

digitalhealth

# REWired

BIRMINGHAM 12-13 MARCH 2024

Headline Sponsors:



## Dr. Rosie Kaur

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Deputy Chief Medical Officer

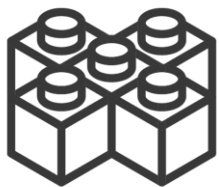
Mersey Care NHS Foundation Trust

## Peter Almond

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Telehealth Head of Service

Mersey Care NHS Foundation Trust

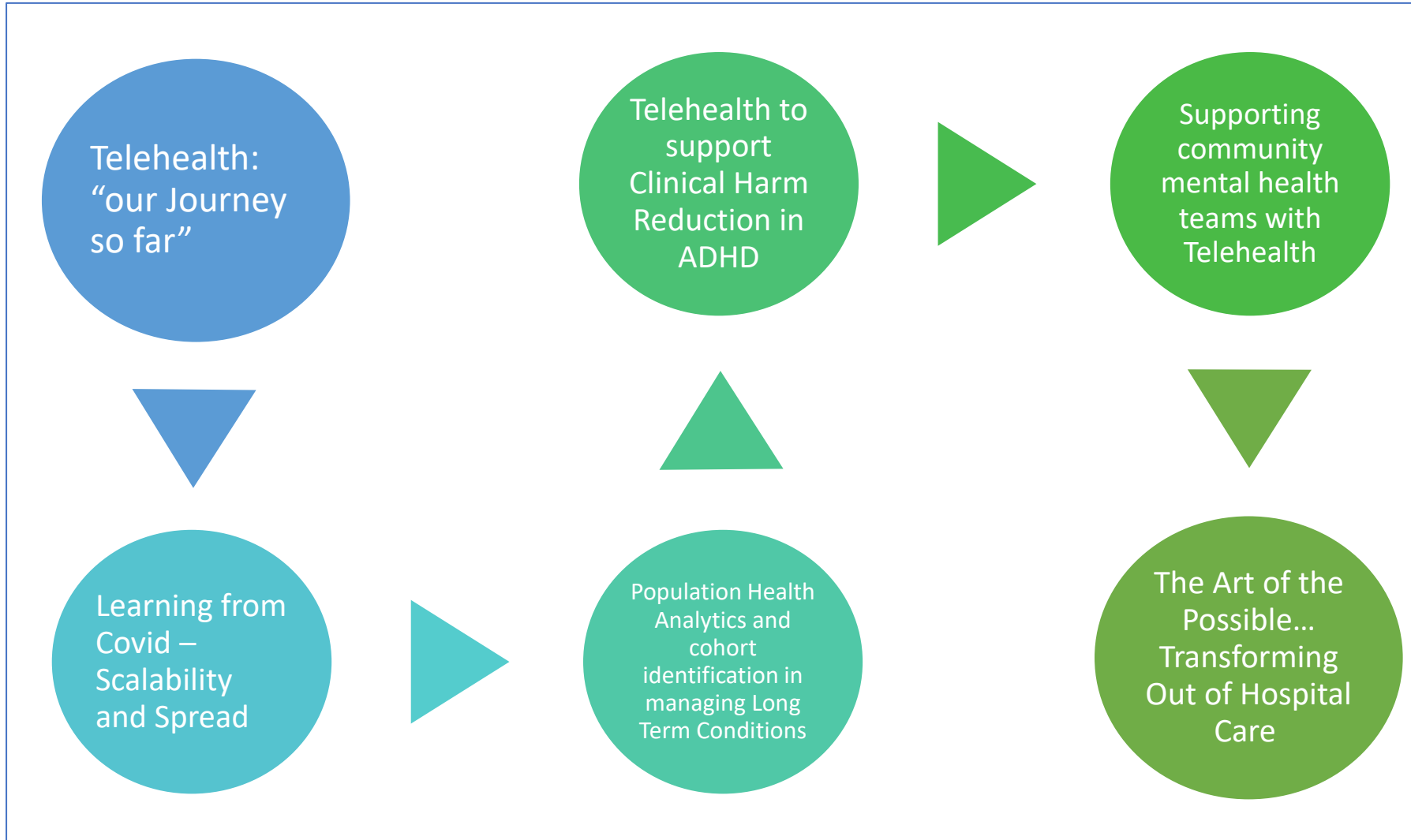


INTEGRATED  
CARE  
STAGE

Stage Sponsor:



