

## Freedom of Information Request

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### Information Requested:

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

Could I possibly suggest that you direct these questions towards one or some of the following Trust employees: - the Matron in charge of the Discharge services, Community Liaison team, Multidisciplinary health and Social care staff, Director of operations, Response manager, integrated services manager &/or Director of Nursing.

**INTRODUCTION** - With future emphasis being towards INTEGRATED CARE, this FOI is investigating how advanced all types of healthcare organisations are, in being able to access information about patients in their own home /other non-hospital settings and supporting the local population with long term conditions. This part of the FOI survey is directed at ACUTE Trusts, *(although other types of healthcare providers will also be polled)* and relates to the use, endorsement or sub-contracting of a **manned response and monitoring centre**, to provide 24x7 monitoring and communication which may;

- address patients' concerns and questions
- act upon safety-related alarms and alerts
- include out of hours provision for NHS patients and private customers alike.

Some acute NHS Trusts have already implemented monitoring centres and even promoted these to other NHS organisations as an income generating opportunity. We understand that the greater impetus has been to promote dignity, independence and safety in a patient's own home and as a way of expediting discharge plus pro-actively reducing hospital re-admissions and A&E attendances.

In order to assist with this survey, could you please answer the following:

1. Does your organization presently provide a Telecare operations centre to monitor your local population or monitor specific conditions? – No

**IF the answer is YES please reply to the questions below – 1.1 to 1.10 & Q3**

**IF the answer is NO please reply to questions 2 to 2.4 and Q3**

**YES – we do have/use a monitoring centre**

1. Is this service staffed by clinical or non-clinical staff?
2. Is this an internal support system using your own staff to monitor the calls?
3. Is this an external support system run by the CCG and if so, which CCG/ Group of GPs' and does this team have a name/department title/contact?

4. Is this an external commercially available centre or Local Authority centre and if so, could you disclose the name of the 3<sup>rd</sup> party provider?
5. Do you know what Software is used to hold patient contact data and log calls – if any CRM system used at all?
6. Do you know if calls logged are written into your PAS or the patients' GP system?
7. Do you collect any data from the likes of? -
  - 1.7.1 Glucometers/ Spirometers/ weighing scales/ECG
  - 1.7.2 Future advances such as Body worn devices / smart watches that collect data such as Spo2, BP, Pulse, Temp, Movement
  - 1.7.3 Manually taken vital signs at home sent into the cloud
  - 1.7.4 Wellbeing questionnaires completed by the patient
  - 1.7.5 Domiciliary visits notes
  - 1.7.6 GP or Community Nurse notes
  - 1.7.7 Smart Home devices such as alerts re Carbon Monoxide levels, Non-Movement etc.
  - 1.7.8 Fall detection systems
  - 1.7.9 Activities of Daily Living monitoring

Other devices – not named above (please comment)

8. If you do not collect data from remote devices, would you see any advantages to incorporating data collected from any of the items listed above, by way of ongoing monitoring, establishing baseline measurement or general patient & social safety/wellbeing? (please comment)
9. Do you use a Video link to get visual contact with your patients?  
YES/NO
  - 1.9.1 – If YES – why do you see this as important
  - 1.9.2 – If NO – why is this not seen as important
  - 1.9.3 – If NO - is this an aspiration?
10. Have you done any ROI analytics/ produced any research, to rationalize why telecare monitoring does have a place in an ACUTE setting? If YES – are you able to share these?

Any other comments

2. If the answer is **NO** – you do NOT have a monitoring system
  1. Within the next 2 years, would a Telecare Monitoring Service be something that the Trust would consider as a way of either reducing hospital admissions, promoting an earlier discharge and/or recognizing and acting upon patient deterioration sooner?

[Yes as a way of remotely monitoring physical health](#)

Could you explain your reasoning for either of the 2 answers given above please?

3. Who is the main person(s)/ decision maker (s) / team – who would be responsible for the decision to use a Telecare monitoring centre and if already used, who manages the centre at present?  
[Sue Balmford – Deputy Director IT and Performance](#)
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As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link  
<https://eput.nhs.uk>