

# Remote patient monitoring and virtual wards **you can depend on**

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An overview of our services



## *You're in safe hands*

Inhealthcare is the UK's number one choice for remote patient monitoring and virtual wards. With over 10 years of experience of working with the NHS, our digital health technology is tried, tested and proven.

More than 2 million patients across the UK have used our digital health technology.

We support over 50 NHS trusts in England, the five Health and Social Care Trusts in Northern Ireland and we have a national agreement with National Services Scotland to deliver remote monitoring services across their fourteen health boards.

We also provide the technology for the largest Oximetry@Home service in the UK.

Our digital health technology enables patients to receive more healthcare in their home instead of in hospital.

Patients use devices to measure and report their vital signs on a regular basis to their healthcare team. In addition, we can provide patients with wearables that continuously monitor and report vital signs.

We support vulnerable high-risk patients, including those in care homes, and patients living with long-term conditions such as respiratory diseases and heart failure.

We also support patients with short-term conditions including hypertension monitoring. More recently we have supported patients with Covid-19.

Our virtual wards enable earlier supported discharge from hospital and provides alternatives to admission by monitoring patients at home instead of in hospital. Our digital care home service improves the monitoring of residents in care homes by coordinating the monitoring of residents.

All our services can be adapted or purpose-built for your organisation so they are personalised to your needs and the requirements of your population.

***Read on to find out how we're redefining digital healthcare...***

## Supporting the NHS

Whether it's reducing costs and bureaucracy or making a condition easier to manage at home for patients, every digital health service should offer clear economic value and evidence of the savings it can offer the NHS.

By providing care outside of traditional settings, our digital health services and virtual wards help to reduce costs, increase capacity in the NHS and ease pressures on clinicians and frontline staff by:

- ✔ Reducing hospital admissions.
- ✔ Reducing delayed transfers of care.
- ✔ Easing pressures on waiting lists.
- ✔ Enabling patients to be safely discharged but still monitored in their own homes.
- ✔ Increasing diagnostic capacity by automating processes.
- ✔ Reducing face-to-face appointments and nurses' visits by enabling patients and carers to input readings at home.
- ✔ Enabling care home staff to monitor residents and have the confidence that the needs of residents will be met within the home.
- ✔ Reducing paperwork and administrative tasks.

Our digital care home service can be used to intensively monitor those discharged from hospital. It gives care home staff reassurance that help is at hand, improves communication between health and social care, and reduces the need for healthcare staff to visit the home.



*"We have demonstrated that patients are happy to monitor their conditions from home, and when they do, they not only develop a better understanding of their condition, but feel empowered to manage it better.*

*This will lead to better preventative care for our patients, and also reduce the burden on GP practices. This should result in better health for our patients, fewer patients needing emergency care, and it frees up valuable appointments for more acute patients.*

**Dr Jagjit Rai, Partner at St David's Family Practice, Stanwell.**



## Helping to deliver a net zero NHS

Delivering remote monitoring services to patients in their own homes, reduces the need for unnecessary travel to attend routine care appointments. As the NHS accounts for 9.5 billion road miles or 3.5 per cent of all road travel in England every year, the potential for saved journeys is significant.

As we grow and add more patients to more services, savings are only going to increase in the future, a welcome outcome in the challenging journey towards net zero.

*"Ilkley Moor's warfarin monitoring service places patient convenience at its heart. Our rural location means clinics can be hard to reach, so delivering rapid results to patients in their homes makes all the difference."*

*"On top of this, we've helped to ease waiting room pressures and reduce paperwork for our anticoagulation team. Everybody wins with the benefits health tech can deliver for patients, clinicians and the NHS alike."*

**Dr Mark French, Lead GP for the service**

## Transforming patient care

Our easy to use remote monitoring healthcare services provide a wide range of benefits to patients and feedback is overwhelmingly positive.

### Convenience

Digital healthcare gives patients a choice about how they receive their healthcare.

Enabling patients to monitor their condition at home rather than in a clinical setting is convenient and cuts out unnecessary and time-consuming travel and associated costs.

