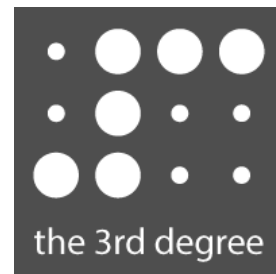


Connecting Health Care (The CHC Project)

SATELLITE ENABLED CARE HOMES, PRIMARY CARE, DIABETES, MENTAL HEALTH SERVICES, CLINICAL EDUCATION AND ACCESSIBILITY TO INFORMAL CARERS

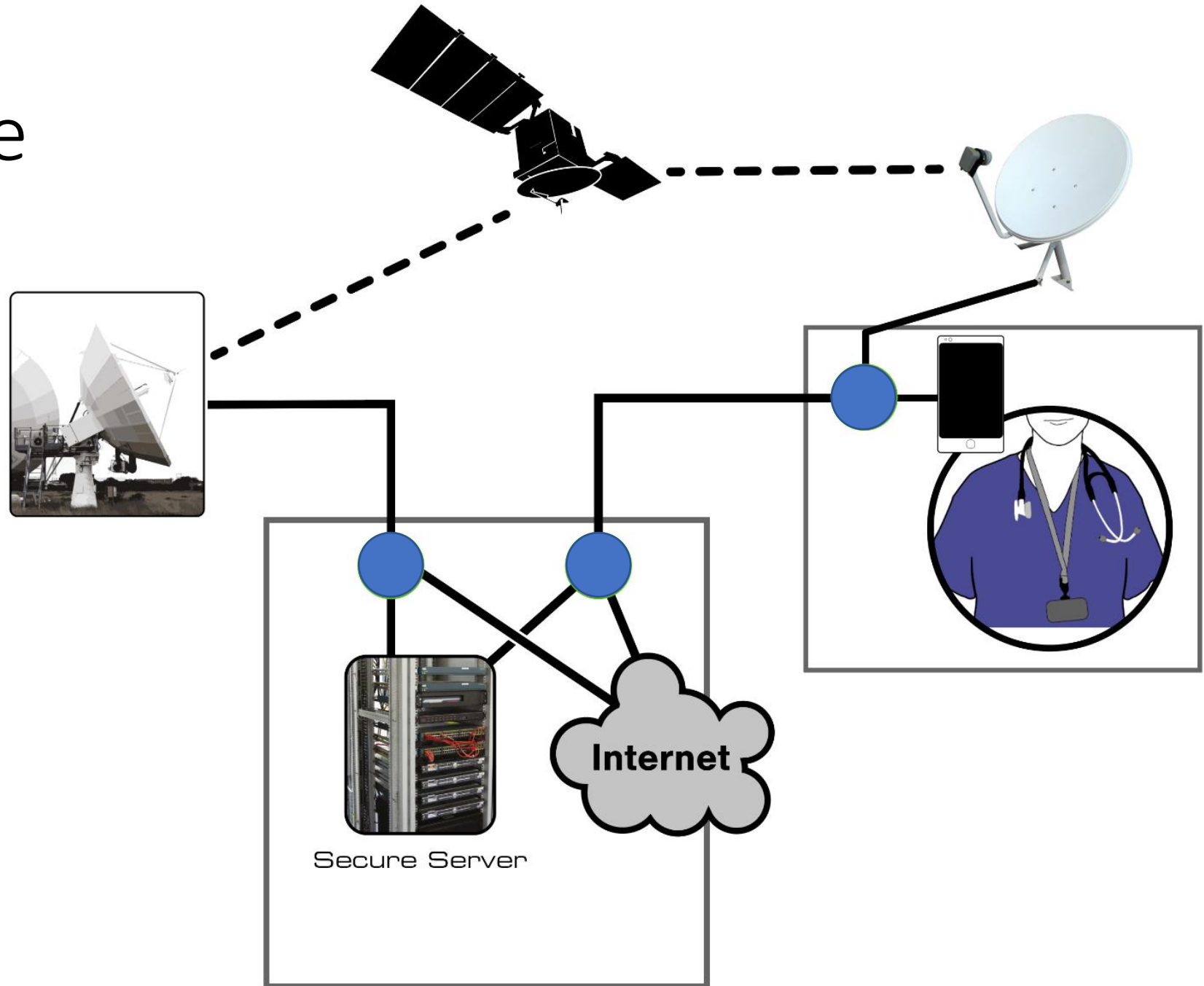
The Partnership



The Connected Healthcare project is contracted under a programme funded by the European Space Agency