# Agenda

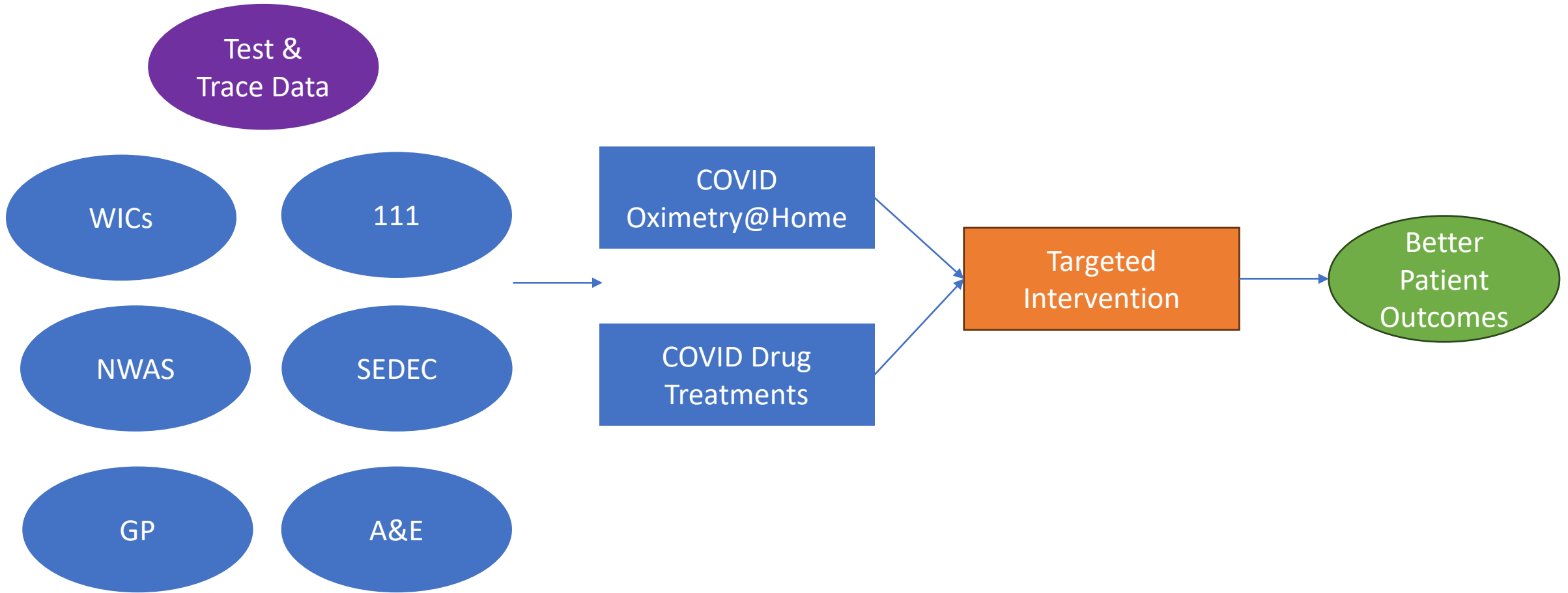


# Our Telehealth Journey



- Started at Liverpool back in 2011 / 12
- Long-term condition monitoring through supported self-care
- Spread to Cheshire and Merseyside in 2020
- 25+ clinical pathways split by...
  - Long-term conditions
  - COVID
  - Virtual Wards
  - Elective Recovery
  - Specialists

