

**Developing Digital Transformation of Health and
Care for an Ageing Society - The Education
Perspective;
Issues with innovating Services
House of Lords-22nd Nov 2017**

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We are inclusive

Telehealth and Education

Telehealth is the means by which technologies and related services concerned with health and well-being are accessed by people or provided for them, at a distance.”

EU Telehealth Code & ELFT Policy

- ELFT use TV, SMS Text & phone
- Not equipment but behavioural change
- Educational videos and Surveys
- Patient Activation-Health and Social Care Navigators

Challenges and Needing a Telehealth code for practice

- A common understanding of what is meant by telehealth,
- A basis for trust – a mark of service quality
- A framework for telehealth
 - Health and well being
 - Prevention & Public health not just clinical
 - Mental and physical health
 - Personal responsibility - Self care/Empowerment
 - Evaluating the outcomes

EU Telehealth Code

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EUROPEAN CODE OF PRACTICE FOR TELEHEALTH SERVICES 2014

*A Quality Benchmark ...
Changing the Shape
of Telehealth*

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TeleSCoPE Project



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Channel Shift Strategy

- Supporting patients with visits to their home where appropriate and possible
- It is possible to use our most valuable resource, i.e our health and social care service, far more efficiently with telehealth than it is without

Consistent Innovation

- Pressure area care – pilot (~250 potential district nurse visits/calls saved based on 4 SU)
- Review calls and monitoring-4743
- Clinical support needing intervention-154
- Monitoring of skin and skin changes to detect early problems
- Supporting people with severe mental illness

The project will test the feasibility and evaluate the effectiveness of a mobile technology intervention in comparison with routine care for patients with severe mental illness, aiming to foster self-management and timely communication between patients and clinicians, hereby impacting upon treatment adherence and relapse rates.

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Michael McGhee

Community Services Director CHN-Adults, ELFT

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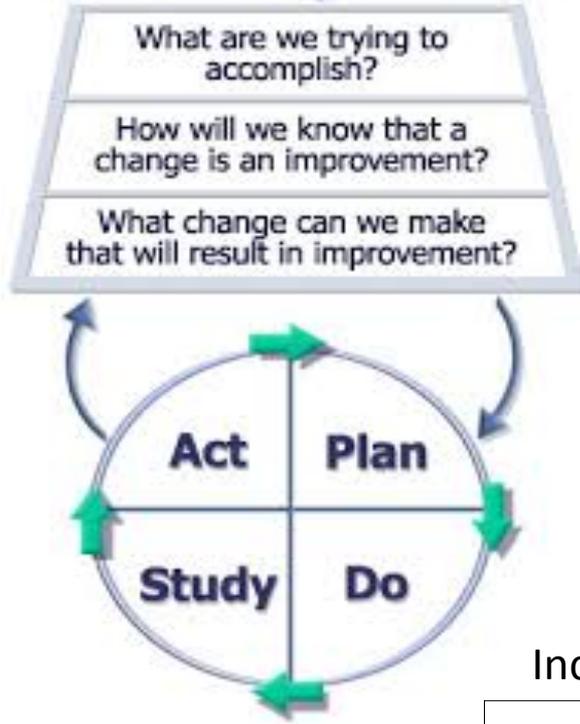
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in Community Health Services

Model for Improvement



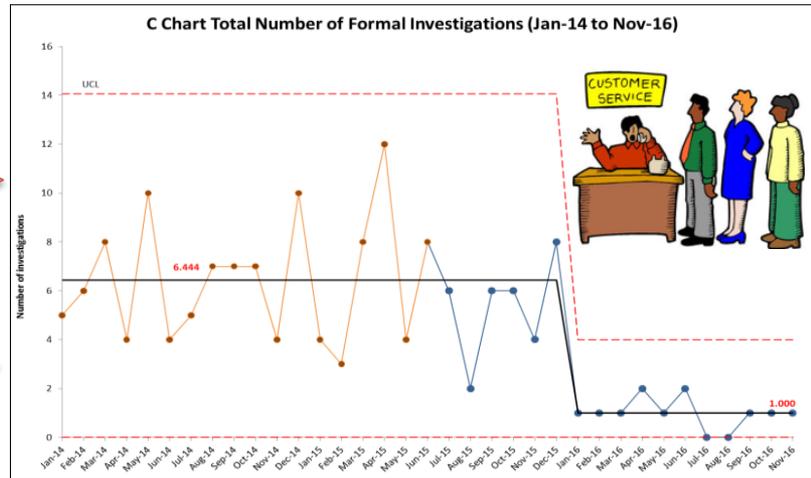
10% reduction in follow-up DNAs MSK Physio Service

50% reduction in grade 2 pressure ulcers

I felt reassured when the team manager called me

Before this it didn't feel meaningful

Increasing uptake of local resolution



References:

- <https://www.gov.uk/government/news/whole-system-demonstrator-programme-headline-findings-2011>
- East London NHS Foundation Trust, 2014