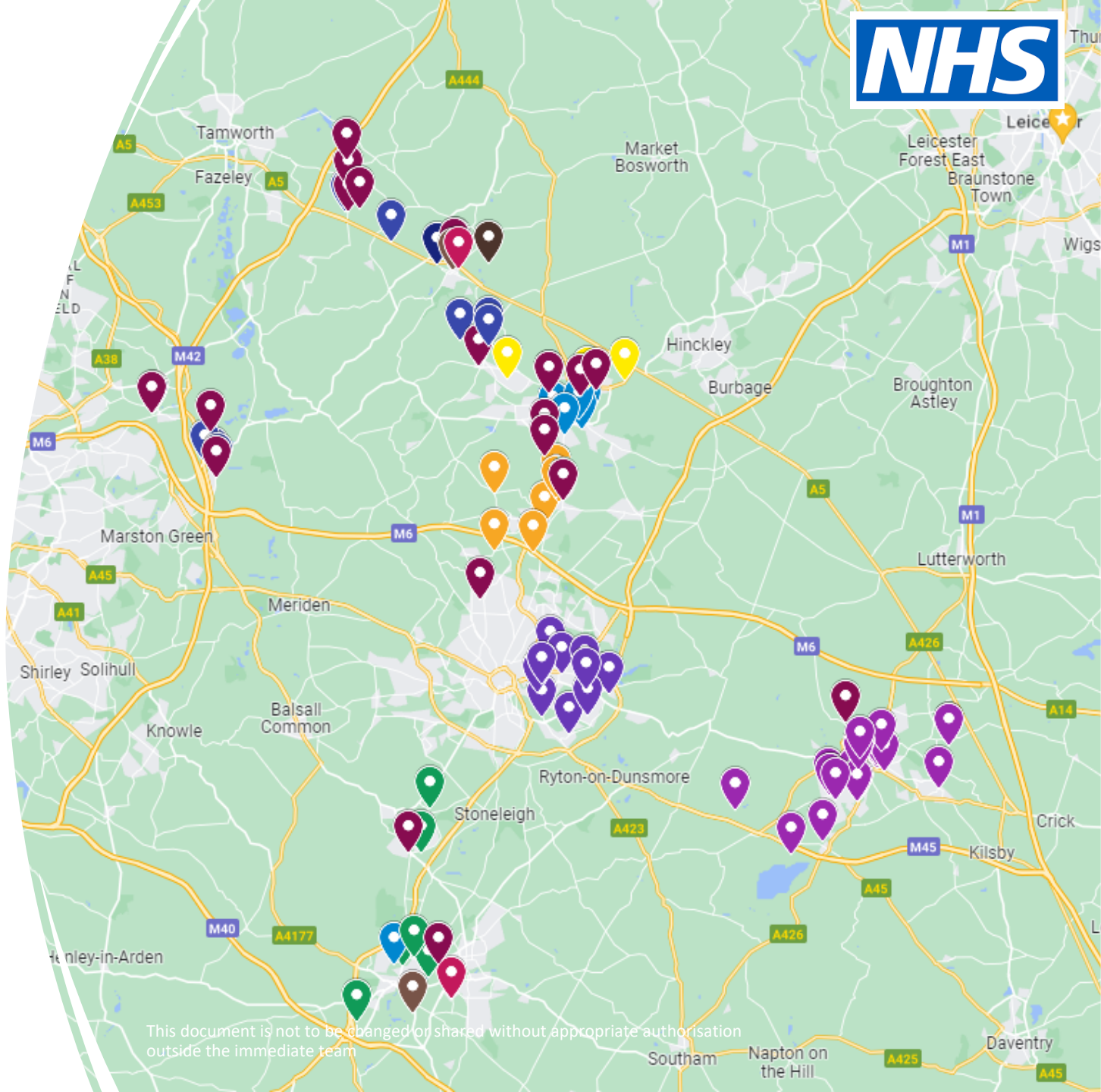


Teleheath Remote Monitoring Programme Summary November 2022

*Programme Board Report – November
2022*



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1. Programme Summary

Programme Summary November 2022



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

Programme Summary November 2022



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*