# Learning from COVID-19

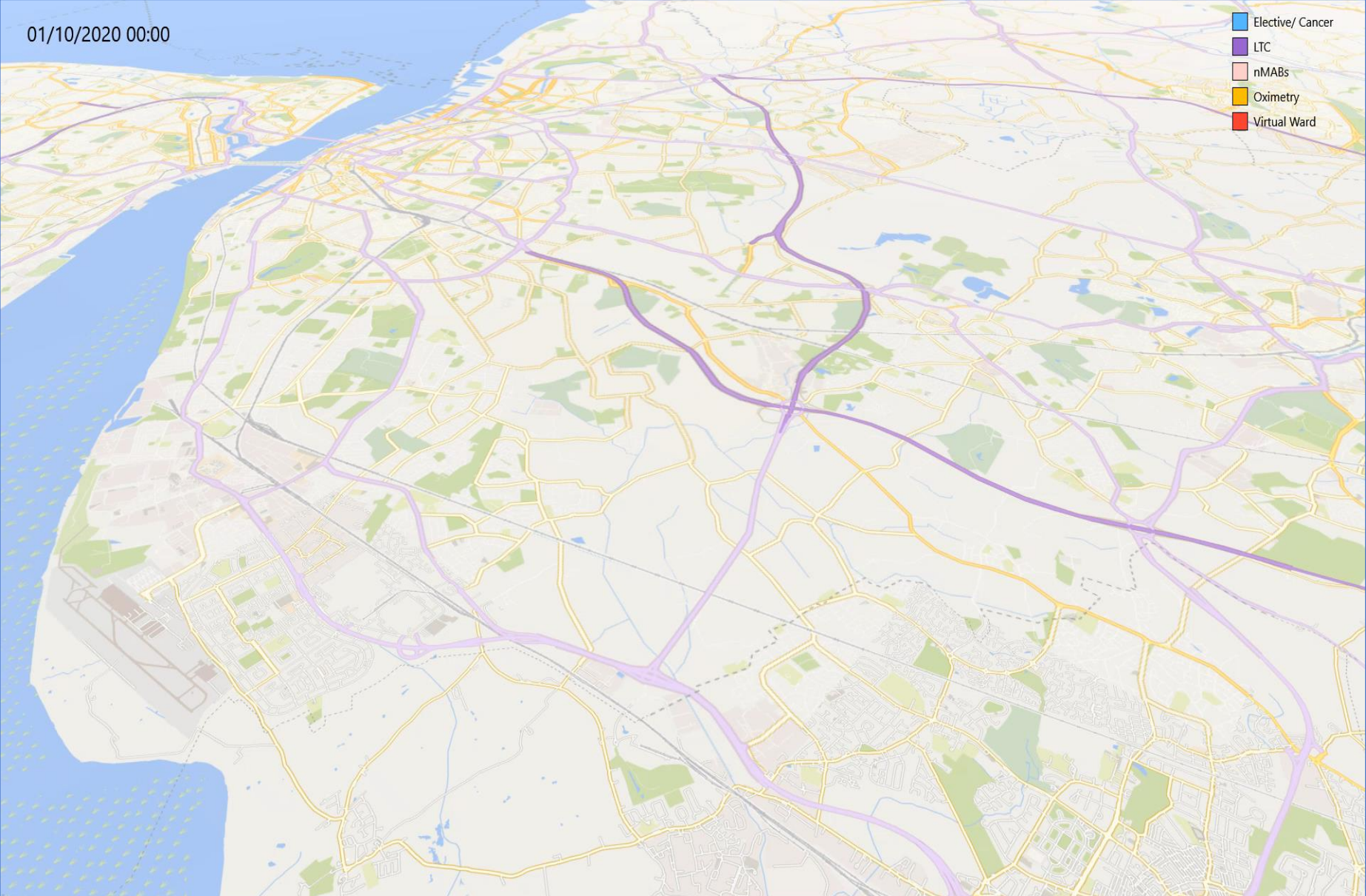




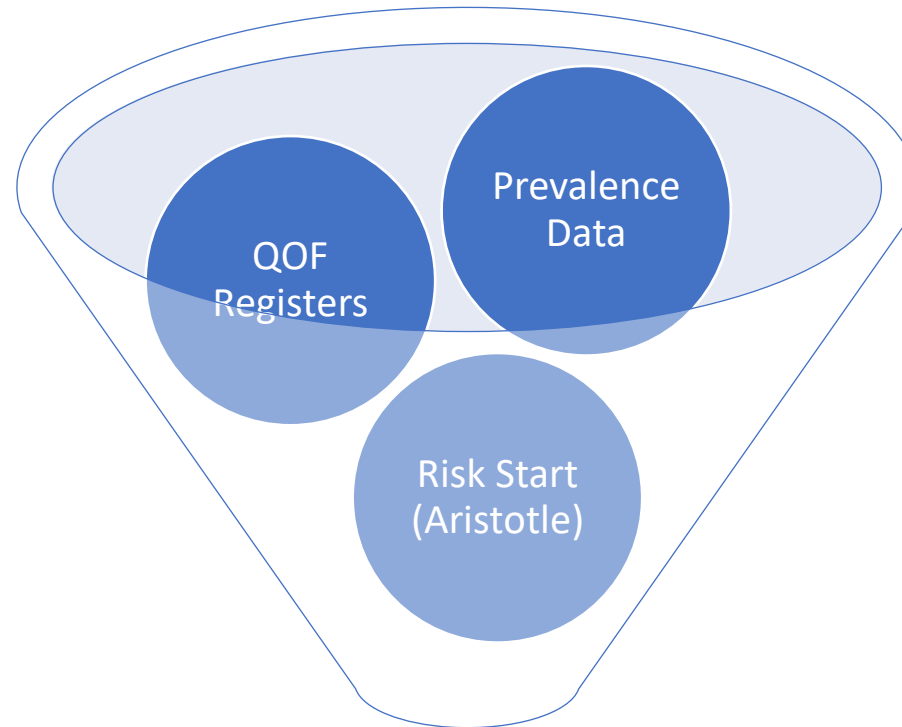
# Spread and Scale



Mersey Care  
NHS Foundation Trust



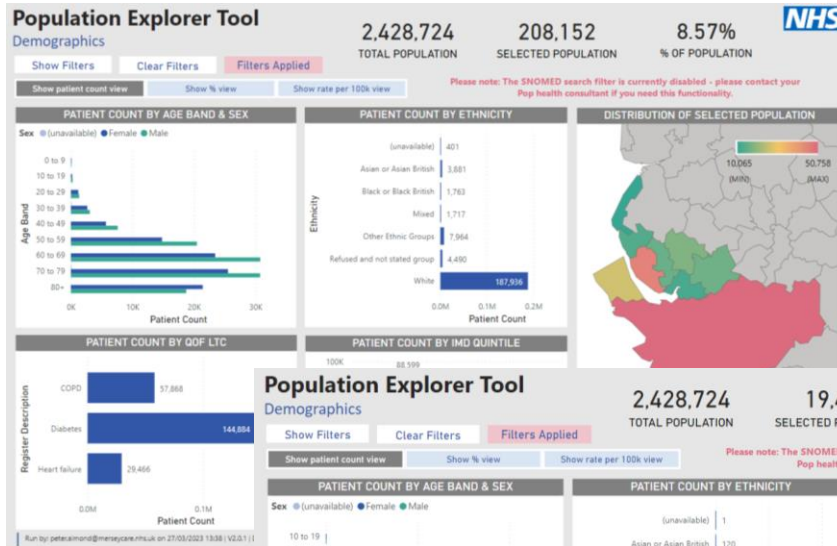
# Ceefax to CIPHA



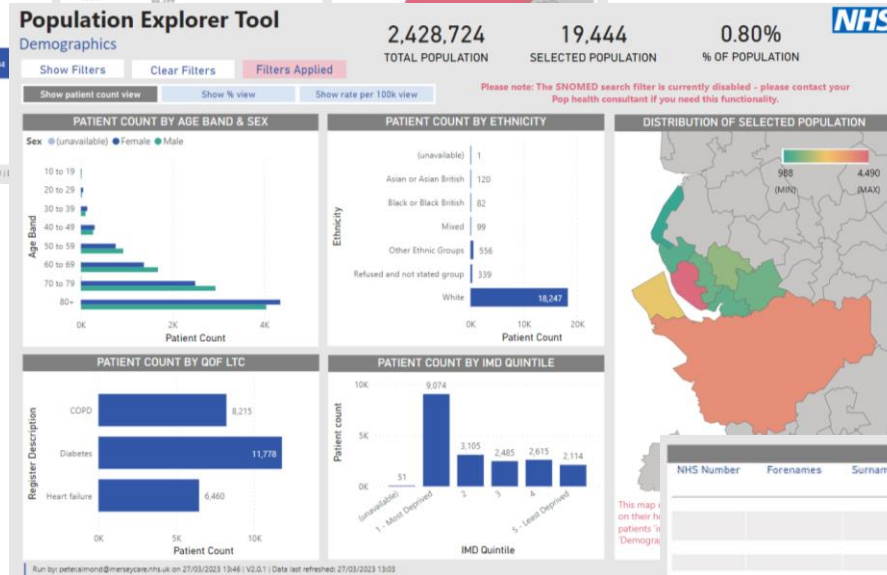
Onboard via  
each GP  
Surgery

- No consistent approach to onboarding
- Monitoring not targeted to the cohorts of patients that would most benefit from monitoring
- Long engagement process with each GP practice
- Does not utilise population health data

# LTC Prevalence for Cheshire and Merseyside



- C&M population: 2,427,724
- Filers Applied:
  - C&M wide
  - COPD QOF Population Register
  - HF QOF Population Register
  - DIA QOF Population Register
- 208,152 meet criteria
- 8.57% of population



- C&M population: 2,427,724
- Filers Applied:
  - 18+
  - C&M wide
  - COPD QOF Population Register
  - HF QOF Population Register
  - DIA QOF Population Register
  - 37%+ for Probability of Emergency Admission
- 19,444 meet criteria
- 0.80% of population

Target patient list

PATIENT CONDITION VIEW										
NHS Number	Forenames	Surname	Age	BMI	IMD Quintile	Smoking Status	Practice Name	LTC Count QOF	Drug Count	Mortality