*"Self-testing makes life much easier for me. It gives me control. I can test myself at home, work and on holiday, and it has made me more able to enjoy my life, particularly on holiday."*

**Steve Clarke, warfarin patient**



## Reassurance

Patients feel reassured and cared for because they know they're being monitored on an on-going basis.

Regular self-monitoring and self-assessment enables the early identification of patients requiring interventions and conversely there are no unnecessary interventions for those who show no sign of deterioration and simply continue to self-manage.



Donald Ray



*"The service gave me confidence that my state of health was being looked at all the time."*

**Donald Ray, heart failure patient**

## Empowerment

Our digital healthcare services enable patients to take a more active role in the management of their health, and to have more control of their care whilst remaining under the remote supervision of their care team. This preventative care can improve patient outcomes and free up appointments for more acute patients by reducing the burden on both GP practices and hospital clinicians.



Mr Gurmit Bhamra



*"I've become more aware of what the blood pressure readings mean. As a result my medication has been changed, and I have also made some lifestyle changes to help manage my blood pressure better."*

*"These small changes are already helping me feel in control and have had a positive effect on reducing my blood pressure."*

**Mr Gurmit Bhamra, Surrey Heartlands patient**



*"This service was very helpful and it was reassuring that someone was checking on me three times a day because living alone with COVID-19 is very scary and lonely."*

**COVID-19 patient - Hampshire and Isle of Wight**



*"The automated phone call to monitor my readings was excellent. If any of my readings were out of range, I had a phone call not long after to check up on me."*

**COVID-19 patient - Hampshire and Isle of Wight**

## Clinician dashboard

Our remote monitoring services enable patients to submit their readings via a communication channel of their choice and clinical teams are able to view patient readings through our dashboard.

They are alerted when patients move outside of agreed parameters or set algorithms such as NEWS2, helping to identify in a timely manner when a patient may be deteriorating and to prioritise patients who need urgent treatment.

This helps to increase the productivity of healthcare professionals as they are able to remotely triage patients and only need to intervene when a person requires help.

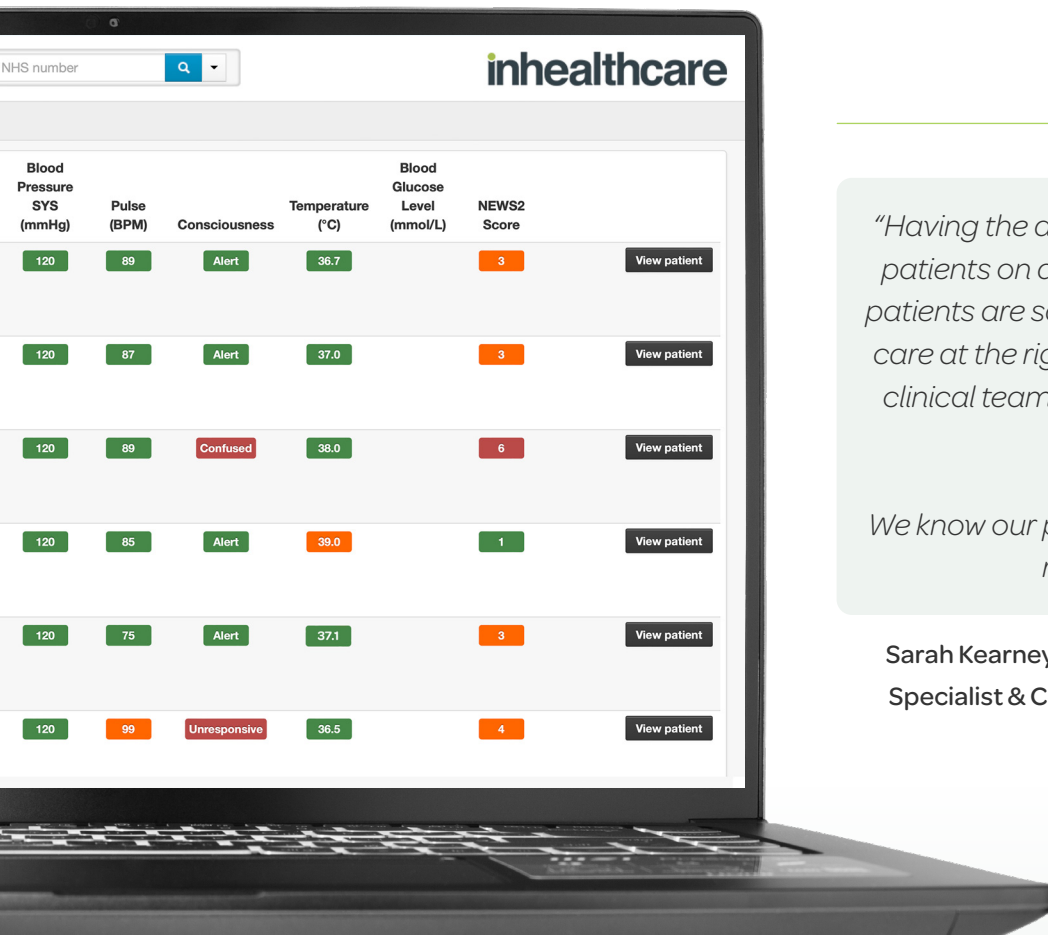
It means that they can access relevant information quickly and effectively which supports better decision-making for workflow and capacity management across primary and urgent care.

