

Telephone: 01744 457237
Fax: 01744 624188

Email: sthelensccg.foi@nhs.net

Our Ref: FOI 8003

St Helens CCG
The Gamble Building
Victoria Square
St Helens
WA10 1DY

Date: 14th November 2019

Dear Sir/ Madam

Re: Freedom of Information Request

Further to your recent Freedom of Information request regarding Telehealthcare, please see below our response to your request.

Request/ Response:

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 to 8 ONLY

IF the answer is NO please skip to questions 9 to 10 ONLY

- a. Is this service staffed by clinical or non-clinical staff? **N/A**
 - b. Is this an internal support system using your own staff to monitor the calls? **N/A**
 - c. Is this an external support system run by a GP consortium, other CCG or acute Trust/ NHS provider and does this team have a name/department title/ contact? **N/A**
 - d. Is this an external commercially available centre or Local Authority centre and if so, could you disclose the name of the 3rd party provider? **N/A**
 - e. Do you know your cost per patient commitment for using the monitoring service? **N/A**
 - f. Do you know what Software is used to hold patient contact data and log calls – if any CRM system used at all? Also if known, do you know the annual cost for use of the software? **N/A**
 - g. How could the service/ software- be improved? **N/A**
2. If CRM/ Call logging system is NOT used, would such a software system prove useful for audit, reporting , management information, communication – or any other reason? **N/A**
 3. Do you know if calls logged are written into your PAS or the patients' GP system? **N/A**
 4. Do you collect any data from the likes of? -
 - a. Glucometers/ Spirometers/ weighing scales/ECG **N/A**
 - b. Future advances such as Body worn devices / smart watches that collect data such as Spo2, BP, Pulse, Temp, Movement **N/A**
 - c. Manually taken vital signs at home sent into the cloud and then onto some other electronic record **N/A**
 - d. Wellbeing questionnaires completed by the patient **N/A**
 - e. Domiciliary visits notes **N/A**
 - f. GP or Community Nurse or Social care notes **N/A**
 - g. Smart Home devices such as alerts re Carbon Monoxide levels, Intruder alarms, Non-Movement etc. **N/A**
 - h. Fall detection systems **N/A**

Working in partnership with



and



- i. Activities of Daily Living monitoring **N/A**

Other devices – not named above (please comment) **N/A**

5. 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 health measurements or general patient & social safety/wellbeing? (please comment) **N/A**
6. Do you use a Video link to get visual contact with your patients? YES/NO **N/A**
- a. If YES – why do you see this as important **N/A**
- b. If NO – why is this not seen as important **N/A**
- c. If NO - is this an aspiration? **N/A**
7. 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? **N/A**
8. Who is the main person(s)/ decision maker (s) / team – who are responsible for the Telecare monitoring centre? **N/A**

Any other comments:

9. If the answer is **NO** – you **do NOT have a monitoring system**
- a. 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, supporting an earlier hospital discharge, promoting population health and wellbeing and/or recognizing and acting upon patient deterioration sooner or maybe managing employee workload (*or any other possible advantage not listed*)? **YES or NO or UNSURE**
- b. Could you explain your reasoning for any of the 3 possible answers given above please?
10. Who is the main person(s)/ decision maker (s) / team – who would be responsible for the decision to use a Telecare monitoring centre? **N/A Telehealthcare is managed by the Trust directly and the Local Authority, not the CCG.**

Should you require any further information or clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

We also wish to take this opportunity to inform you that a formal complaints and internal review process is available, which will be managed by a FOI Appeals Officer.

This can be formally requested and must be done within a reasonable period of time (3 calendar months) from the date this response was issued.

Where you are not satisfied with the response to a request for information that falls within the Environmental Information Regulations, you should make a representation for a review to FOI Appeals Officer, sthelensccg.foi@nhs.net within 40 days of receipt of the response.

If you are not satisfied with our review under the Freedom of Information Act or the Environmental Information Regulations, you may apply directly to the Information Commissioners Office (ICO) for a review of your appeal decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure.

The ICO can be contacted at;

ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Should you need any further clarification or assistance, please do not hesitate to contact me quoting the above reference.

Yours sincerely,

A handwritten signature in cursive script that reads "Angela Delea".

Angela Delea
Associate Director – Corporate Governance
NHS St Helens Clinical Commissioning Group