57	(unavailable)				2	Current Smoker	ABERCROMBY FAMILY PRACTICE	2	8	
57	28.4	(kg/m <sup>2</sup> ), 10/11/2022	2			Current Smoker	ABERCROMBY FAMILY PRACTICE	4	23	
60	22.32	(kg/m <sup>2</sup> ), 31/05/2022	1 - Most Deprived			Current Smoker	ABERCROMBY FAMILY PRACTICE	2	7	
60	24	(kg/m <sup>2</sup> ), 24/02/2023	1 - Most Deprived			Past Smoker	ABERCROMBY FAMILY PRACTICE	5	16	
64	33.7	(kg/m <sup>2</sup> ), 11/06/2022	1 - Most Deprived			Past Smoker	ABERCROMBY FAMILY PRACTICE	7	28	
65	49.6	(kg/m <sup>2</sup> ), 28/10/2022	1 - Most Deprived			Past Smoker	ABERCROMBY FAMILY PRACTICE	5	27	
71	24.11	(kg/m <sup>2</sup> ), 27/09/2022	3			Past Smoker	ABERCROMBY FAMILY PRACTICE	3	21	
71	300.94	(kg/m <sup>2</sup> ), 20/12/2022	1 - Most Deprived			Current Smoker	ABERCROMBY FAMILY PRACTICE	9	28	
71	34.4	(kg/m <sup>2</sup> ), 11/10/2022	2			Past Smoker	ABERCROMBY FAMILY PRACTICE	9	17	
72	15.64	(kg/m <sup>2</sup> ), 21/02/2023	1 - Most Deprived			Current Smoker	ABERCROMBY FAMILY PRACTICE	5	19	
72	19.5	(kg/m <sup>2</sup> ), 21/12/2022	1 - Most Deprived			Past Smoker	ABERCROMBY FAMILY PRACTICE	2	11	
72	23.32	(kg/m <sup>2</sup> ), 16/09/2022	1 - Most Deprived			Past Smoker	ABERCROMBY FAMILY PRACTICE	7	13	



