



Digital Health Stoke-on-Trent bulletin



Introduction by Dr Ruth Chambers OBE, GP and Clinical Telehealth Lead, NHS Stoke-on-Trent CCG, Clinical Lead for WMAHSN TECS exemplar of Person-centred Care

Welcome to the December edition of the Technology Enabled Care Services (TECS) project bulletin. We have been busy since the last newsletter and the varied work programmes that should show the power of technology to deliver person-centred care are continuing apace.

The importance of what we are trying to help teams deliver cannot be overstated. You'll have noticed that the NHS faces huge challenges! Demands on our services are continuing to increase. Utilising technology will not only enable us to shape services to suit the needs and preferences of individual patients; embracing it will also help us take on the challenges we face everyday.

Only this month, NHS England's Director of Digital Technology, Beverley Bryant, told the delegates at the Sustainable Healthcare Conference that all clinicians must embrace digital technology and information. The message was loud and clear: we have no option but to embrace technology to improve outcomes for patients.

The conference came as a one-year-on progress report was issued by the Sustainable Healthcare Steering Group. In its update the Group called for, among other things, the creation of a list of NHS endorsed apps and making sure health professionals have the tools and training to encourage both shared decision-making and supported self-management, particularly for people with long term conditions.

These are exactly the same challenges that we are exploring with this project and, because of projects like this, we in the West Midlands are leading the way.

In this month's newsletter, we have a case study from a patient called Jeff. He has had his life transformed through using the Florence Simple Telehealth (FLO) text messaging service. There is an update from the Fostering Digital Health and Care Collaborations Conference. Telehealth facilitator Karen Pickavance provides an update on the Think Pharmacy event she attended to promote FLO and also covers more on the TECS project Person-centred Care (PCC) ambitions. The Manage Your Health app has also won high praise from professionals who have been testing it, which we would like to share.

We are hoping to announce a new clinical champion for this project soon. News and an interview with the successful candidate will be covered in January's edition of this bulletin.

Remember the project team has its own website – www.digitalhealthsot.nhs.uk - which has lots of resources, information and case studies. Please visit it, learn what others are doing and give us feedback.

Finally, I'd like to wish everyone a Merry Christmas and a Happy New Year. The next 12 months promise to be very exciting and the adoption of TECS should help us to improve our delivery of care.

A FLO CASE STUDY: Jeff's story

FLO has had a dramatic effect on one patient's ability to manage his own condition.

Jeff, 58, ran a successful business which restored leather in vintage cars as well as on furniture.

But he developed conditions such as hypertension and angina and also suffered from mini-stroke (transient ischaemic attacks –TIAs). He was also diagnosed with mild cognitive impairment in 2014. In 2015, he was referred to the mental

health and vascular wellbeing team and was introduced to FLO in February 2015.

Jeff receives two FLO texts per day to help him manage his conditions. He said: "FLO resembles a friendly, good natured and trusted member of the family. I feel more able to cope and more confident about the future."

He finds the messages he receives informative and a great comfort, especially as he can suffer from confusion and

anxiety. He added FLO helps re-affirm the strategies and techniques he has been taught.

"Most importantly," he says, "it helps me cope with my situation."

Dr Ruth Chambers OBE, Clinical Telehealth Lead, said: "Jeff's life has been transformed by using FLO. It has supported him to manage his health and has given him confidence that he can live a full and active life despite his numerous conditions."

Manage Your Health app praised

The Manage Your Health app has won praise from professionals saying it could be a life saver and will help prevent hospital admissions.