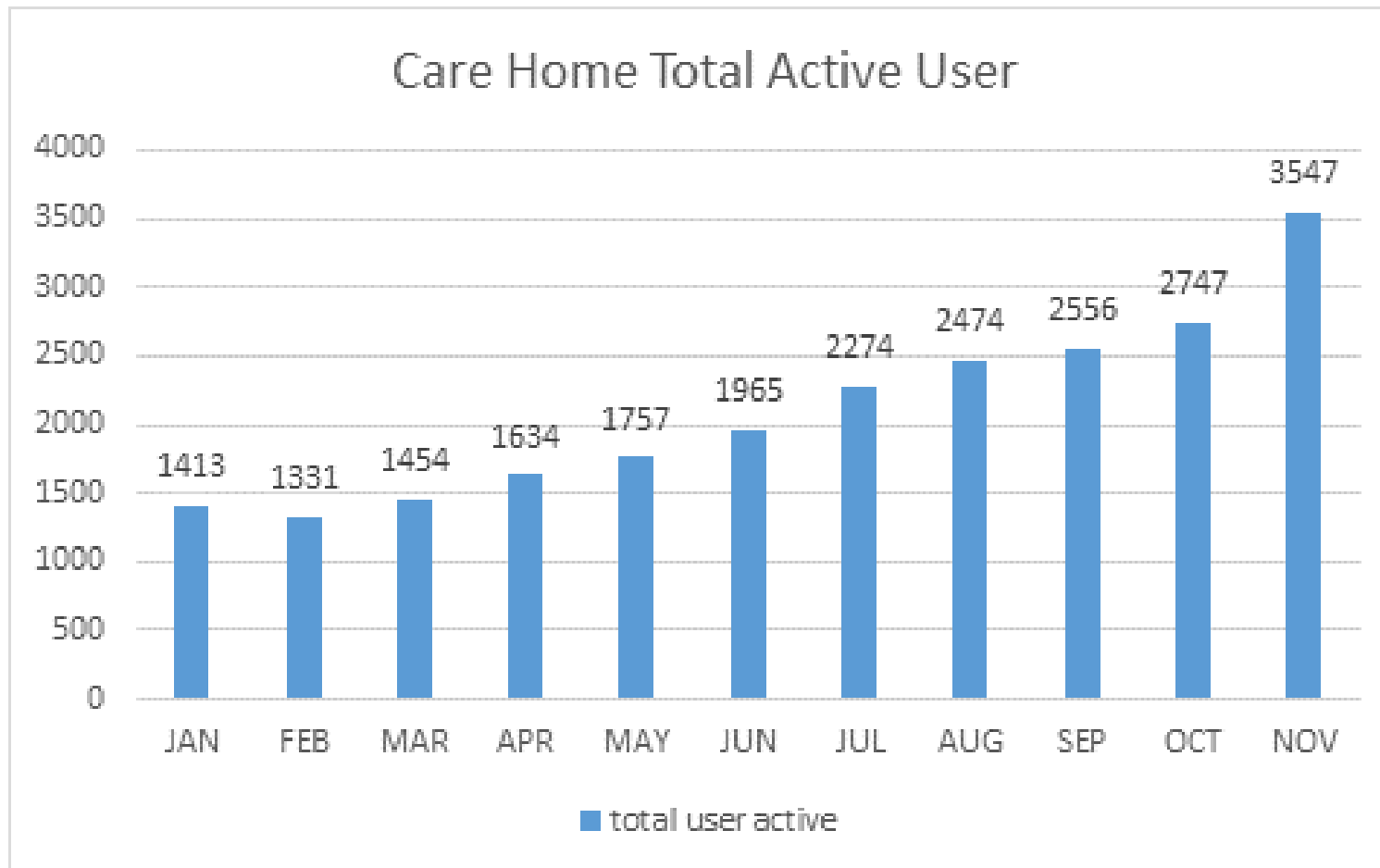
Focus & Delivery

- 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

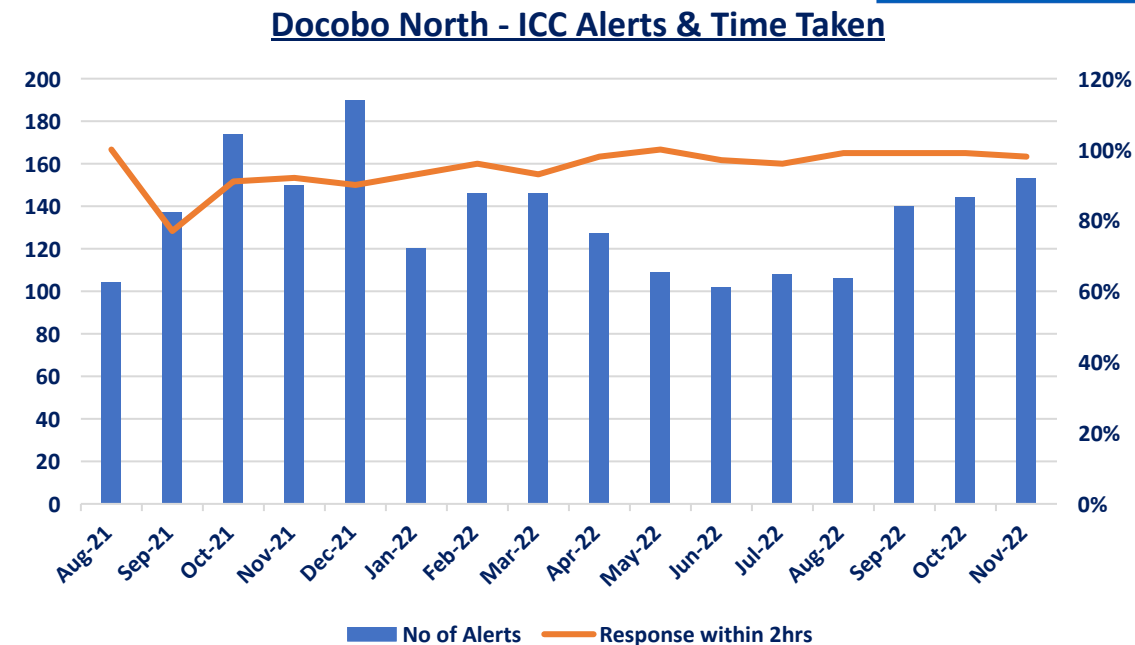
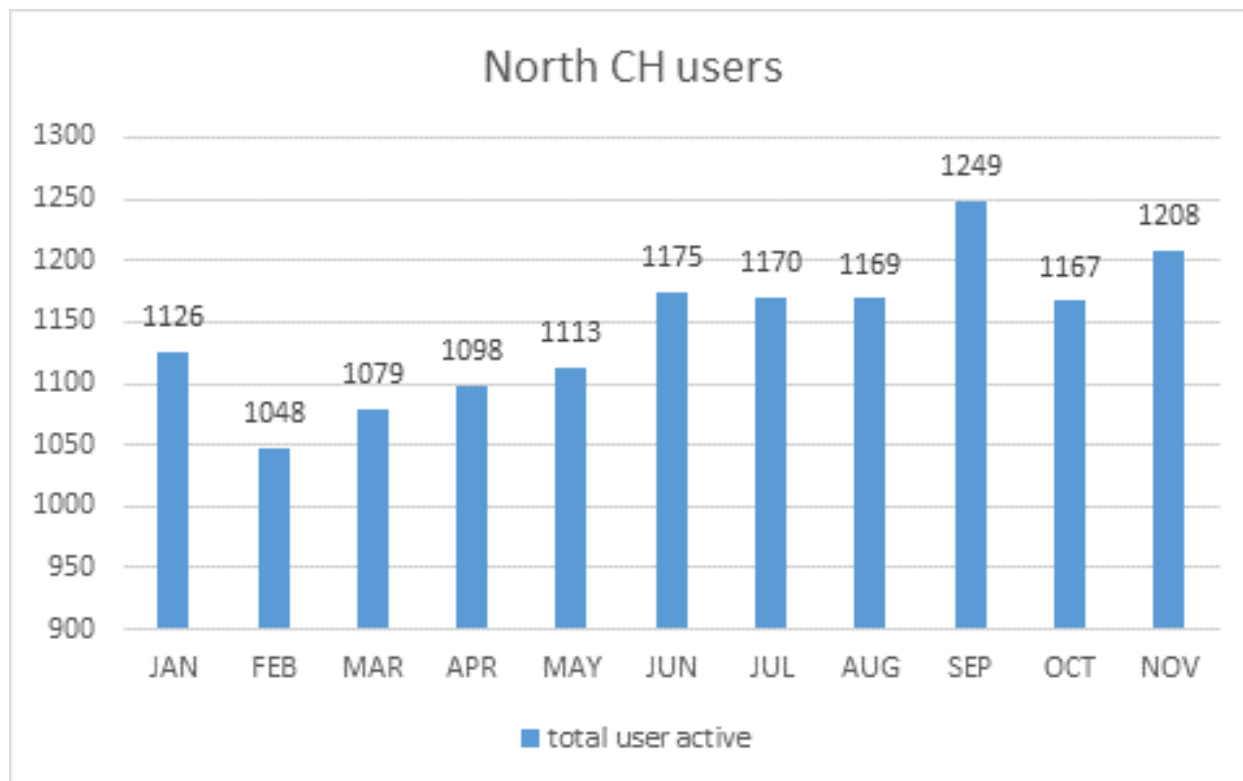
- Recruitment and resource is impacting the team. This should be in part resolved in part by January 2023
- Recruitment drive to be planned to increase the clinical Caseload Nursing /Project Management team with a potential information day