# ADHD Medication Supply Issue

## Problem...

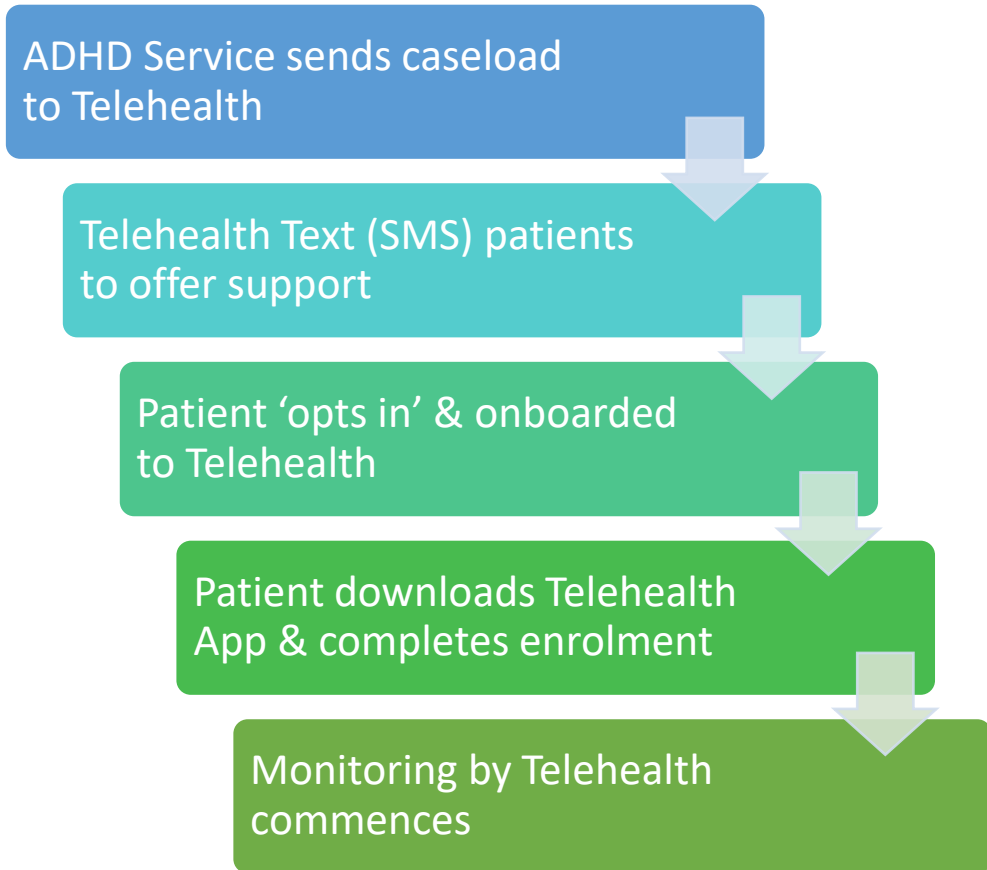
- National problem with supply shortages of ADHD related medication
- Concern that patients were running out of medication
- No visibility of how much medication patients had left
- No visibility of how this was affecting the patients

## What Telehealth did...

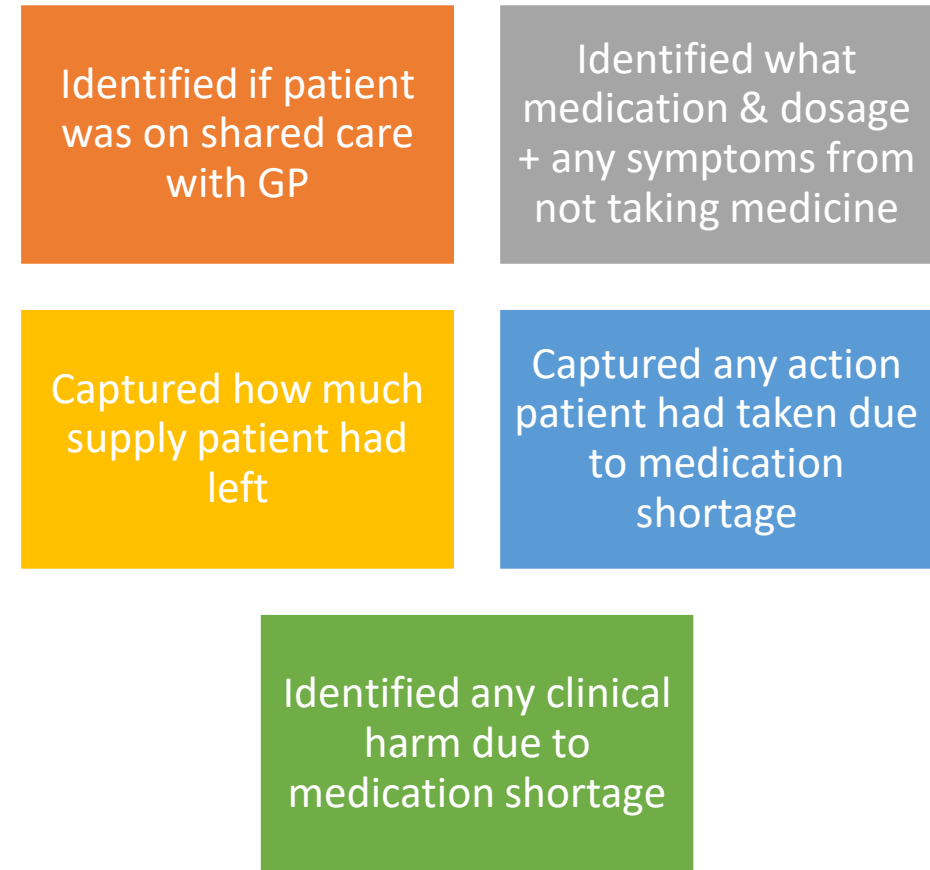
- Rapidly implemented Telehealth to provide support for ADHD patients
- Codesigned a bespoke ADHD question to set to identify how much medication patients had left and if the patient was experiencing any issues resulting from low / no medication
- Telehealth Hub provided clinical advice for patients and escalated to ADHD team / GP as required



