



South East Essex Community Healthcare



South East Essex



Direct

At home not alone

A telehealth service supporting patients with
COPD and Community Healthcare teams in
South East Essex

Angela Single
Project Manager NHS D

Aims

- **Improve patients understanding of their condition, and provide them with the tools to manage and cope with symptoms better.**
- **Improve the way healthcare staff prioritise their workload through effective use of patient vital signs data;**
- **Release additional case management capacity as a result of more informed / targeted home visits and interventions;**
- **Reduce the number of hospital admissions through more effective case management.**



We're here.

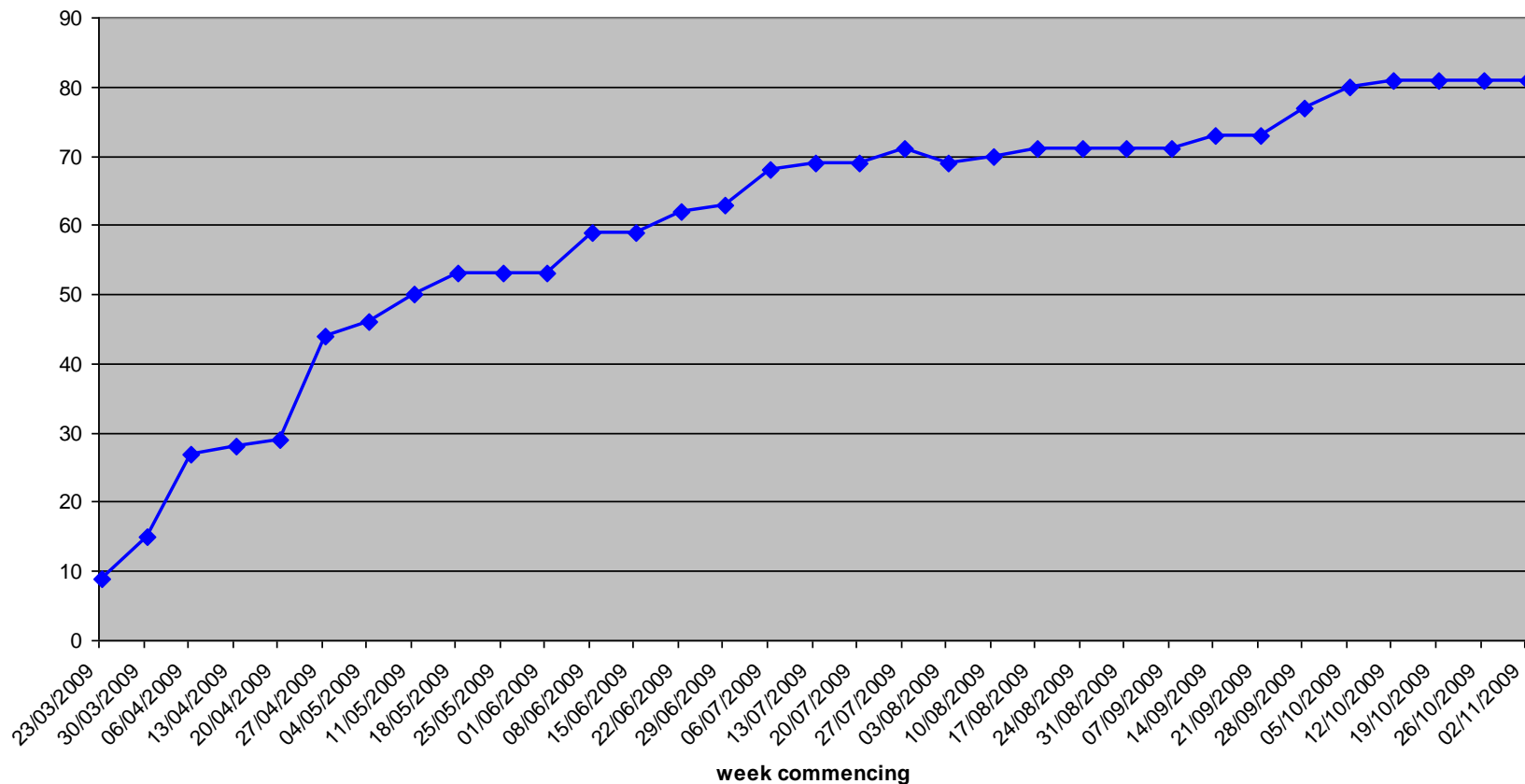
Our Approach

- **A service not a product**
- **Managed service**
- **True partnership**
- **Play to your strengths**
- **Rapid procurement and deployment of telehealth equipment with full support structures**

Service start up milestones:

- **Establishment of project infrastructure across three organisations**
- **Equipment specification development and procurement**
- **Standard operating procedures developed / signed off by
- NHS D and SEE Community Services**
- **Project Evaluation Framework developed**
- **System tailoring**
- **1st Patients installed and live on system in only four months!**

Rapid patient uptake of telehealth in South East Essex



Learning to date

- **This is a new model of care which requires a new way of working**
- **Changing the way Community Matrons work – in some cases the CM's do not need to visit the patient now but can support remotely**
- **The system needed refining to make it work in this new way/ call centre monitoring environment**
- **A lot of extra work for all staff to initially bed in this new practice**

Learning to date cont:

- **Some patients need additional support to learn these new skills**
- **For winter we have changed the data download time due to the cold mornings and pts not being ready before 12pm**
- **Talk talk and Tiscali mean at least 15 patients cannot have the service**
- **The initial findings are that it has halved the number of A&E attendances**
- **This is a scalable service**

Key Points

- **It's about people not technology**
- **Buy in is imperative**
- **It takes a lot of work**
- **Helping to shape a new model of care**

We're here.

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Patients

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South East Essex

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This project brings together; NHS South East Essex, NHS Direct; South East Essex Community Healthcare; Docobo Limited; Choose Independence Ltd; and local patients.

DocoboTM
Towards a better quality of life

NHS

South East Essex Community Healthcare

 choose
independence

We're here.

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*From drawing board to over 60
patients in seven months*

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