Programme Summary November 2022

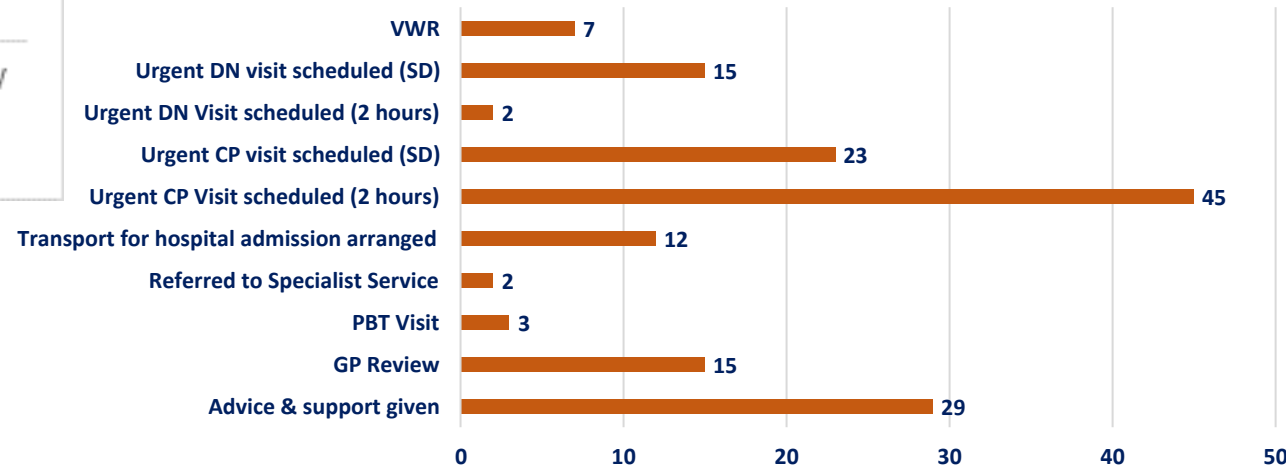


Programme Summary November 2022

North Warwickshire



Deteriorating Alerts Actions Completed North - November 22

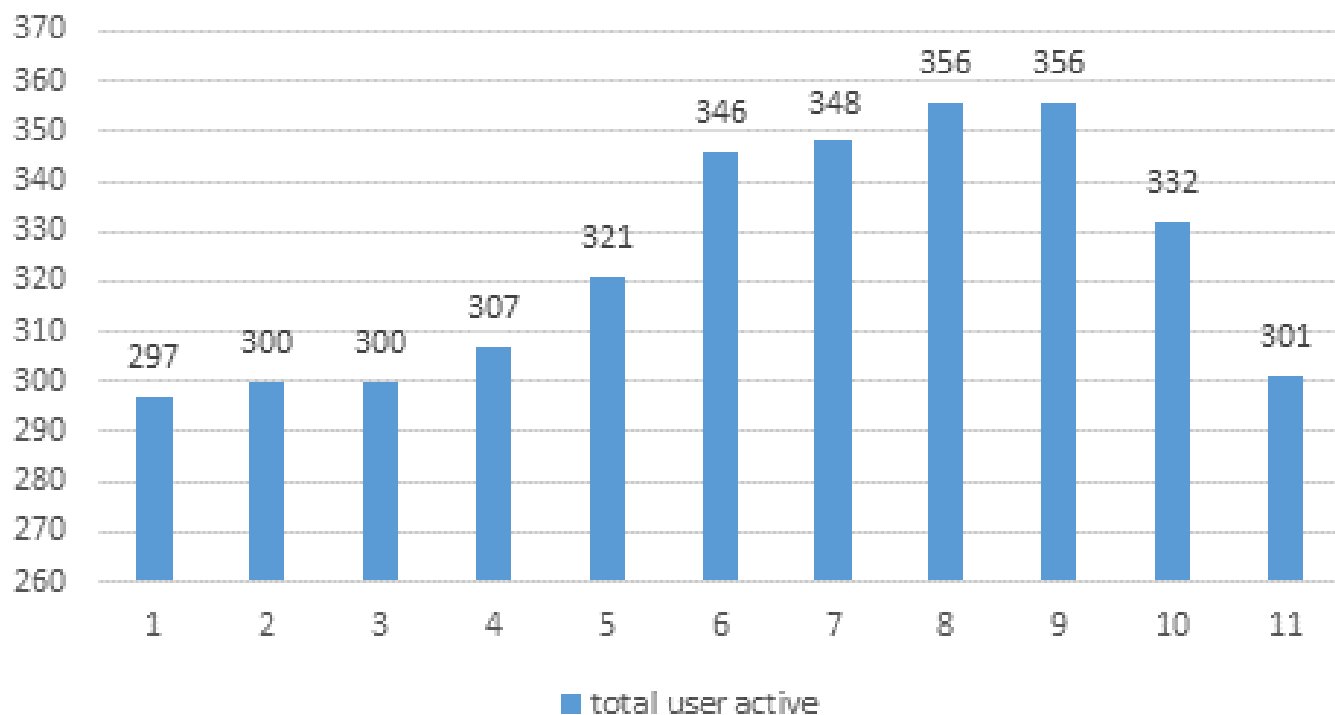


Programme Summary November 2022

