



Liverpool

Clinical Commissioning Group

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

Renshaw Street

Liverpool

L1 2SA

Ref: 63687

22nd November 2019

Email:

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 12th November 2019, with regards to telehealth.

Request / Response:

1. Does your organisation presently provide a Telecare operations centre to monitor your local population or monitor specific conditions?

Response: Yes, but because the NHS service is health-focused, we refer to it as Telehealth, to distinguish it from the council's Telecare service. The nature of your questions suggest that you are interested in Telehealth as opposed to Telecare. If you intended for your questions to relate to Telecare services, please confirm.

- a. Is this service staffed by clinical or non-clinical staff?

Response: Both

- b. Is this an internal support system using your own staff to monitor the calls?

Response: No

- 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?

Response: It is operated by our Community Health Services provider, Mersey Care NHS Trust, who have a *Health Technology Dept.*

- 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?

Response: No - it is part of the community NHS provider's contact centre.

- e. Do you know your cost per patient commitment for using the monitoring service?
Response: No – it is part of the block contract for community services.
- 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?
Response: The detailed Telehealth monitoring data and any resulting patient contact is logged in the Docobo system. The only direct software costs are hosting and EMIS integration, which total £16k +VAT per year.
- g. How could the service/ software- be improved?
Response: N/A
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?
Response: N/A
3. Do you know if calls logged are written into your PAS or the patients' GP system?
Response: Clinically significant events/concerns are written into the provider's Electronic Patient Record system. MESH Electronic messages are used to notify GPs of anything that needs action by them or importing into the GP record.
4. Do you collect any data from the likes of? -
- a. Glucometers/ Spirometers/ weighing scales/ECG
Response: Yes – Scales, BP Meters, SPO2 Meters, Thermometer
- b. Future advances such as Body worn devices / smart watches that collect data such as Spo2, BP, Pulse, Temp, Movement
Response: No data from wearables at present
- c. Manually taken vital signs at home sent into the cloud and then onto some other electronic record
Response: Yes, the system collects vital signs, but this is normally via Bluetooth and directly into the monitoring system
- d. Wellbeing questionnaires completed by the patient
Response: Yes
- e. Domiciliary visits notes
Response: No
- f. GP or Community Nurse or Social care notes
Response: The telehealth system holds detailed notes from the Community nurse doing the monitoring/providing advice. Any relevant social details are captured manually during recruitment.

g. Smart Home devices such as alerts re Carbon Monoxide levels, Intruder alarms, Non-Movement etc.
Response: No

h. Fall detection systems
Response: No

i. Activities of Daily Living monitoring
Response: No

Other devices – not named above (please comment)
Response: None

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)
Response: N/A

6. Do you use a Video link to get visual contact with your patients?
Response: No

a. If YES – why do you see this as important
Response: N/A

b. If NO – why is this not seen as important
Response: N/A

c. If NO - is this an aspiration?
Response: Aspiration not yet implemented

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?
Response: We do not use Telehealth monitoring in an acute setting.

8. Who is the main person(s)/ decision maker (s) / team – who are responsible for the Telecare monitoring centre?
Response: The person currently responsible for commissioning the Telehealth service at NHS Liverpool CCG is Dave Horsfield, Head of Transformation and Programmes.

Any other comments

Response: Note that our Telehealth monitoring centre only operates during extended office hours and does not provide 24x7 monitoring or emergency support.

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, we may now publish the response and any material released on the CCG's publication scheme. All personal information in the letter will be removed before publishing.

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,

Corporate Services Team
NHS Liverpool CCG