



How Realtime, Hands-Free Voice Enabled Audio Visual Technology is Transforming Patient and Practitioner Experience

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This project was part of a series funded by NHS England as part of a transformative project to unlock the potential of digital technologies to support the delivery of care within community health sectors.



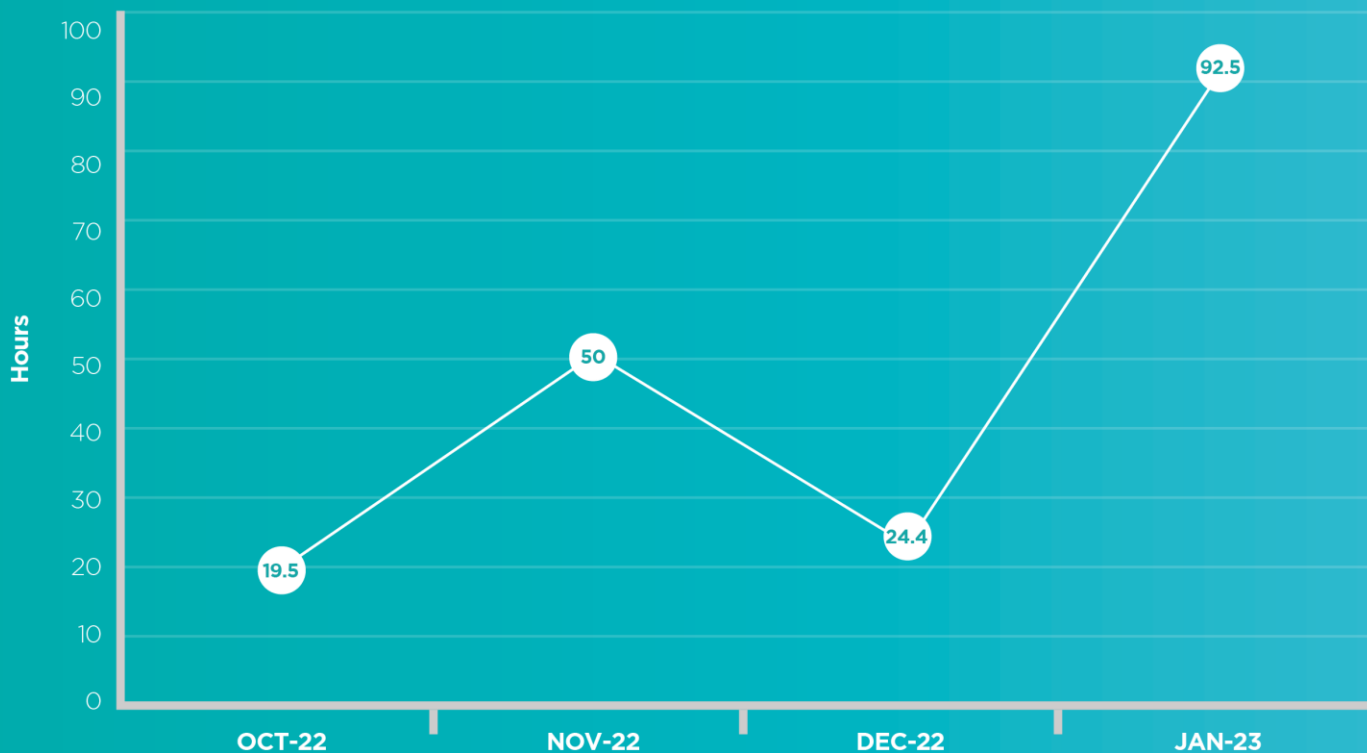
- RealWear piloted in Community Nursing in 2022
- Lightweight, hand-free headsets with high-resolution video and image capability
- Real time contact with other health care professionals via live video link through the eyes of the practitioner
- The practitioner can instantly seek advice or intervention, giving the patient access swift treatment without a follow-up appointment
- RealWear enables live mentoring and first-hand observation for practitioners in training
- RealWear headset doesn't inhibit eye contact and the patient can hear and be involved in the conversations taking place
- Hands-free equipment supports infection prevention



RealWear in Podiatry,
let's see it in action...



Outcomes in Podiatry



- Reduction of cancellation of clinics or unsupported clinics through virtual support, allowing junior/newly qualified staff to manage more complex cases
- Improving patient and staff experience
- Delivery of learning and mentoring opportunities
- RealWear use trebled in pilot period to 92.5 hours of appointments that did not need to be cancelled or changed in January 2023



Clare Westwood-Surrudge

Podiatry Team Leader
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Prior to the rollout of these headsets, more than 90 hours of clinics would have been cancelled as these staff cannot be unsupported in wound care clinics. Multiple consultations have occurred with the new graduates and the majority of these have had their care plan changed as a result of the senior clinician being on the consultation. This can be linked to improving patient outcomes as care plans have been changed.



RealWear – What’s Happening Now

- We’re quantifying return on investment, measuring efficiency, avoided admissions and reduction in delays to care
- We’re working with Virtual Frailty Ward and exploring use cases with Multidisciplinary Teams
- We’re completing further testing with specialist teams including Cardiac and Community Nursing
- We’re talking to Community Hospital wards, Primary Care and nursing homes about how RealWear can support their needs



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Thank you