The sharing of information also enables multiple conditions to be monitored by one healthcare professional.

Clinicians have access to trend data and charts so they can view patient results over a period of time.

### Continuous monitoring

As well as taking readings at regular intervals throughout the day, we also provide the option for patients to use the VitalPatch® wearable device that continuously monitors and reports their vital signs to the dashboard in real time.



*"Having the ability to view all of our Covid-19 patients on a single dashboard has meant patients are safer, they are receiving the right care at the right time and the burden on our clinical teams has reduced; physically and emotionally."*

*"We know our patients are receiving optimum remote care 24/7."*

**Sarah Kearney - Lead Respiratory Clinical Nurse Specialist & Covid Lead, Isle of Wight NHS Trust**

## Truly digitally inclusive services

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Nobody should be excluded from digital health because of the access they have to technology. For digital health to be truly inclusive and accessible to all patients, the full choice of communication channels for patients to submit their readings to healthcare professionals must be available – simply providing an app is not enough.

At Inhealthcare we offer the full choice of communication channels for patients. Options include smartphone, apps, emails, online portal, video conferencing and Amazon Alexa as well as text messages, automated calls and the ability to speak to someone on the telephone and give staff readings to input manually.

Providing all these channels, including landlines, enables patients without the internet or smartphones, as well as those who are not tech savvy or live in rural locations, to access digital care.



*“Because I don’t have a smartphone I got stressed about reporting my readings but the Covid@home team were great and they’d call me on my home phone 3 times a day so I could report my results.”*

Sussex Covid Oximetry@Home patient

**Six per cent** of UK adults do not have access to the internet at home. This increases with age, with a fifth of those aged 65+ not having home internet access.

**Seven per cent** of those aged 65+ are also the most likely to say that they have access to the internet but do not use it, indicating that they either do not feel the need to use it or lack the necessary skills.

**14 per cent** of people in DE households do not have internet access at home compared to **two per cent** of people in AB households.

“The proportion of those with access to the internet at home remains unchanged since early 2021 for UK adults (**94%**).”

Ofcom Online Nation 2021



*“We know that many patients for varying reasons may not be able or want to engage with digital solutions when it comes to their care.*

*A key principle of our solution was to ensure we didn’t exclude anyone from the service: we wanted to provide options based on patient need and preference but have a consistent service provision regardless of the method they chose to interact with us.”*

Dr Caroline O’Keeffe, GP, North Hampshire Hot Hub

## Our extensive range of services

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All our digital health services are co-designed with the NHS and with input from clinicians and users. We work with NHS organisations to build new services and we also have a library of existing services. These can be adapted to suit the needs of your organisation.