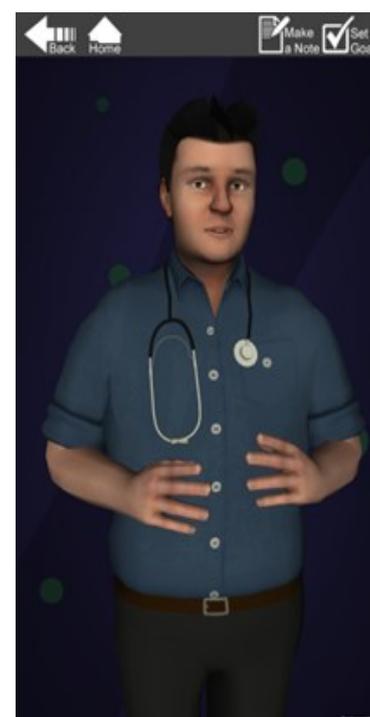
The app, being developed jointly by Stoke-on-Trent CCG, the School of pharmacy at Keele University and the University Hospital of North Midlands (UHM), supports patient to manage their long term conditions.

Using computer generated characters, interactive quizzes and information resources, the app is designed to help patients with asthma, COPD and type 2 diabetes. More conditions will be added as the app develops.

The app can be downloaded from the Google Play store and Apple App store.

Sarah McNally, Lead Nurse for Respiratory Medicine from Wolverhampton Road Surgery, Stafford, said about the asthma version of the app: "The app has excellent content, is quick to download and ensures patients have their asthma management plans with them all the time, rather than the back of a drawer. Inhaler technique is key to managing asthma and the avatar demonstrates this perfectly. This app could help prevent hospital admissions and deaths."

The developers are looking for patients with long term conditions to use the new app. Please contact Luke Bracegirdle on l.bracegirdle@keele.ac.uk for further information.



Think Pharmacy event

Telehealth Facilitator Karen Pickavance attended a recent Think Pharmacy event for Staffordshire and Stoke-on-Trent and used the opportunity to renew the project team's offer of FLO to community pharmacy services. She also used it to showcase the project's Person-centred Care (PCC)

agenda.

Karen said: "There was renewed interest in taking up our offer, particularly from South Staffordshire, where links were fostered previously and also from Stoke-on-Trent.

A memorable fact from the day: "Pharmacy premises are

open the longest and the latest of all health services... and [are] very much on the front line.

"The TECS on offer have potential to empower customers and community pharmacists are in a key position to signpost them to information."

Fostering Digital Health and Care Collaborations

The project team recently showcased their work at West Midlands Innovation Network (WIN) Fostering Digital Health and Care Collaborations event.

More than 100 delegates gathered at the event. The project team used it as an opportunity to show delegates TECS including the Manage Your Health App.

The team used both their mobile phones and a large TV to take delegates through how the app works.



Project Operations Manager Paul Copeland at the event

Enabling people to use technology for their own health

By Chris Chambers, Clinical Telehealth Facilitator, Stoke-on-Trent Clinical Commissioning Group

Getting clinicians involved in using new methods of delivering healthcare through simple technology such as Skype, text messaging through Flo, apps and social media is a challenge which the team understand only too well, having worked for some time now in this field.

This simple technology is all about communication. It is giving patients more information, so that they can look after themselves better, while having their usual medical provision underpinning the process. This is a challenge for many clinicians, who are used to the situation where they are the source of all information and knowledge, and the patient is dependent on them for direction. It is uncomfortable to make the change to give the patient sufficient information that they can manage themselves, and then trust them to cope with less direct intervention. It does mean selection of people for whom this technology will be suitable. Some patients will not have the mental capacity to manage on their own. But the excuse that patients are too old, or cannot manage modern technology is probably more indicative of clinicians' ageism or their own lack of confidence in the use of technology.

Many people in the community of all ages are increasingly using smartphones, Skypeing relatives abroad, buying groceries through supermarket websites, or getting bargains on eBay. Elderly people may not text their friends – that is not how they communicate – but a 93-year old patient with heart failure is now very happily sitting at home, having learned how to send and receive text messages, as this enabled her to be discharged from hospital early last month.

Adopting Facebook is sometimes something that clinicians are reluctant to do, because they are wary of being inundated with complaints. Our experience has been much more positive, with patients supporting their clinicians, and using 'closed' groups for Patient Participation Groups, weight management and MS, with others planned for COPD and asthma.

So the future is exciting, as these varied types of communication are used to enable patients to manage their conditions better and more conveniently.