

Reference: FOI 33547 BUCKS 14Y

Subject: Telehealthcare Monitoring Centre

I can confirm that the CCG does hold the information requested; please see responses below:

QUESTION	RESPONSE
1. Does your organization presently provide a Telecare operations centre to monitor your local population or monitor specific conditions? – NO / YES	No
IF the answer is YES please reply to the questions below – 1 to 8 ONLY IF the answer is NO please skip to questions 9 to 10 ONLY	
YES – we do have/use a monitoring centre	
a. Is this service staffed by clinical or non-clinical staff?	Not applicable
b. Is this an internal support system using your own staff to monitor the calls?	Not applicable

<p>c. Is this an external support system run by a GP consortium, other CCG or acute Trust/ NHS provider and does this team have a name/department title/ contact?</p>	<p>Not applicable</p>
<p>d. Is this an external commercially available centre or Local Authority centre and if so, could you disclose the name of the 3rd party provider?</p>	
<p>e. Do you know your cost per patient commitment for using the monitoring service?</p>	
<p>f. Do you know what Software is used to hold patient contact data and log calls – if any CRM system used at all? Also if known, do you know the annual cost for use of the software?</p>	
<p>g. How could the service/ software- be improved?</p>	
<p>2. If CRM/ Call logging system is NOT used, would such a software system prove useful for audit, reporting , management information, communication – or any other reason?</p>	
<p>3. Do you know if calls logged are written into your PAS or the patients’ GP system?</p>	

<p>4. Do you collect any data from the likes of? –</p> <ul style="list-style-type: none"> a. Glucometers/ Spirometers/ weighing scales/ECG b. Future advances such as Body worn devices / smart watches that collect data such as Spo2, BP, Pulse, Temp, Movement c. Manually taken vital signs at home sent into the cloud and then onto some other electronic record d. Wellbeing questionnaires completed by the patient e. Domiciliary visits notes f. GP or Community Nurse or Social care notes g. Smart Home devices such as alerts re Carbon Monoxide levels, Intruder alarms, Non-Movement etc. h. Fall detection systems i. Activities of Daily Living monitoring j. Other devices – not named above (please comment) 	<p>Not applicable</p>
<p>5. 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 health measurements or general patient & social safety/wellbeing? (please comment)</p>	<p>Not applicable</p>
<p>6. Do you use a Video link to get visual contact with your patients? YES/NO</p>	

<p>a. If YES – why do you see this as important</p>	<p>Not applicable</p>
<p>b. If NO – why is this not seen as important</p>	
<p>c. If NO - is this an aspiration?</p>	
<p>7. 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?</p>	
<p>8. Who is the main person(s)/ decision maker (s) / team – who are responsible for the Telecare monitoring centre?</p>	
<p>If the answer is NO – you do NOT have a monitoring system</p>	
<p>a. 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, supporting an earlier hospital discharge, promoting population health and wellbeing and/or recognizing and acting upon patient deterioration sooner or</p>	<p>Unsure</p>

<p>maybe managing employee workload ...(or any other possible advantage not listed)? YES or NO or UNSURE</p>	
<p>b. Could you explain your reasoning for any of the 3 possible answers given above please?</p>	<p>As part of our service development and collaboration with secondary and primary care, we cannot determine the outcomes but will consider all options that support appropriate access for appropriate care, which might or might not include telecare</p>
<p>9. Who is the main person(s)/ decision maker (s) / team – who would be responsible for the decision to use a Telecare monitoring centre?</p>	<p>The CCG and Trust Executives.</p>

The information provided in this response is accurate as of 15 November 2019, and has been authorised for release by Robert Majilton, Deputy Chief Officer and Director of Sustainability & Transformation for NHS Buckinghamshire CCG.