### Acute Services

- Cancer Support Pathway
- Colorectal Cancer Tracking
- Falls
- Heart Failure
- INR
- Mental Health
- MSK Self Referral
- Prostate Cancer
- Ventricular Assistive Device
- IBS
- Gestational Diabetes
- Smoking Cessation
- Post Surgery Follow up
- Pre Endoscopy Reminders
- Surgical Outcome Tracker
- Teledermatology
- Oncology
- Digital Outpatients
- Diabetes Monitoring

### Community Service

- Care Home Referral
- COPD
- Digital Care Home
- Heart Failure
- Undernutrition
- Vital Signs
- Weight Management
- Wound Assessment
- Childhood Immunisation
- Holistic Needs Assessment
- Remote Urinalysis
- Serious Mental Illness
- Support at Home

### Primary Care Services

- Hypertension Monitoring
- Smoking Status
- Appointment Reminders
- Consent Preference Tool
- Flu Invite Service
- Medication Reminders
- BP @ Home
- Asthma
- Depression
- Contraceptive Pill
- Epilepsy

### Virtual Ward

- Oximetry @ Home
- Respiratory
- Frailty (Continuous Monitoring)

### Digital Care Home

- NEWS2
- SBAR
- Undernutrition
- Remote Urinalysis

### Covid-19

- Care Home - COVID-19
- Oximetry @ Home
- COVID-19 Vaccinations
- Appointment screening
- Digital Outpatients