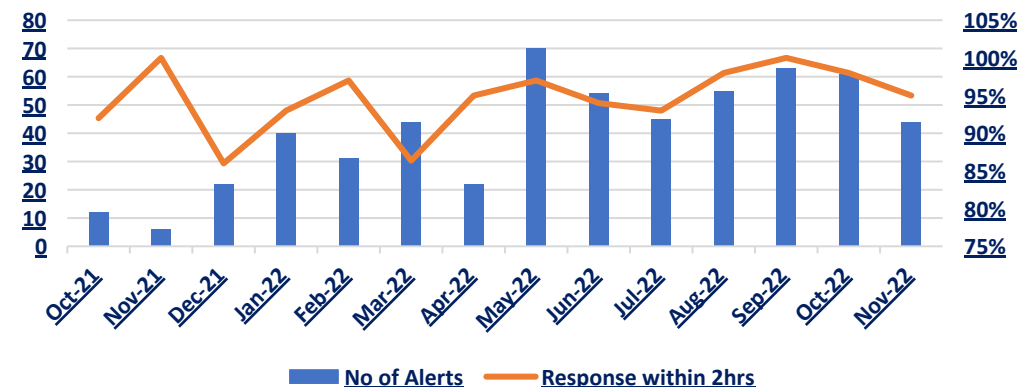
South Warwickshire



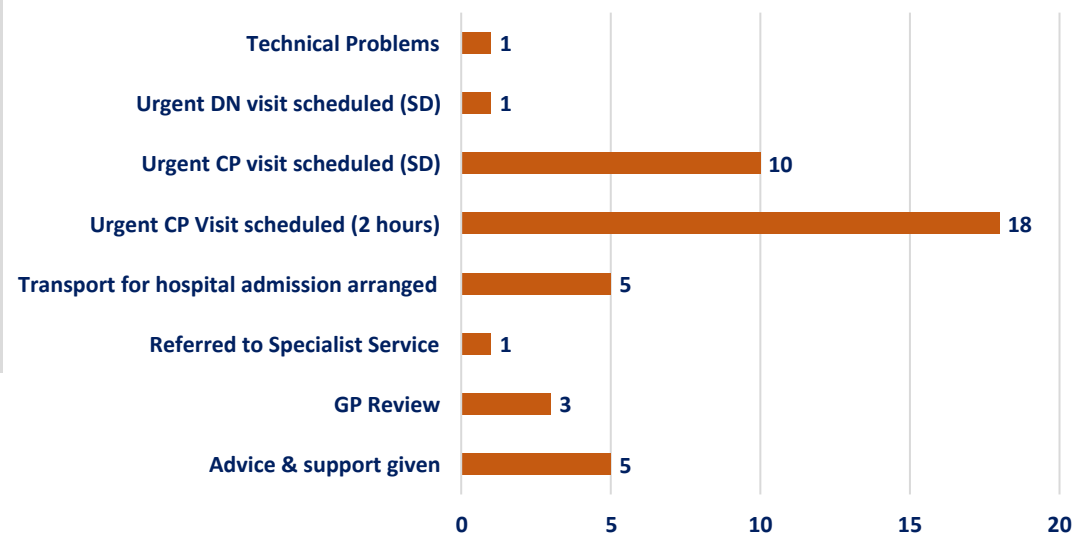
South CH Users



Docobo South - ICC Alerts & Response within 2 Hours

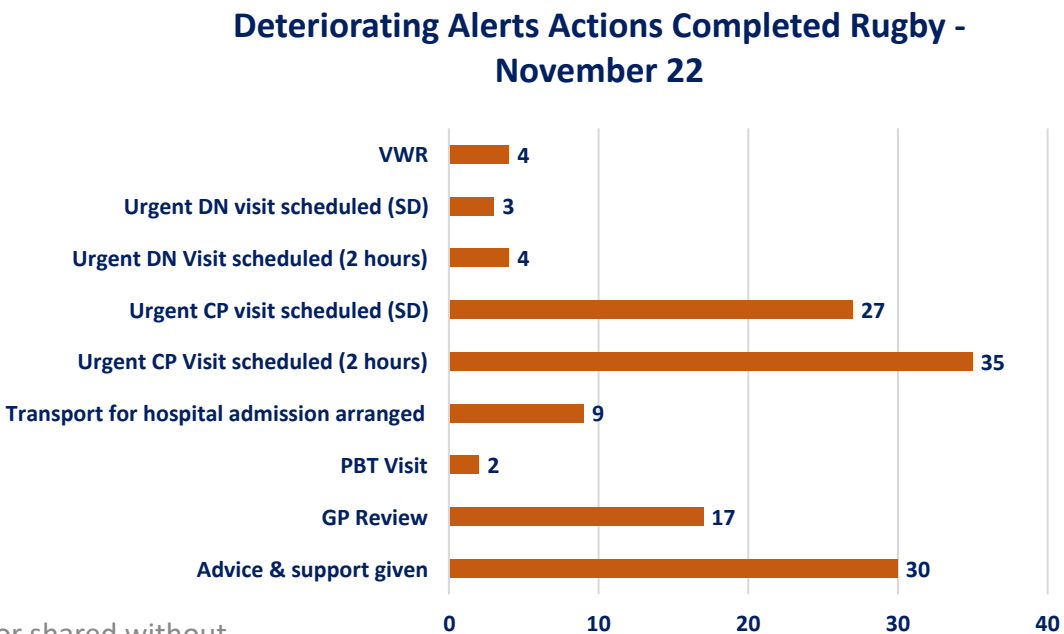
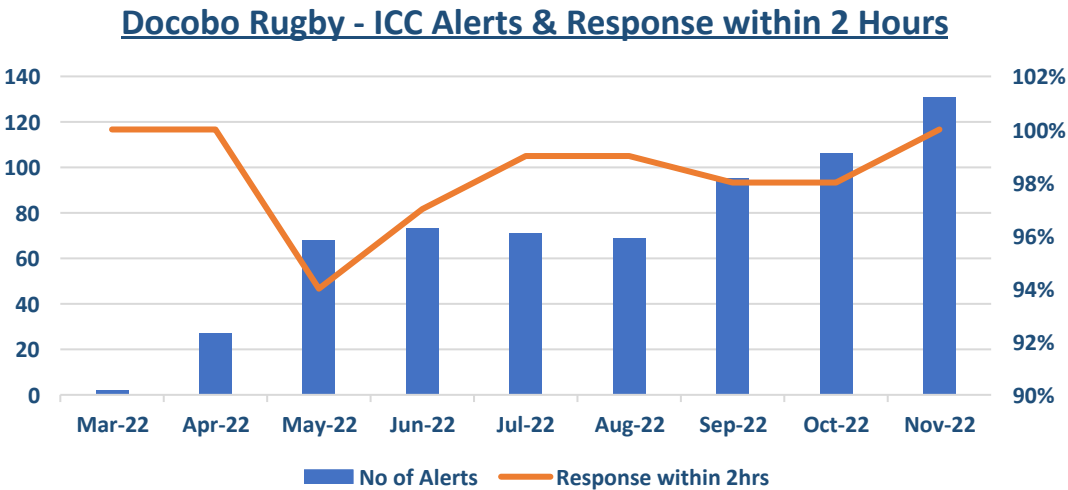
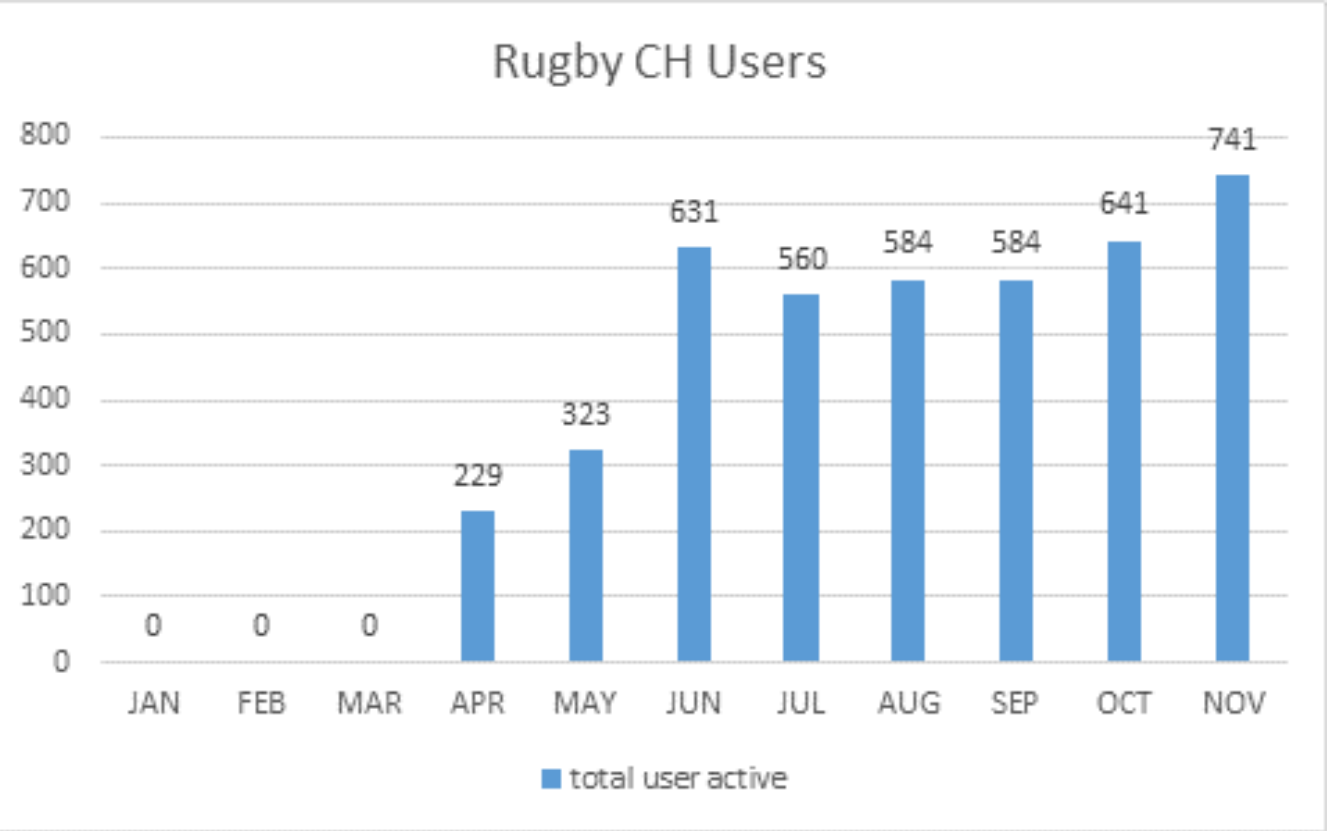


