

Our Ref: ID 1635

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request - Telehealth

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 3rd February 2020.

You Asked for:

Under the Freedom of Information Act 2000 can you provide the following information:

1. What Telehealth model is the authority using to support early detection and prevention in Care homes and persons with Long Term Conditions (LTC)?
2. What savings to the NHS in prevention of unnecessary A & E and 999 attendance have been seen with the present model?
3. Please provide the name and contact details of the telehealth lead for the Wirral authority.

Our Response:

1. Wirral care homes currently utilise teletriage nurses to provide support to management of patients within care homes to avoid hospital admission. This includes I-Pad assessment and advice by specialist teletriage nurses who link in closely with GP practices. The aim is to further enhance this with the use of 'Restore 2' within care homes to identify soft signs of deterioration and ensure proactive plans in place to support these patients. Wirral is due to commence a number of condition specific telehealth pilots, however, during the initial phase of the pilot, care homes will not be in scope.
2. The teletriage model has resulted in Year To Date (YTD) savings of £40,800 however, the initial impact was felt in 2018/2019 where a 12% reduction in conveyances to A & E was achieved. There has been a significant reduction in calls to 111, with 610 calls in 2019/2020 (April to December) compared with 1486 in 2018/2019 (April to December).
3. Michael Hanrahan is the lead for Wirral and can be contacted on 0151 651 0011.

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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