Getting patients on board

With the IT revolution
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How do we change their encounters with reception from this…
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TECS Case study database

Read examples of how telehealth, telecare, and telemedicine projects have been implemented in the UK and internationally, what challenges they faced and their key learnings.

- Spire Health Montefiore Hospital, Brighton – Wearable vital signs monitor for patients in general wards and Accident & Emergency waiting
- Stoke-on-Trent CCG – Florence text messaging to monitor a range of conditions
- Kernow CCG (Cornwall) – Telehealth monitoring for early signs of urinary tract infection in vulnerable people
- NHS Ayrshire and Arran – Improving the patient pathway for Chronic Obstructive Pulmonary Disease (COPD)
- Airedale Hospital NHS Foundation Trust, West Yorkshire – Using telemedicine to reduce hospital admissions
Council, South Ayrshire Council  
Provider: Medvivo  
Ambition level: 1, 2, 3, 4  

Background – what the project hopes to achieve:  
NHS Ayrshire and Arran wanted to improve the patient pathway for Chronic Obstructive Pulmonary Disease (COPD). As well as improving the wellbeing of patients with COPD, the ambition was to reduce unplanned hospital admissions, reduce pressure on GP appointments and out of hours services – all of which would also make real cost savings in the local health economy. The service was originally piloted in Girvan Community Hospital and then extended to Dalmellington.

How does it work?  
Each patient is given a HomePod - a touch screen tablet. It is paired to a medical device such as blood pressure monitor, pulse oximeter and weight scales. These readings are sent in real-time to a clinician who can review and to take the appropriate and necessary actions depending on the readings.

What was achieved?  
The service is now being used by 150 patients and since the project began in 2011. Cost effectiveness analysis carried out by NHS Ayrshire and Arran has concluded:  
- Savings of 40% compared to “usual care” (equating to £100,000)  
- 26% reduction in GP appointments  
- 70% reduction in emergency admissions to hospital  
- 86% reduction to local OOH service (Ayrshire Doctors on Call)
Or for everyone?
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Giving Patient’s total control of their healthcare

☑ Book GP appointments
☑ Order and manage repeat medications
☑ Receive GP referrals
☑ Message your practice
☑ Access your medical record
☑ Connect your device and read vital health stats
☑ Get test results
☑ Have a video consultation
☑ Access really reliable health information
Health Advice

Contact your doctor online and get health advice

Admin, medical reports & letters
Request a GP letter, medical examination or report, or ask a general query. Get in touch here.

Alcohol
Find out about sensible drinking, the risks of drinking to excess and services available.

Asthma
Need help with your asthma or have a related query? Get in touch here.

Athlete's foot
Need help with an itchy rash between the toes or have a related query? Get in touch here.

Back pain
Find out information or get in touch about back pain and sciatica.

Becoming an organ donor
Find out how to register as an organ donor - donors save lives.

Bites and stings
Get information on insect stings and bites from insects, dogs, cats and humans

Blood in sperm
Need help with blood in your sperm or have a related query? Get in touch here.

Blood in urine (men)
Need help with blood in the urine or have a related query? Get in touch here.

Blood in urine (women)
Need help with blood in the urine or have a related query? Get in touch here.

Breathlessness
Click to find advice on breathlessness. If you severely breathless or wheezing, please use our 999 or go to hospital.

Chest pain
Need help with your chest pain or have a related query? Get in touch here.