Deteriorating Alerts Actions Completed South - November 22



Programme Summary November 2022

Rugby

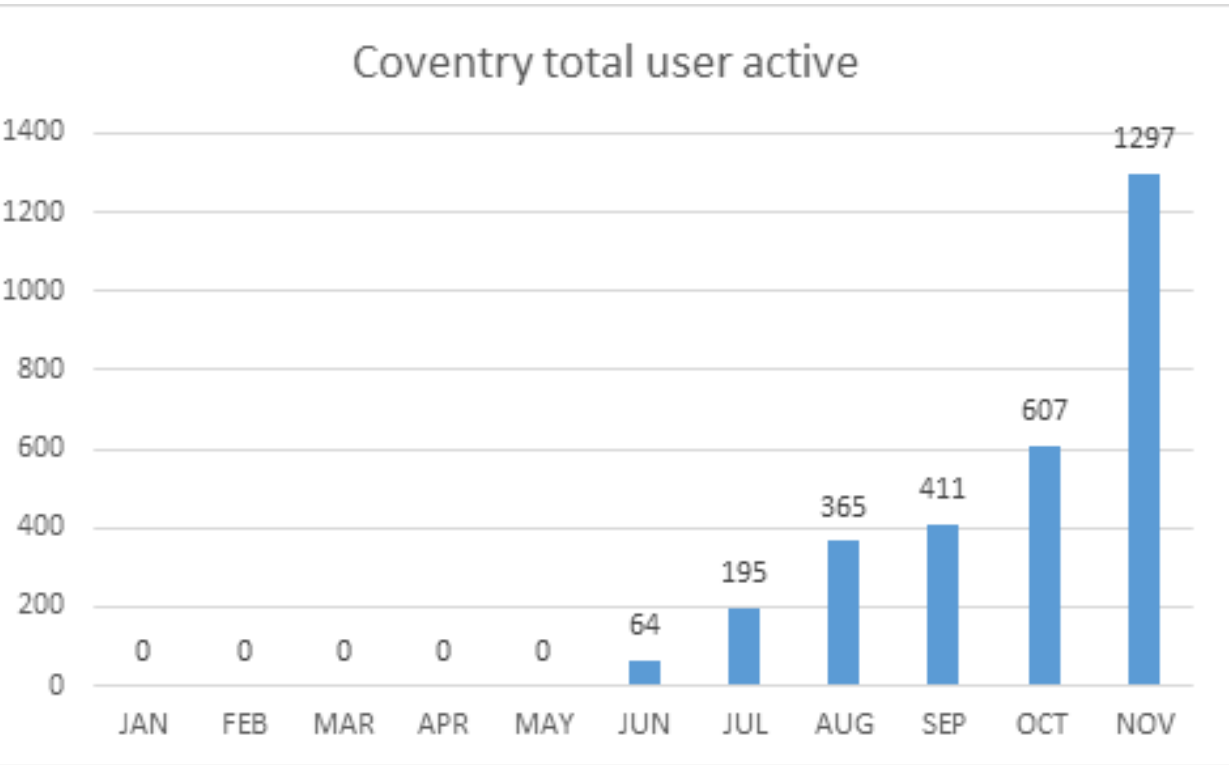


Programme Summary November 2022

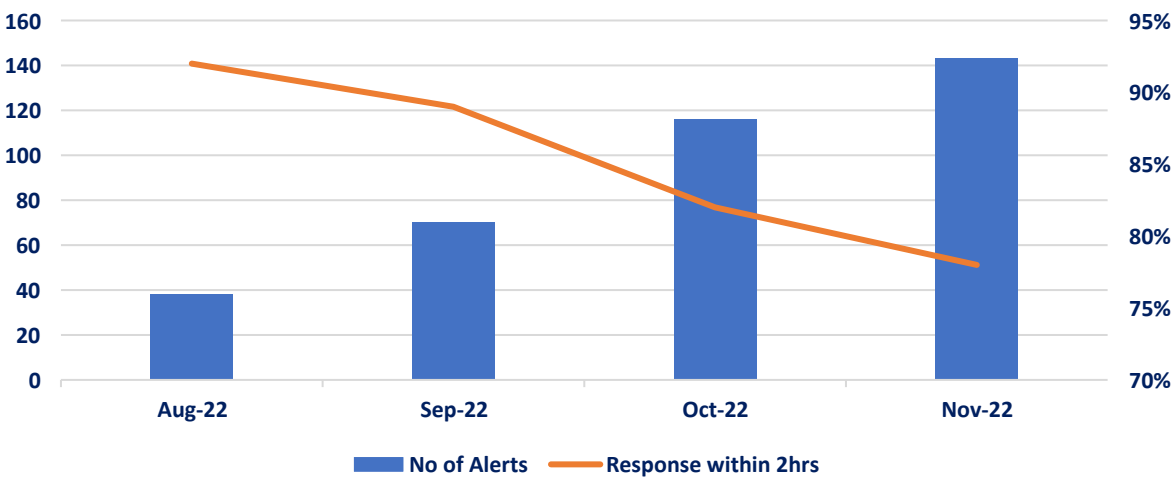
Coventry



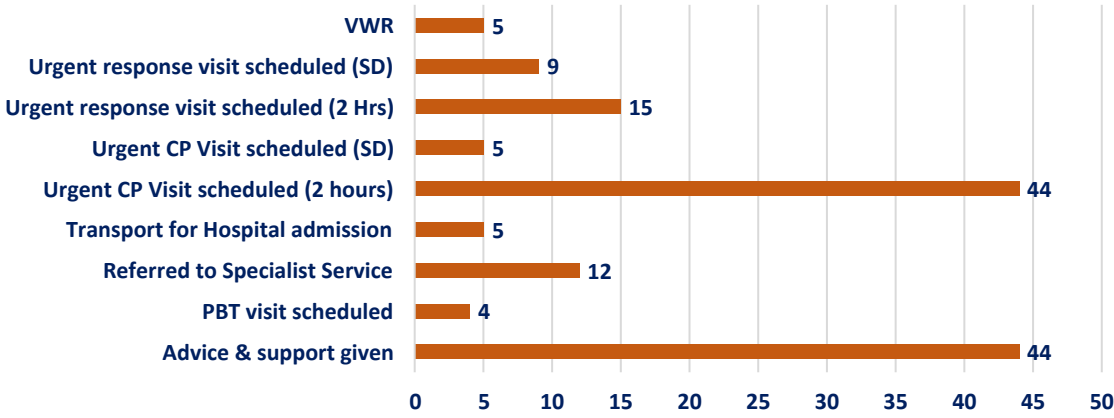
Coventry total user active



Docobo Coventry - ICC Alerts & Response within 2 Hours



Deteriorating Alerts Actions Completed Coventry - November 22



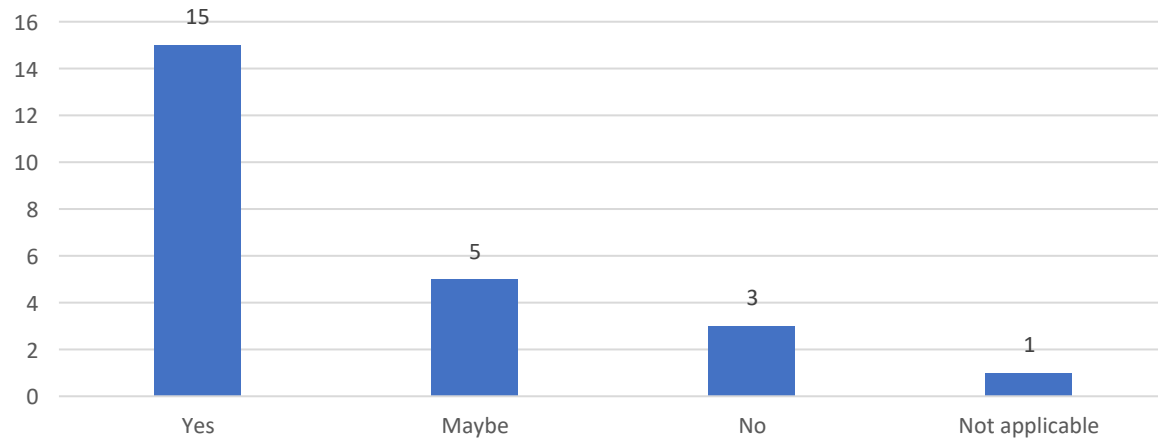


2. Heart Failure Evaluation

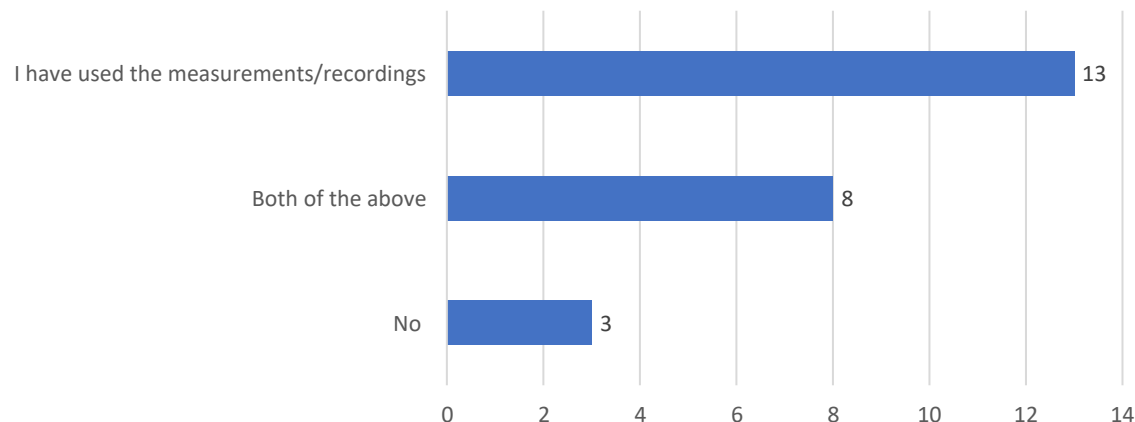
Telehealth Docobo – Heart Failure Patient survey – Nov 2022



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



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



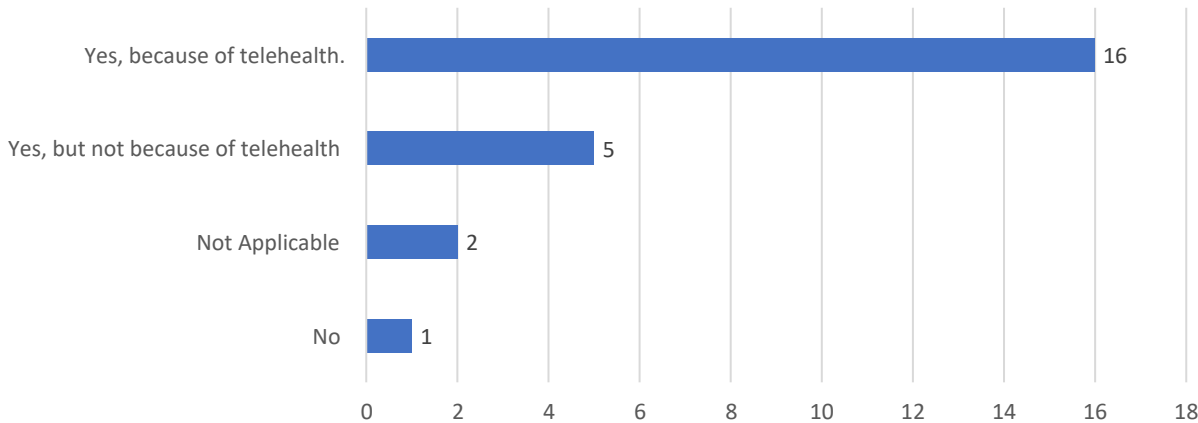
