felt their Families and Loved ones felt more confident about their Care since using the service with 21 or 87% feeling Very or extremely more confident. **Telehealth Docobo – Heart Failure Patient survey – Nov 2022** 

**Comments & Feedback** 



I am happy with the service it is great to have support

It gives you peace of mind

that you are tested everyday.

It's amazing to know there is someone in the background monitoring you and it gives peace of

Has been a lifeline, should be all over Everyone is so kind and helpful, I live on my own so it's good

You are monitored and

think it's great

Because it helps monitor my

heart so if someone else had

that problem it's a good

service to use.

ond led son sone one one one call if

Easy to use, means you have full support and causes less Jun support und causes ress anxiety for someone who can By doing the readings and sending them gives peace of mind because if something is Peace of mind it gives wrong, I'm told.

Knowing someone is there is helpful. I live on my own and it makes me feel wanted and cared for.

It's a better way of managing health yourself. Gives peace of mind that someone will readings are not normal.

to know

someone cares.

I feel I have benefited from using the service so I would like anyone in the same boat to use it.

know that you are bei

ng monitored, not too invasive and you

know it ope are whoug

then someone

will call you in

a matter of hours to talk to you.

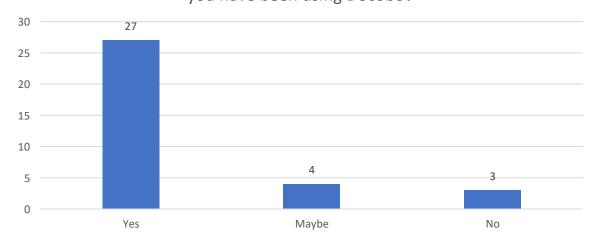
It keeps me out of hospital

## 3. COPD Evaluation

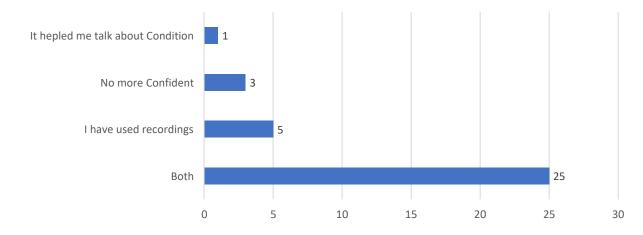
### **Telehealth Docobo – COPD Patient survey – Nov 2022**



Do you feel your symptoms have been better managed since you have been using Docobo?



Has Docobo helped you to become more confident to manage your own health?



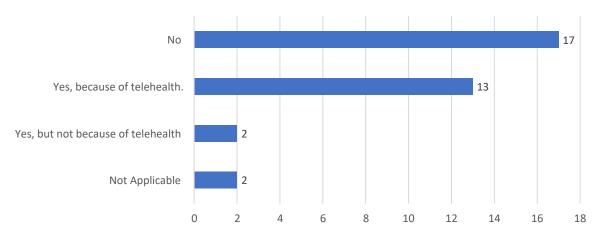
- The next questions focused on Patients health had been managed since using the service.
- 27 or 79% said they thought that their symptoms had been managed better since using the service.

 31 or 91% of responders said they felt more confident about managing their health as a result of using measurements and recordings they had taken whilst using the service.

#### **Telehealth Docobo – COPD Patient survey – Nov 2022**

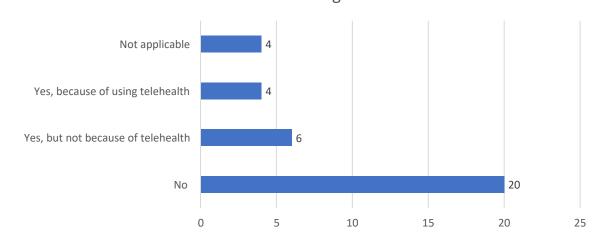


Do you feel the number of times you have seen your GP has reduced since you have been using Docobo? \*



- The next questions focused the Patients thoughts about impact of using Primary Care since using the service.
- 13 or 38% of Patients said they thought their need to see GP had reduced because of using the Docobo service.

