

Ref: CCG April 027 2016

Corporate Services
NHS Liverpool Clinical Commissioning Group
The Department
Lewis's Building
Renshaw Street
Liverpool
L1 1JX

Email: foi@liverpoolccg.nhs.uk

18th May 2016,

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 22nd April 2016, with regards to telehealth services.

Request/**Response**

1. What was the maximum number of patients being monitored during each year of operation split by those using Philips devices and Simple telehealth?

Figures for Apr-13 to Mar-14 were:

Full Telehealth:	New users = 107
	Max No being monitored = Unavailable
Light Telehealth (Flo):	None

Figures for Apr-14 to Mar-15 were:

Full Telehealth:	New users = 1215,
	Max No being monitored = 654
Light Telehealth (Flo):	New users = 231,
	Max No being monitored = 46

Figures for Apr-15 to Mar-16 were:

Full Telehealth:	New users = 1426,
	Max No being monitored = 730
Light Telehealth (Flo):	New users = 437
	Max No being monitored = 55

Please note that all figures and costs provided are for fiscal years (i.e. April to March)

2. What was the contract spending for:

i. 2014?

£58,917

ii. 2015?

£1,118,913

iii. 2016?

£1,446,965

3. Which company installs the equipment into the patient's homes?

Philips Healthcare

4. Which company provided the patient training?

For standard Telehealth, Philips Healthcare provides training directly to the patient on how to use the equipment.

For Light Telehealth (Flo), the local Health Trainers (provided by PSS) train the user.

5. Is the Philips equipment rented, purchased, or funding by DALLAS?

The majority of the equipment is rented from Philips. SPO2 meters (for standard telehealth) are currently purchased separately with an imminent change to rental due. Blood Pressure meters (for Simple Telehealth) are currently purchased separately through standard equipment procurement.

6. What was the KPI performance for:

I. 2014?

II. 2015?

III. 2016?

The attached reports contain the available performance information on the telehealth service.

The Liverpool Report contains an analysis of the benefits/impact of full telehealth in reducing the likelihood of hospital admissions. The second report shows several analyses of self-reported outcomes from recipients of the full telehealth service.

The Health Trainer / light-touch outcomes are only recorded manually in separate case notes so are not regularly analysed. Please see attached the

last summary that was compiled in Sept 2015, showing typical outcomes per month.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Customer Relations Lead
NHS Liverpool CCG**