- The next questions focused on Patients health since using the service.
- 15 or 62% said they thought that their symptoms had been managed better since using the service.

- 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

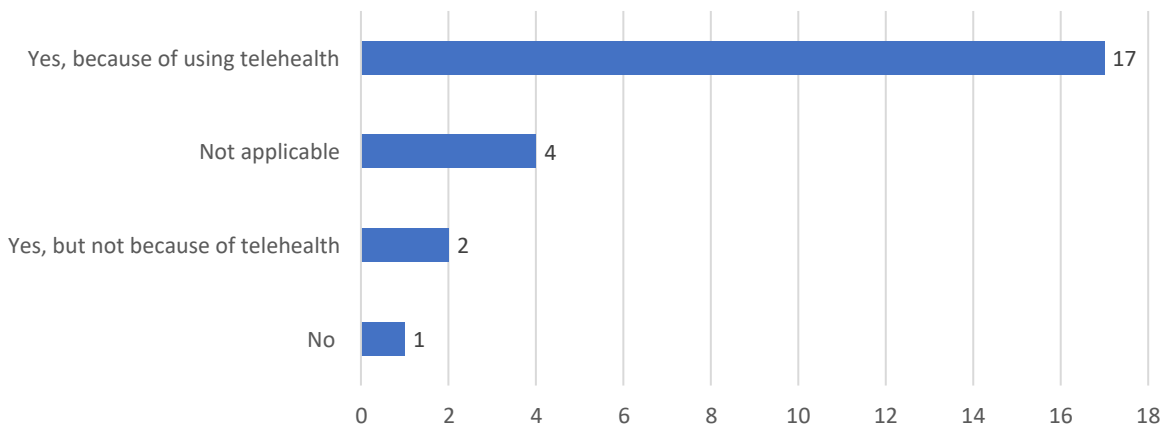


Do you feel the number of times you have seen your GP has reduced since you have been using Docobo? *



- 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? *

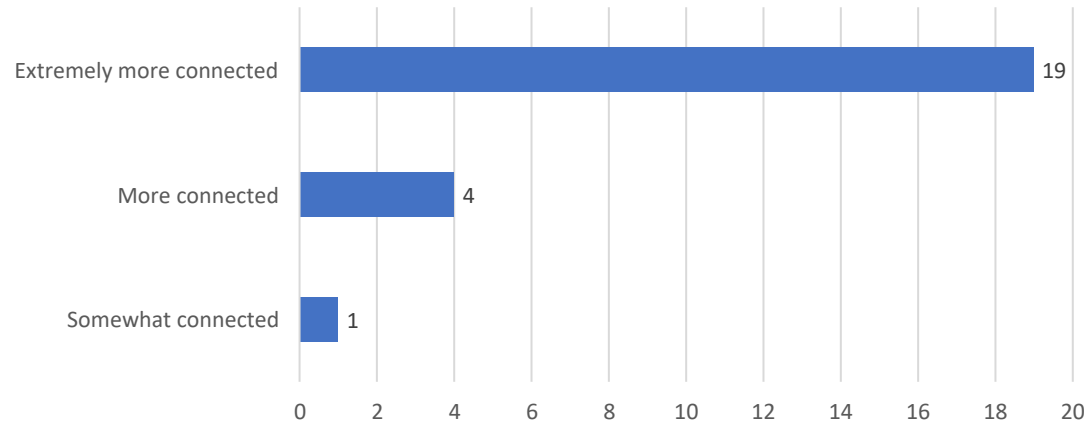


- 17 or 70 % of responders said they thought the number of unplanned visits to Hospital had reduced as a result of using Docobo Service.

Telehealth Docobo – Heart Failure Patient survey – Nov 2022

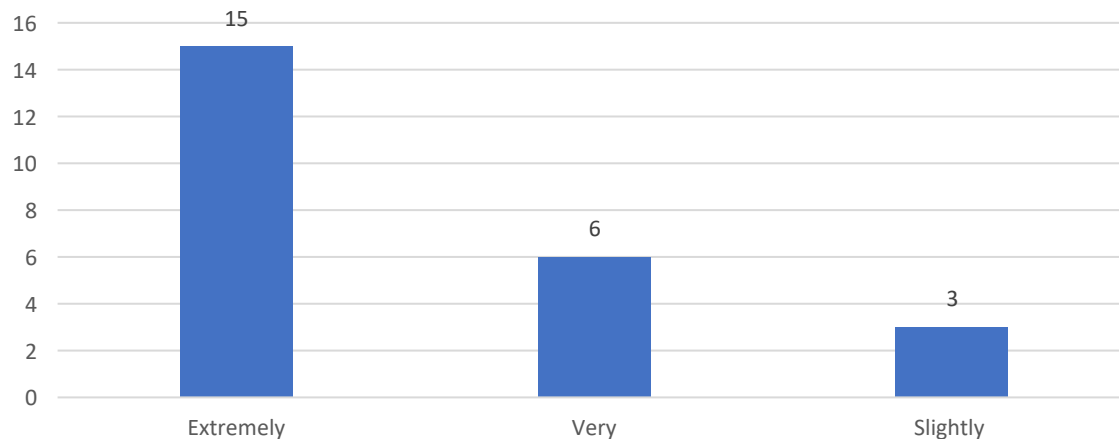


Do you feel connected and supported by the Community Healthcare team?