# Patient Onboarding to Telehealth



# Care Plan



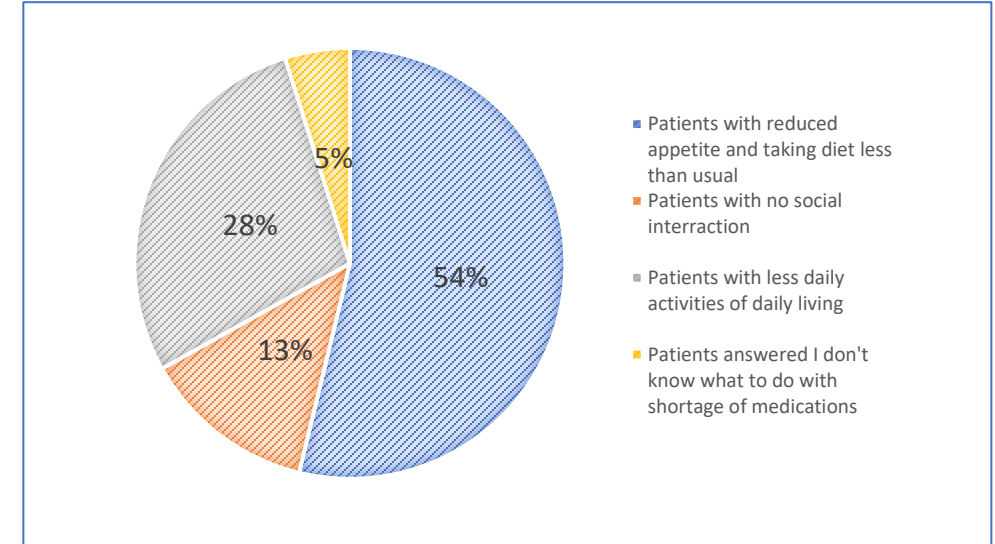
# ADHD Survey (example)

Question Text	Q No.	Question Type (Vital Signs, Multiple Choice, Free Text, Yes/No, Prompt)	Response No.	Response (Please include whether the response should trigger an alert or any parameters) (Green no alert)
How are you feeling today?	1	Multiple Choice	R1	Much worse than yesterday
			R2	Worse than yesterday
			R3	The same as yesterday
			R4	Better than yesterday
			R5	Much better than yesterday
How long have you felt like this?	1a	Free Text	Nested from R1, R2 & R3	
If you are in employment/ education, have you taken any time off work/ your studies due to how you are feeling?	2	Multiple Choice	R1	Yes
			R2	No
			R3	Not Employed/ Not in Education
In the past week have you been able to carry out the following actives as usual?	3			
Housework (such as cleaning, cooking)	3a	Multiple Choice	R1	Yes as normal
			R2	Yes, but less than usual
			R3	No
			R4	Wouldn't usually
Shopping	3c	Multiple Choice	R1	Yes as normal
			R2	Yes, but less than usual
			R3	No
			R4	Wouldn't usually
Exercise	3d	Multiple Choice	R1	Yes as normal
			R2	Yes, but less than usual
			R3	No
			R4	Wouldn't usually
Socialising with friends and family	3e	Multiple Choice	R1	Yes as normal
			R2	Yes, but less than usual
			R3	No
			R4	Wouldn't usually
Have you been able to keep up with your personal hygiene routine? (Showering, brushing teeth, brushing your hair, cleaning your clothes etc)	4	Multiple Choice	R1	Yes as normal
			R2	Yes, but less than normal
			R3	No
Please describe your appetite over the past week	5	Multiple Choice	R1	I am eating less than usual
			R2	I am eating the same as usual
			R3	I am eating more than usual
How has your sleep been over the past week? Please choose as many that apply.	6		R1	I am sleeping more than usual
			R2	I am sleeping less than usual
			R3	I am having trouble falling asleep
			R4	I am having trouble staying asleep
			R5	I am sleeping as normal