Do you feel the number of unplanned visits to hospital has reduced since using Docobo? \*

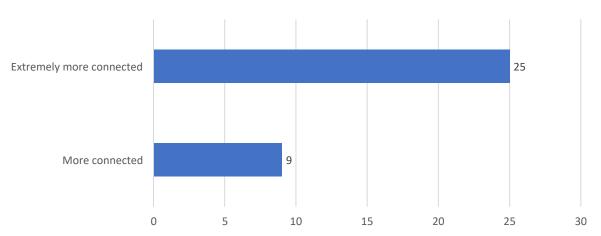


 4 or 12 % of responders said they thought the number of unplanned visits to Hospital had reduced as a result of using Docobo Service.

### **Telehealth Docobo – COPD Patient survey – Nov 2022**

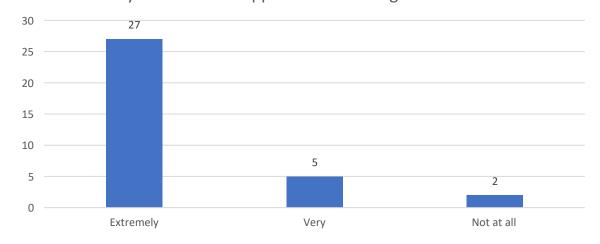


Do you feel connected and supported by the Community Healthcare team?



- The next questions focused on Patients confidence in the service and Confidence of their Families and Loved ones since thy had used Docobo.
- 34 or 100% of Patients said they felt More or Extremely more connected to Community Health since using the service.

Do your family/ those around you feel more confident in your care and support since starting Docobo? \*



• 32 or 94% Patients said they felt their Families and Loved ones felt more confident about their Care since using the service with 27 or 89% feeling extremely more confident.

#### **Telehealth Docobo – COPD Patient survey – Nov 2022** Definately reasurance and Its a good thing for patients who live Good system easy It's amazing to know to use and am there is someone in the during covid confident theres background monitoring someone out there you and it gives peace of looking out for me Much more easy to use and gives Due to dexterity, confidence that someone is unable to take there to contact if needed readings easily. Would recommend to friend due to the support of team Confidence knowing there's help if needed and knowing Easy to use, helps you very Makes you feel supported and im being monitored. much, no waiting at Drs whomes you seems upported in 2 hours if help is there in 2 hours if Support, reassurance, peace of mind, Knowing someone is there is helpful. I live on my own and To know there is help if it makes me feel wanted and Much happier, content now needed, without being i'm able to access help cared for. at GP 20

## 4. Risks & Issues

## **Programme Risks October 2022**



Risk Name	Risk Description	Project	Likelihood	Severity	RAG Status / Risk Score	Mitigation Plan	Owner	Executive Owner	Status
Potential	Docobo app allows free text data entry to identify specific user. This potentially leads to erroneous data in the audit trail, meaning the data entered cannot be directly attributed to a specific, authenticated user. A rogue user could deliberately enter false data, resulting in changes to the clinical response.		1	3		Patient issues not properly escalated would be routinely escalated through normal care home procedures (111/999). Patient data cannot be entered without entering the correct DOB of a registered patient. Appropriate care home policies and procedures and corresponding staff training.	AF	J.Northcote	Open
Resourcing	The resource for the team to deliver against target is extremely limited, which will have a negative impact on the programme.		4	4		There is plan in place for recruitment of further clinical and administrative staff to enable the programme but this is currently paused. Limited uptake with some roles and an recruitment event to be organised	JL	RH	Open



#### 'multi agency, multi disciplinary working at its best'

A collaborative project by:

Docobo Ltd NHS Coventry and Warwickshire ICB

NHS Coventry and Warwickshire Partnership Trust

NHS George Eliot Hospital

University Hospitals Coventry and Warwickshire NHS South Warwickshire Foundation Trust

NHS Integrated Care Community Coventry City Council

Warwickshire County Council

North Warwickshire Primary Care Network