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

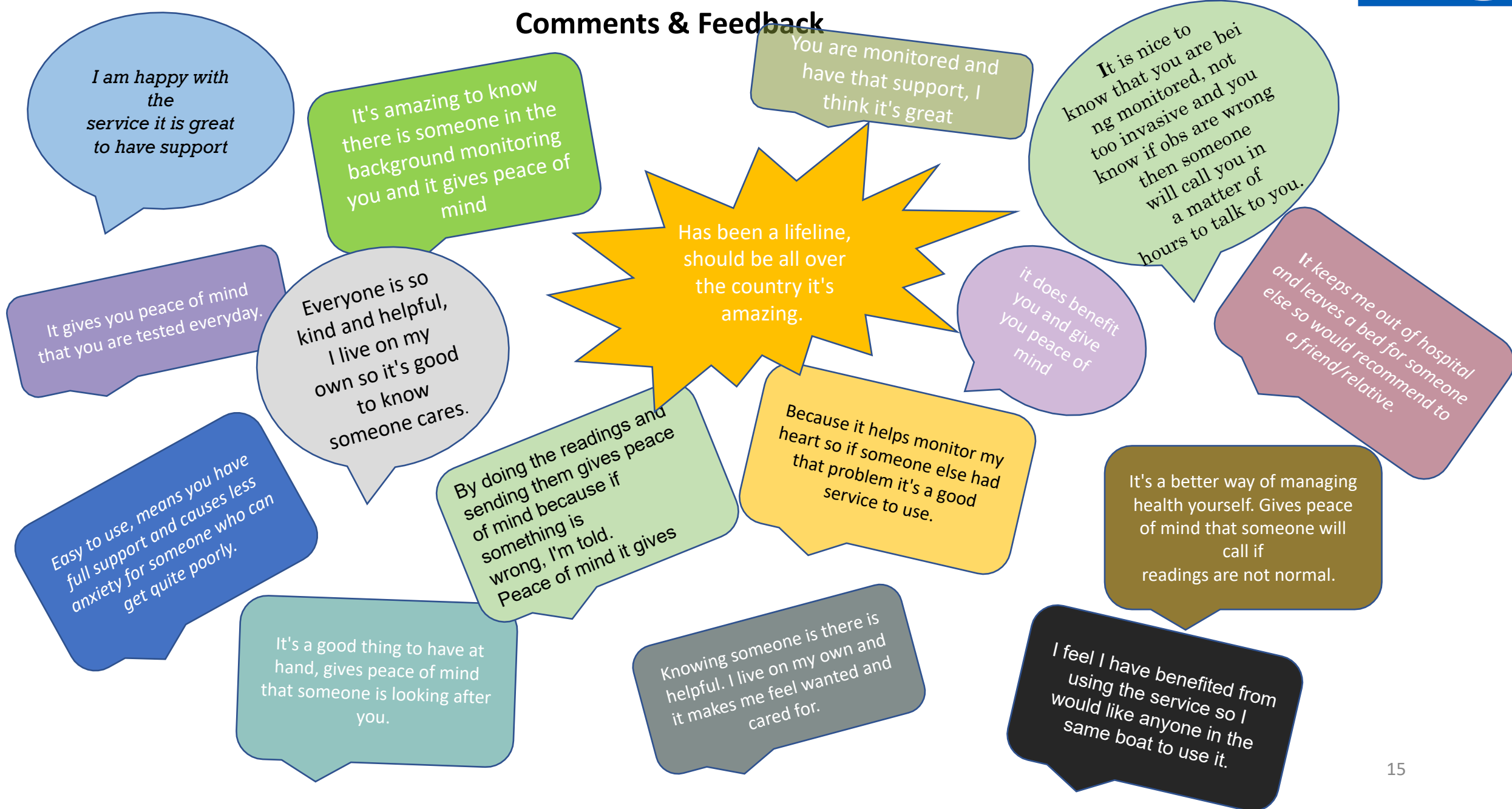
Do your family/ those around you feel more confident in your care and support since starting Docobo? *



- 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



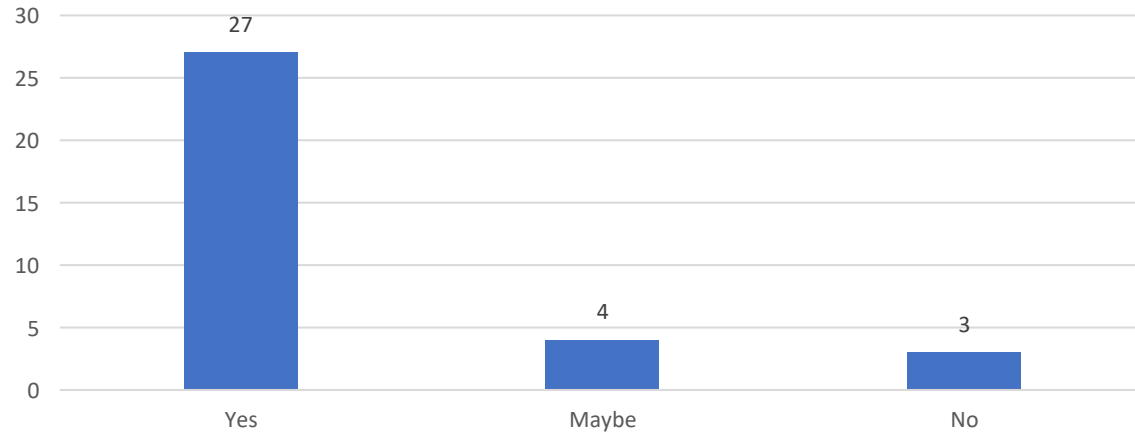


3. COPD Evaluation

Telehealth Docobo – COPD Patient survey – Nov 2022

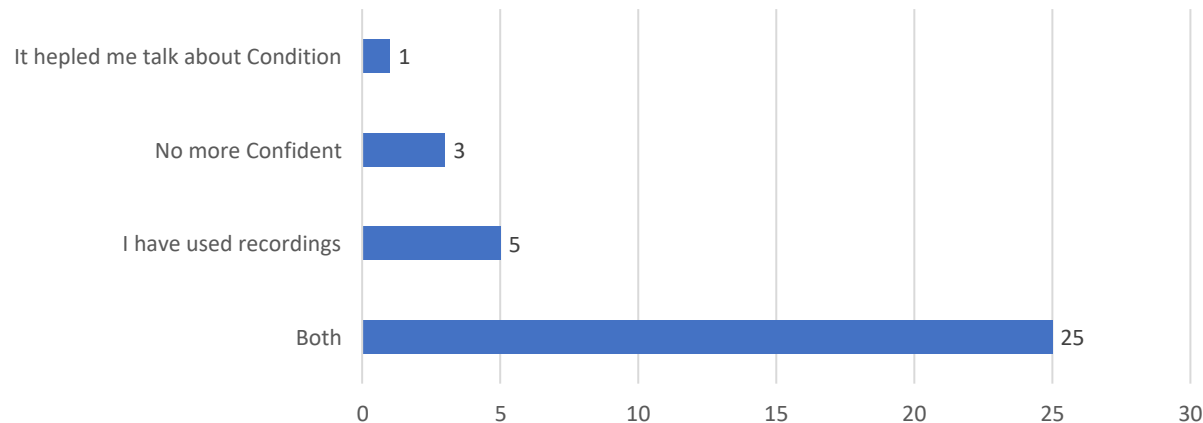


Do you feel your symptoms have been better managed since you have been using Docobo?