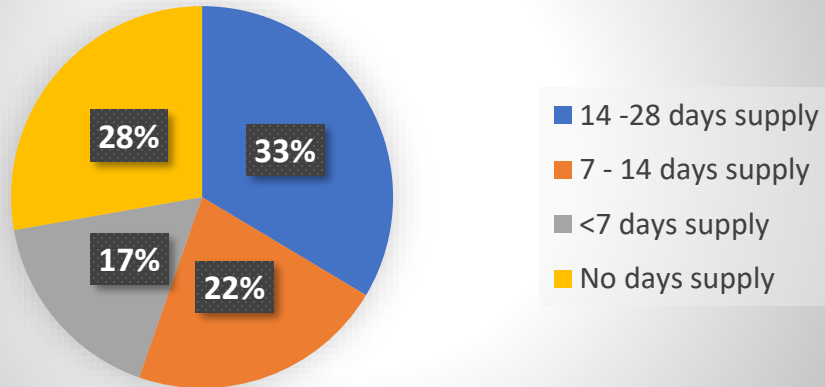
# What Telehealth Helped to Find Out

## Headlines...

- 28% of patients had run out of medication with 39% having less than 14 days' supply
- 26% of patients experiencing sleep issues
- 54% diet affected
- 13% signs of mood disturbance
- 28% daily activities affected

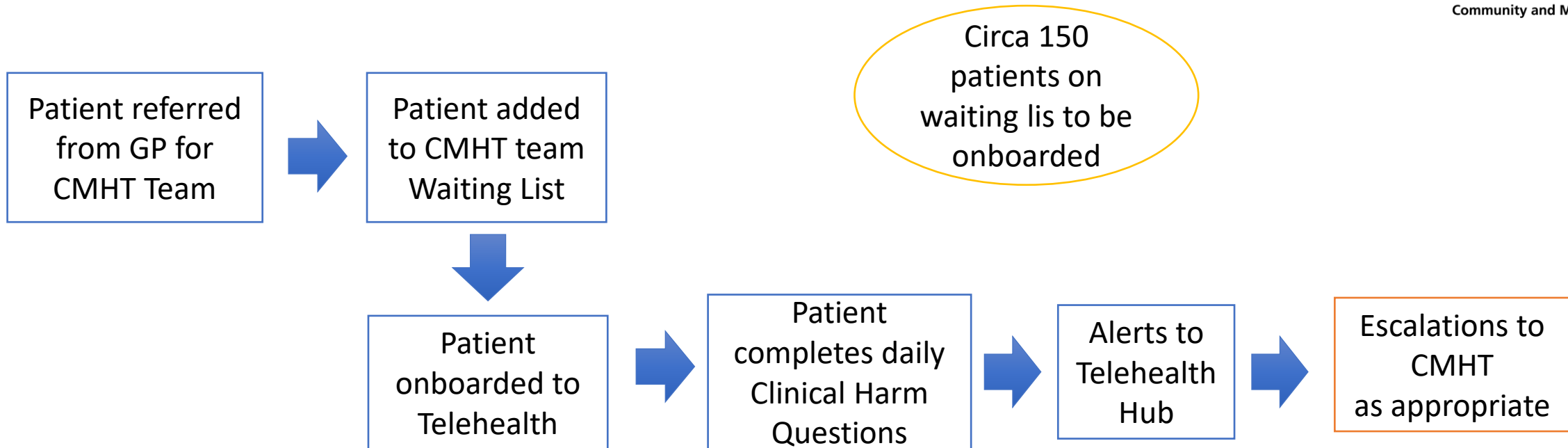


ADHD Patient Medication Stock Levels



Number of Patients - Run out of medication									
Date	02-Jan-24	03-Jan-24	04-Jan-24	05-Jan-24	06-Jan-24	07-Jan-24	08-Jan-24	Total	YTD
Halton & Warrington			1					1	20
Knowsley Place								0	20
Sefton Place				1	1	2	3	7	103
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>143</b>

# Applying Our Learning



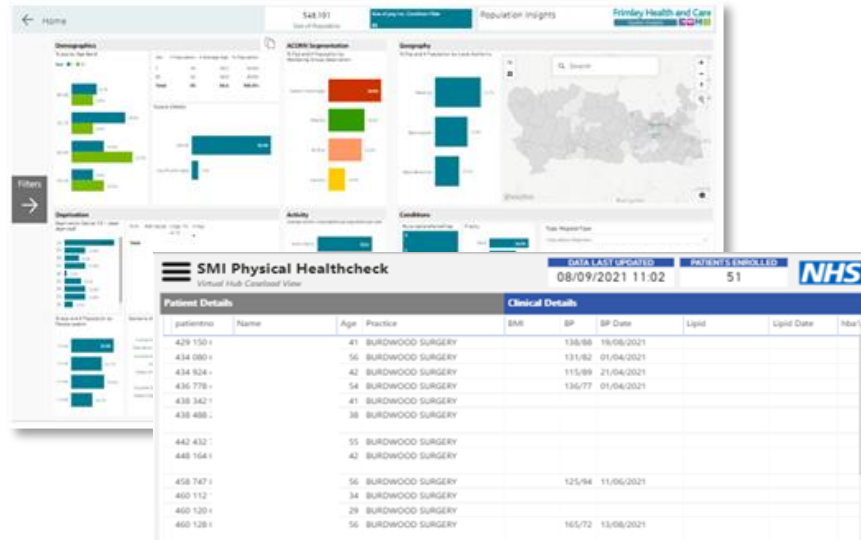
- Lack of visibility of patients on waiting list
- Potential for patient harm while awaiting review
- Prioritisation based on referral criteria
- Educational/support videos to support patients

- Patients being reviewed while on waiting list
- Early identification of any deterioration
- Real Time prioritisation and triage
- Support ongoing titration of medication ( reduction phone calls and visits)



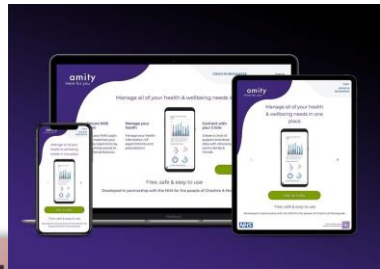
# Why Now...