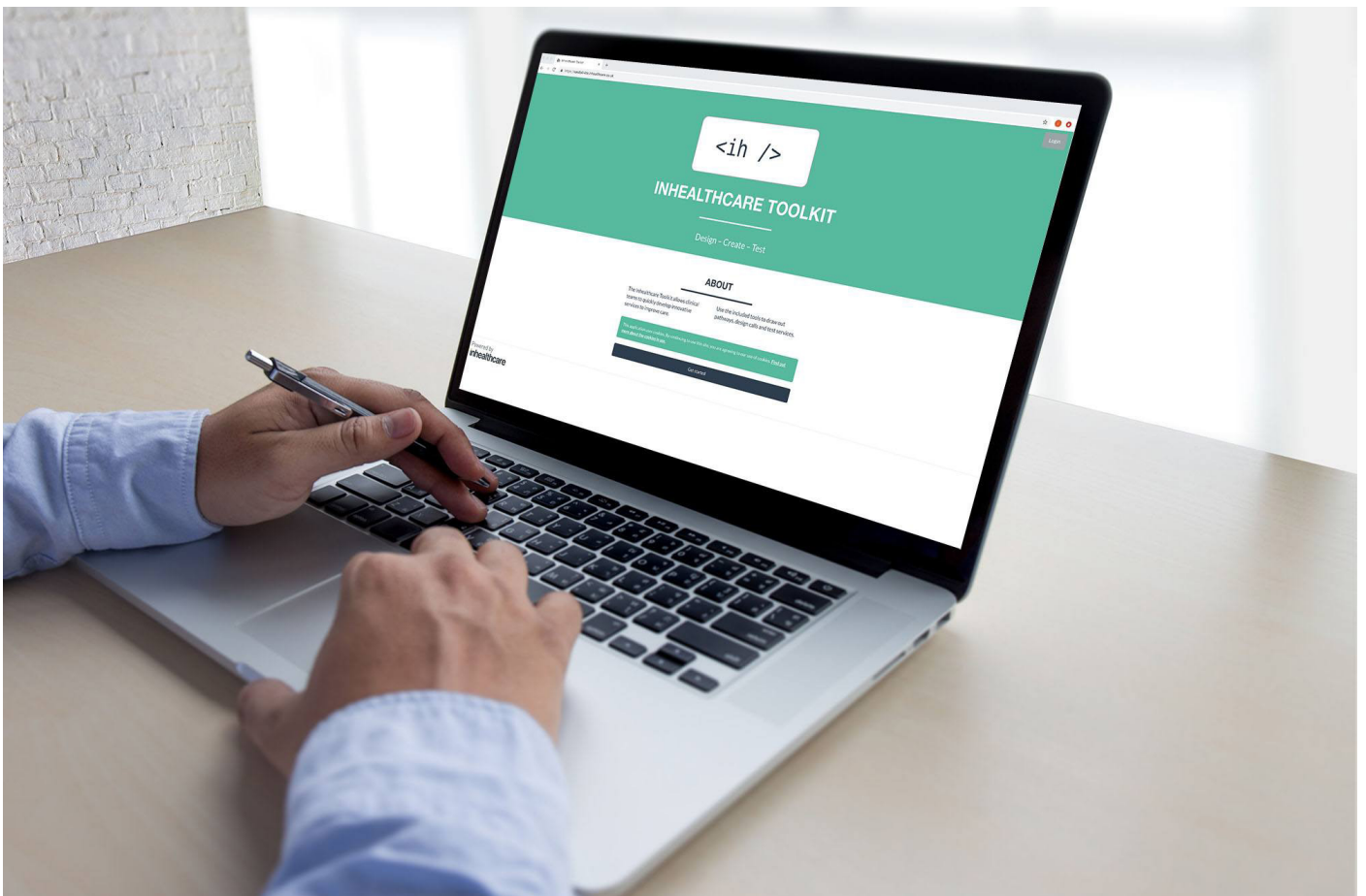


## The Inhealthcare Toolkit

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If we don't have the digital service you're looking for, your in-house Informatics Team can build it at speed and without huge development costs using the Inhealthcare Toolkit.

The Inhealthcare Toolkit is a web based interface and allows for the co-design and co-development of services. It's easy to use and, if you need any support, the Inhealthcare team are available to help you. There's a full user guide, a range of tutorials and you can also post questions directly to other users and the Inhealthcare Development Team.



Services developed with the Inhealthcare Toolkit can be deployed with a single click which allows users to easily test and evaluate the experience of clinicians and patients, and make improvements accordingly.

Web forms for online and smartphone applications, automated phone call scripts and email templates can also be developed and demonstrate immediately how information will be displayed, making it quick and easy to get user feedback.

The Inhealthcare Toolkit allows best practice to be shared across the NHS, increasing adoption and reducing the time it takes to develop new services. This enables the spread of digital services at a low cost.

The Inhealthcare Toolkit is used by a number of our customers, including Health Call in the North East of England, City Health Care Partnership in Hull and National Services Scotland, to enable them to deploy and scale up digital health services across their regions at speed.

## Unparalleled integration with NHS systems

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Integration is key to remote patient monitoring. Without integration with clinical systems and without the ability to share data with the right professionals via the right systems at the right time, the efficiencies of digital are lost.

