



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

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Date: 9 December 2019

Re: Freedom of Information Request
Ref: 314 - 2019

Thank you for your email dated the 11th November 2019, requesting information relating to Telehealthcare Monitoring Services.

The information that you require is as follows:

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.

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

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 – N/A please see section 2

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?

Telemedicine is an area of health care system that we would like to pursue

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 –

Joan Spencer- Interim Director of Operations

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to 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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>