To support elective recovery and outpatient transformation there is the need for out of hospital services that are coherently and consistently managed that support patients on long waits, improve outcomes for patients, reduce hospital admission and reduce unwarranted variation in the system.



Use CIPHA intelligence platform; Mast: clinical threshold criteria; operational requirements to 'precision cohort' patients who can optimally benefit from an intervention.

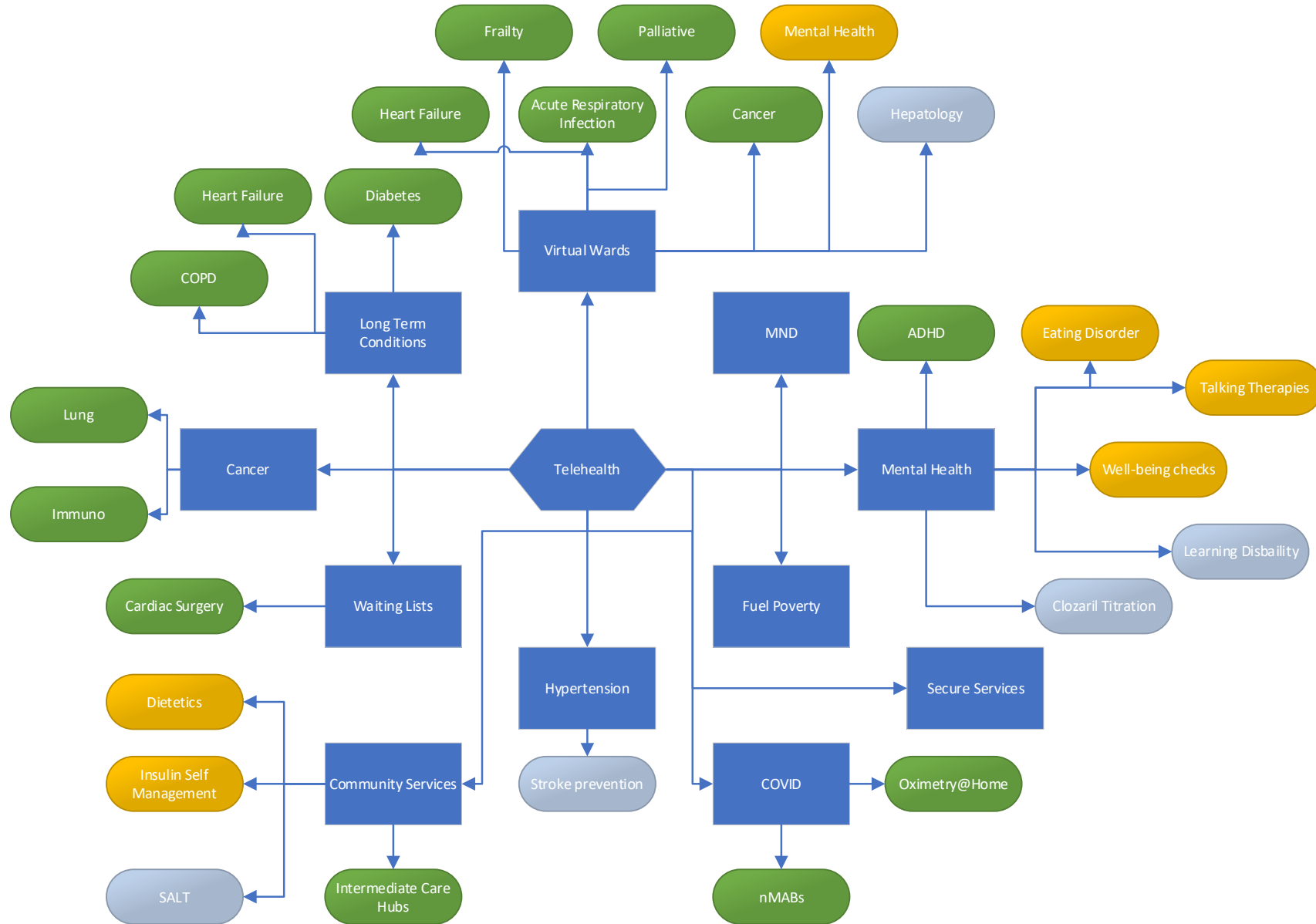
Closed loop system – identify cohort; enrol; manage; unenroll, evaluate outcomes.



Use Docobo hub to manage out of hospital interventions pathways – telehealth; virtual wards; long-term condition monitoring; BP@home; Long COVID.

Patients access NHS App for access to their records and to clinically 'prescribed' apps. Patient-entered data also shared by consent with CIPHA.

# Transforming Out of Hospital Care



# Thank You

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