The solution infrastructure





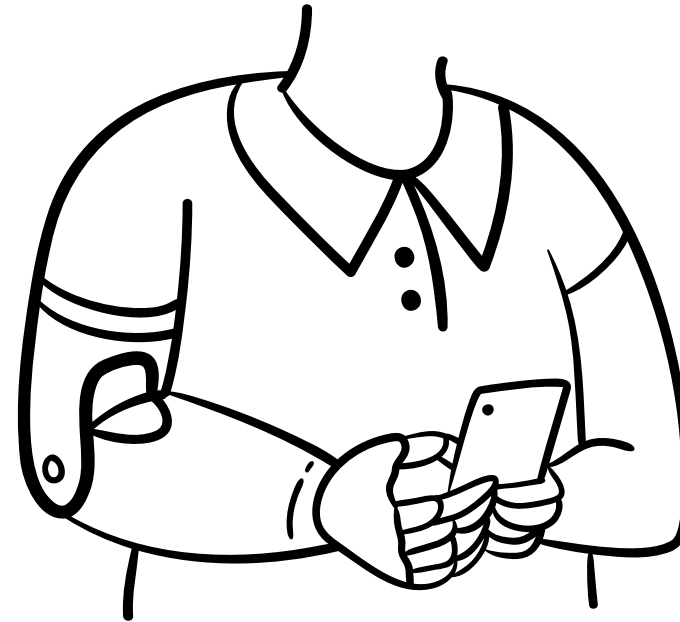
To access unpaid
carers across
Cornwall



To use natural
language
processing



To code in real-time displaying help-
seeking behaviours on web-based
dashboard accessed via satellite



Codeframe

PROCESS

General Orientation /
Attitude

Behavioural
Intention

Observable
Behaviour
(past/future)

Timeframe

ASSISTANCE

Formal (professional)

Semi-formal (coach,
volunteer)

Informal (peer, family)

CONCERN

Awareness /
recognition

Problem / Issue
focused

Barriers

Trying to cut the alcohol

but finding it hard at the minute Father is struggling with his joints and every task is harder than normal

Am trying to look after myself

and

hope to get a face to face appointment

with a Dr. soon.

Been a really tricky week. Hubby ran out of medication. I thought I'd set up a repeat since he came home. First month arrived fine. Waiting for second month .. **running out of meds ... no meds.**

Contact pharmacy and they say hubby is on repeat but I need to contact doctors to ask for it. **Contact doctors to request repeat.** Still nothing. Wait .. nothing.

Contact them all again. **Five times in total.** Nothing. Last contact I requested emergency supply as **hubby had been 4/5 days with sudden med stopping** and not feeling well to find out prescription at pharmacy and they were delivered that night. Lots of stress because people didn't do their jobs. Gives me more work chasing.

Really stressed because of it.



Early Primary Findings

- Positive for Help-seeking
- Dashboard accessible over Satellite Broadband

Incidental Findings

- Rich / longitudinal data (6 months/weekly)
- Conversational messaging
- Individual stories emerging

System

Applications



Large data processing
capability



Smart system – to identify
help-seeking



Transferable and interoperable
e.g. forum responses, GP web-
chat



Automated signposting



'Bot'-Triage of
enquiries/questions



Social prescribing

Thank you for listening

If you would like to know more and receive a live dummy dashboard to explore please text **“Show Me”** to **07770 654 123** or use the **QR Reader**

Project details [Here](#)

#cornwallcares

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