- 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.

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

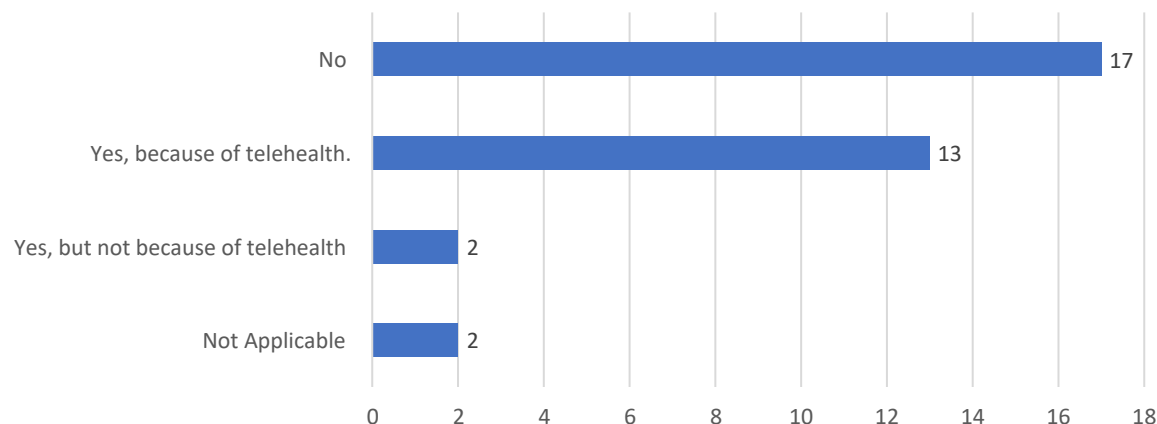


- 31 or 91% of responders said they felt more confident about managing their health as a result of using measurements and recordings they had taken whilst using the service.

Telehealth Docobo – COPD Patient survey – Nov 2022

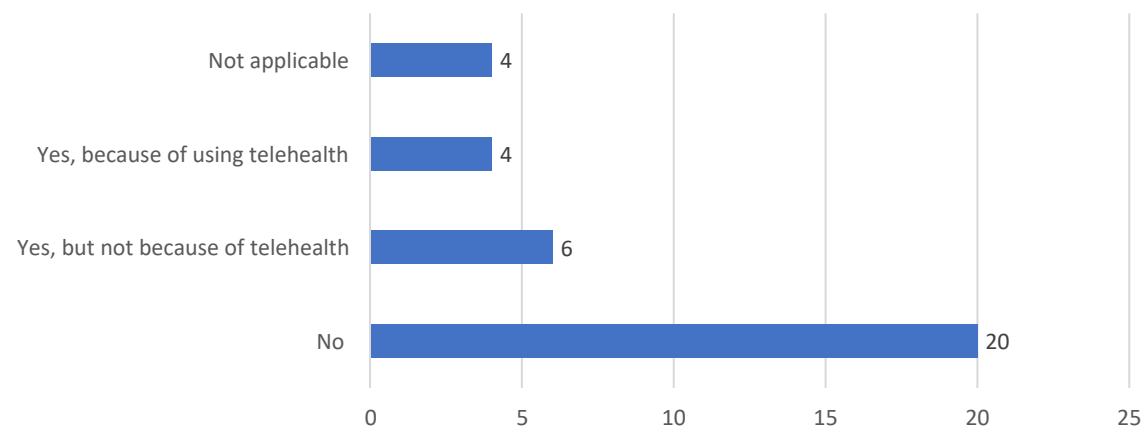


Do you feel the number of times you have seen your GP has reduced since you have been using Docobo? *



- 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? *

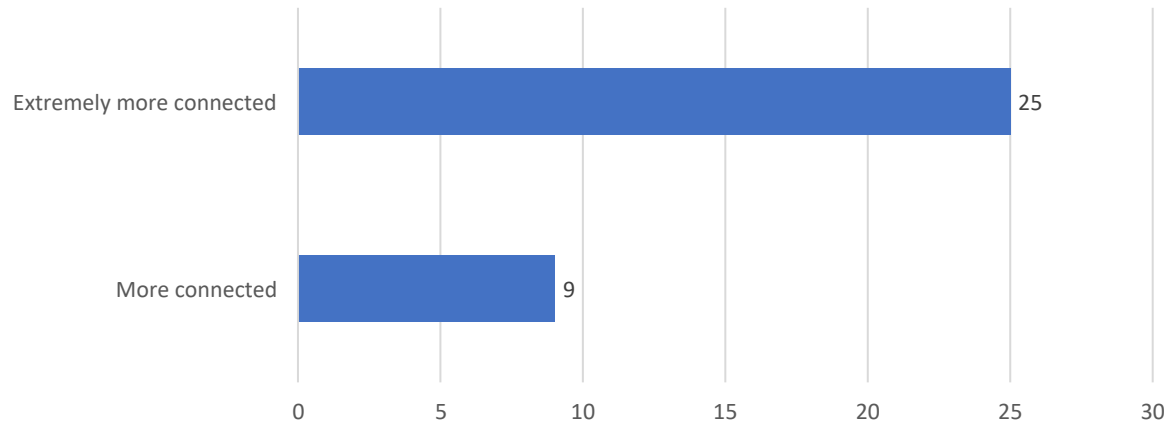


- 4 or 12 % of responders said they thought the number of unplanned visits to Hospital had reduced as a result of using Docobo Service.

Telehealth Docobo – COPD Patient survey – Nov 2022

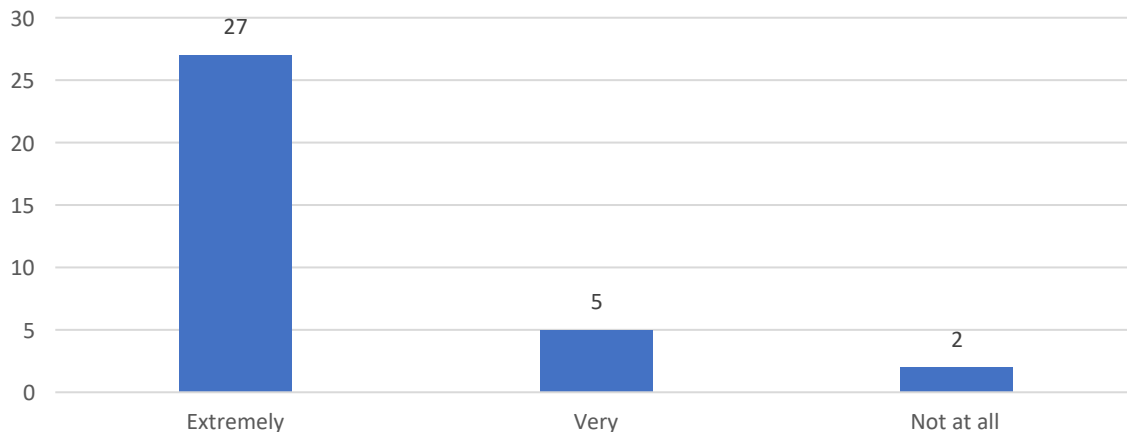


Do you feel connected and supported by the Community Healthcare team?



- The next questions focused on Patients confidence in the service and Confidence of their Families and Loved ones since they 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





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 Security Risk	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	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	16	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

