

freedom.information@wvt.nhs.uk

3 December 2019

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0430

Thank you for your request for information.

Wye Valley NHS Trust responds:

//////////REQUEST

There is currently no facility for this technology in the Trust, but it may be something the Trust or STP will look into in the future.

*FREEDOM OF INFORMATION SURVEY TO ASK ABOUT THE USE OF TELEHEALTHCARE
MONITORING CENTRES IN THE ACUTE NHS SECTOR*

Dear Freedom of Information Officer

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

Could I possibly suggest that you direct these questions towards one or some of the following Trust employees: - the Matron in charge of the Discharge services, Community Liaison team, Multidisciplinary health and Social care staff, Director of operations, Response manager, integrated services manager &/or Director of Nursing.

INTRODUCTION - With future emphasis being towards INTEGRATED CARE, this FOI is investigating how advanced all types of healthcare organisations are, in being able to access information about patients in their own home /other non-hospital settings and supporting the local population with long term conditions. This part of the FOI survey is directed at ACUTE Trusts, (*although other types of healthcare providers will also be polled*) and relates to the use, endorsement or sub-contracting of a **manned response and monitoring centre**, to provide 24x7 monitoring and communication which may;

- address patients' concerns and questions
- act upon safety-related alarms and alerts
- include out of hours provision for NHS patients and private customers alike.

Some acute NHS Trusts have already implemented monitoring centres and even promoted these to other NHS organisations as an income generating opportunity. We understand that the greater impetus has been to promote dignity, independence and safety in a patient's own home and as a way of expediting discharge plus pro-actively reducing hospital re-admissions and A&E attendances.

In order to assist with this survey, could you please answer the following:

Glen Burley, Chief Executive

Russell Hardy, Chairman

1. Does your organization presently provide a Telecare operations centre to monitor your local population or monitor specific conditions? – NO / YES

IF the answer is YES please reply to the questions below – 1.1 to 1.10 & Q3

IF the answer is NO please reply to questions 2 to 2.4 and Q3

YES – we do have/use a monitoring centre

1. – Is this service staffed by clinical or non-clinical staff?
2. – Is this an internal support system using your own staff to monitor the calls?
3. – Is this an external support system run by the CCG and if so, which CCG/ Group of GPs' and does this team have a name/department title/ contact?
4. – Is this an external commercially available centre or Local Authority centre and if so, could you disclose the name of the 3rd party provider?
5. Do you know what Software is used to hold patient contact data and log calls – if any CRM system used at all?
6. Do you know if calls logged are written into your PAS or the patients' GP system?
7. Do you collect any data from the likes of? -

1.7.1 Glucometers/ Spirometers/ weighing scales/ECG

1.7.2 Future advances such as Body worn devices / smart watches that collect data such as Spo2, BP, Pulse, Temp, Movement

1.7.3 Manually taken vital signs at home sent into the cloud

1.7.4 Wellbeing questionnaires completed by the patient

1.7.5 Domiciliary visits notes

1.7.6 GP or Community Nurse notes

1.7.7 Smart Home devices such as alerts re Carbon Monoxide levels, Non-Movement etc.

1.7.8 Fall detection systems

1.7.9 Activities of Daily Living monitoring

Other devices – not named above (please comment)

8. If you do not collect data from remote devices, would you see any advantages to incorporating data collected from any of the items listed above, by way of ongoing monitoring, establishing baseline measurement or general patient & social safety/wellbeing? (please comment)
9. Do you use a Video link to get visual contact with your patients? YES/NO
 - 1.9.1 – If YES – why do you see this as important
 - 1.9.2 – If NO – why is this not seen as important
 - 1.9.3 – If NO - is this an aspiration?

10. Have you done any ROI analytics/ produced any research, to rationalize why telecare monitoring does have a place in an ACUTE setting? If YES – are you able to share these?

Any other comments

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2. If the answer is **NO** – you do NOT have a monitoring system
1. Within the next 2 years, would a Telecare Monitoring Service be something that the Trust would consider as a way of either reducing hospital admissions, promoting an earlier discharge and/or recognizing and acting upon patient deterioration sooner?
 YES / NO
 2. Could you explain your reasoning for either of the 2 answers given above please?
3. Who is the main person(s)/ decision maker (s) / team – who would be responsible for the decision to use a Telecare monitoring centre and if already used, who manages the centre at present?

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer
 Wye Valley NHS Trust
 Monkmoor Court
 31-34 Commercial Road
 Hereford
 HR1 2DX
 Email: freedom.information@wvt.nhs.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
 Wycliffe House,
 Water Lane,
 Wilmslow,
 Cheshire, SK9 5AF

Telephone: 01625 545 745 www.ico.gov.uk

Yours sincerely,

Freedom of Information Coordinator

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005,

Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value. Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm