

Our Ref: ID 1555

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request – Telehealthcare Monitoring Centres

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 12th November 2019.

You Asked for:

1. Does your organization presently provide a Telecare Operations Centre to monitor your local population or monitor specific conditions? (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)
 - a. Is this service staffed by clinical or non-clinical staff?
 - b. Is this an internal support system using your own staff to monitor the calls?
 - c. Is this an external support system run by a GP consortium, other Clinical Commissioning Groups (CCG's) or acute Trust/NHS provider and does this team have a name/department title/ contact?
 - 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?
 - e. Do you know your cost per patient commitment for using the monitoring service?
 - f. Do you know what Software is used to hold patient contact data and log calls – if any Customer Relationship Management (CRM) system used at all? Also, if known, do you know the annual cost for use of the software?
 - g. How could the service/software be improved?
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?
3. Do you know if calls logged are written into your Patient Administration System (PAS) or the patients' GP system?
4. Do you collect any data from the likes of? -
 - a. Glucometers/ Spirometers/ weighing scales/Electrocardiogram (ECG)
 - b. Future advances such as Body worn devices/smart watches that collect data such as Spo2, Blood Pressure (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.
Other devices – not named above (please comment)
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?
 6. Do you use a Video link to get visual contact with your patients?
 - a. If YES – why do you see this as important
 - b. If NO – why is this not seen as important
 - c. If NO - is this an aspiration?
 7. Have you done any Return on Investments (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?
 8. Who is the main person(s)/decision maker(s)/team who are responsible for the Telecare monitoring Centre?
Any other comments:
 9. If the answer is NO – you do NOT have a monitoring system
 - 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 maybe managing employee workload (or any other possible advantage not listed)?
 - b. Could you explain your reasoning for any of the 3 possible answers given above please?
 10. Who is the main person(s)/decision maker(s)/team who would be responsible for the decision to use a Telecare monitoring Centre?

Our Response:

1. Yes.
 - a. Non-clinical staff.
 - b. No, the system is external.
 - c. No.
 - d. The name of the external provider is Medequip.
 - e. Unfortunately, NHS Wirral CCG is unable to provide this information as under the Freedom of Information (FOI) Act, it has been deemed as being commercially sensitive.
 - f. The software used to hold patient contact data and log calls is called Verklizan (UMO). The annual cost for use of the software has been deemed as being commercially sensitive and cannot be disclosed.
 - g. Not applicable.
2. Not applicable.
3. No.
4. Please see below:
 - a. No.
 - b. No.
 - c. No.
 - d. Yes.

- e. No.
 - f. No.
 - g. No.
 - h. Yes.
 - i. No.
5. Yes, we feel that it would be beneficial to see a complete picture of needs/issues by collecting all of the data in a reportable format.
 6. No.
 - a. Not applicable.
 - b. No, as outside of Medequip, care homes use a tele-triage service.
 - c. The use of video/imagery technology is an aspiration. NHS Wirral CCG are in the research phase of understanding how to take this type of technology out into the Domiciliary care market.
 7. No.
 8. Medequip are responsible for providing the telecare monitoring and Wirral Borough Council manage the contract with Medequip. If you would like further information, may I suggest that you contact them directly. I have included their contact details for your information: informationmanager@wirral.gov.uk
 9. Not applicable.
 10. Please see the answer to question number 9.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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