Practical success in catalysing frontline applications of TECS for delivery of care of LTCs

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WMAHSN LTC Network: new ways of delivery of care

Commissioners: applying intelligence

Care Providers – all settings

Public

Academia/education

Industry

Shared care records
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<th>Sample CCG intelligence pack – element of STP intelligence pack</th>
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| 1 | Hypertension prevalence¹  
 | | **Stoke-on-Trent CCG** | **Similar CCGs 10+1* (range)** | **NHS England average** | **TECS exemplar you can try** |
| 2 | Stroke & BP not <150/90mmHg¹  
 | | **10.7%** | **8.5%-10.7%** | **9.7%** | **Simple Telehealth Flo** |
| 3 | Asthma prevalence (all ages)²  
 | | **6.3%** | **6.0%-6.8%** | **5.9%** | **Simple Telehealth Flo** |
| 4 | Emergency children asthma admissions³  
 | (per 100,000 resident population)  
 | | **320.8** | **150.9-399.9** | **219.1** | **Simple Telehealth Flo, App, Social Media e.g. Facebook group** |
| 5 | Emergency adult asthma admissions³  
 | (per 1,000 practice population)  
 | | **1.62** | **1.02-1.75** | **1.09** | **Skype, Simple Telehealth Flo, App** |
| 6 | Inpatient spend  
 | (respiratory over 75+)²  
 | (per 1,000 population)  
 | | **£221,581** | **£127,873-£233,569** | **£167,739** | **Simple Telehealth Flo, Skype, App** |
| 7 | Inpatient spend  
 | (respiratory under 5s)²  
 | (per 1,000 population)  
 | | **£85,910** | **£53,065-£85,910** | **£49,680** | **Simple Telehealth Flo, Skype** |
| 8 | COPD QOF prevalence (all ages)³  
 | | **2.4%** | **2.1%-3.2%** | **1.8%** | **Simple Telehealth Flo** |
| 9 | Emergency COPD admissions³  
 | (per 1,000 practice population)  
 | | **3.56** | **2.27-4.72** | **2.15** | **Simple Telehealth Flo, Skype, App** |
| 10 | Excess weight (overweight or obese) in adults¹  
 | | **66.5%** | **60.2%-69.6%** | **63.8%** | **Social media e.g. Facebook group, Simple Telehealth Flo** |
| 11 | Diabetes control (<HbA1c 59)⁴  
 | | **61.8%** | **57.6%-64.5%** | **59.6%** | **App, Simple Telehealth Flo** |
Technology enabled care - the future

Outcomes:
- Improved clinical outcomes
- Quality/savings targets attained
- Wealth creation eg patients stay in work
- Upskilled patients & workforce
- Patients stay independent

Patient populations

Technology enabled care under-pinning service re-design & delivery

NHS Cluster

NHS Cluster

NHS Cluster

NHS Cluster
It’s about the basics

**improving** delivery of **best practice** care for long term conditions

via patient empowerment, integration & innovation

- Best clinical practice & shared management
- Tech

Improved QUALITY of clinical care
Collaboration around a defined LTC priority – new ways of delivery of care
Engaging with patients through Social Media
Marc Schmid
V-Doc Stafford

- Simple technology
- Five nursing homes
- Daily consultations
- 50% less call outs when Skype used
Opportunities

• Asthma clinics with teenagers/Daytime workers
• Medication reviews for patients suffering from anxiety/depression
• Care homes
Facebook - public

- 45 Practices across Staffs
- Staff training programme available
- Hundreds of patients engaging through Facebook each week
- Challenging subject discussions – DNAs
- Alternative to patient generated pages
Facebook - Closed

- Facebook PPGs – 40+ members
- Long term condition groups at Royal Stoke – MS, AF and Cardiac Rehab
- High level of patient satisfaction
- 15,000 video views in one weekend
Manage Your Health
A new App for managing your long term conditions

Available now on:
- Google Play
- Apple App Store
- Amazon

Search for ‘Manage Your Health’
Why did we develop ‘apps’?

•76% of adults own a smartphone  
Source: Mobile Consumer 2015, Deloitte

•55-64 year olds double in their smartphone ownership from 19% (2012) to 50% (2015)

•Over half all UK households (54%) have a tablet (rising from 2% in 2011)

•33% view their phone and 19% view their tablet as the most important device for getting online  
Source: Ofcoms 2015 Communications Marketing Report  
How did we approach the task?

• **Person Driven Design**
  • “Patient [Person] focussed apps” start with people asking the questions

• **Validated by clinicians and presented in a simple style and language**
  Our aims were to
  • Persuade not patronise
  • Motivate not monitor

• **Content localised to your region**
  • Local support groups

• **Content that is regularly updated**
  • Match changing guidance
  • Improve existing information

• **No personal data sent from the app**
Patient-centered features

- A reminder system to help patients
  - Attend appointments on time and bring important items

- Setting goals
  - Includes suggestions based on content the user is viewing
Manage Your Health

- Available now on: Google Play, App Store, Amazon

- Uses text/images/videos and avatars to explain how to Manage Your Health

- Downloadable and updatable information packs are available for
  - Asthma
  - COPD
  - Diabetes Type II
  - Lower Back Pain
  - Hypertension

In Development
- Atrial Fibrillation & Heart Failure
- ADHD
• We see a regular ‘loyal’ group of users returning to the app (62.2%)
• In March 2016, there were 956 users of one of the four Manage Your Health apps, of whom 237 were return users
• 55% use iOS (Apple) devices and 45% used Android devices.
• Interesting observations, such as 22 users checking the app during December 25th and 26th!
Manage Your Health
A new App for managing your long term conditions

Available now on:
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- Available at Amazon

Search for ‘Manage Your Health’
Summary usage & take up

Flo telehealth (UK)  43,000
Example Facebook Closed Group (MS, RSUH)  143 members
Manage Your Health apps Sept ‘15-Dec ‘16 1080 returning users

www.digitalhealthsot website –vimeo videos 377,000 loads
Thank you