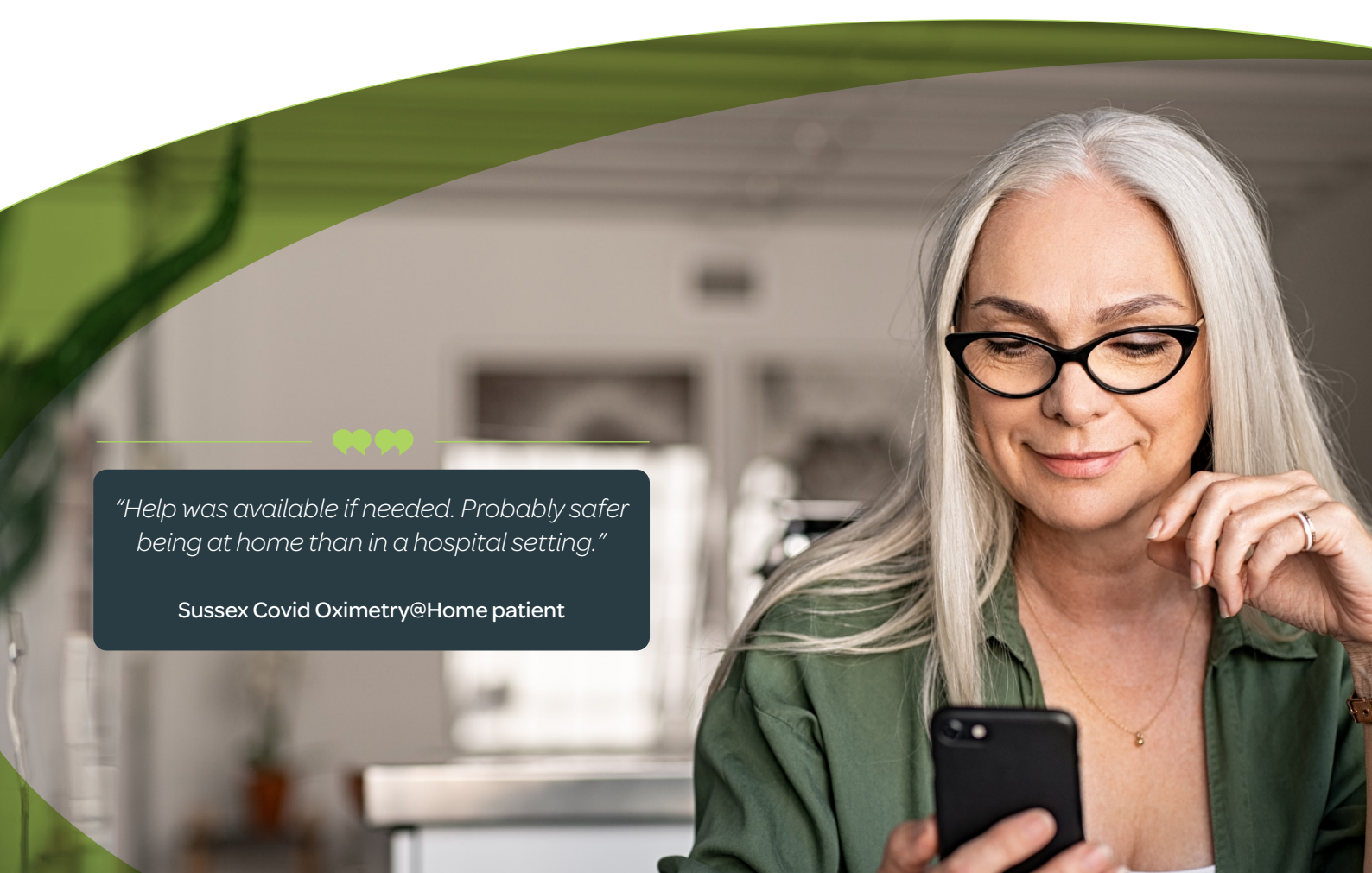
At Inhealthcare we offer unparalleled integration with national GP and hospital systems, including GP Connect, MESH, SCI Store, NHS Spine, EMIS Web and SystemOne.

We also integrate with NHS login to make it quicker and easier for patients to access their services, and with Spine to validate NHS numbers and retrieve latest patient demographics.

We provide open and published APIs for connecting to third party systems.

### Integration checklist:

- ✓ Systems use NHS number.
- ✓ Spine validation.
- ✓ Integration with NHS login.
- ✓ Integration with industry standards such as HL7 v2/v3/FHIR.
- ✓ Open APIs.
- ✓ Integration with MESH.



*"Help was available if needed. Probably safer being at home than in a hospital setting."*

Sussex Covid Oximetry@Home patient

## Evaluations of some of our services

### Covid Oximetry @Home (CO@H)

Research shared by Dr Matt Inada-Kim, national clinical director for deterioration at NHSE shows:

- Hospital length of stay was reduced by an average of **6.3** days for CO@H patients in comparison to non-CO@H patients.
- Only **3.6%** of CO@H patients were admitted to ICU compared with **8.2%** for non-CO@H
- **5.8%** of CO@H patients died within within 30 days compared to **20.5%** of non-CO@H patients.

### Covid Oximetry @Home

The service was implemented across Sussex from December 2021 to May 2022 to help manage an increase in Covid cases from the Omicron variant:

- **99%** of responses reported the service as either a good or very good experience.
- The majority of patients reported that they felt safe and reassured while using the service.
- In a patient survey, patients were asked what they would have done had CO@H not been available. Assuming these responses are representative of all users, the service would have saved over **440** A&E attendances, **1,150** calls to 111, **750** GP visits, **146** pharmacy visits and **84** clinic walk-ins.

### Blood Pressure @Home (BP@H)

A local trial involving 69 patients from four GP practices in Surrey Heartlands found the digital service helped **53%** of users move from high to normal threshold blood pressure within five months.

### SBAR service for care homes

- **45%** reduction in specialist nurse visits.
- **18%** reduction in overall unplanned admissions.
- **13%** reduction in out-of-hours unplanned admissions.
- **24%** reduction in in-hours unplanned admissions.

### INR self-testing service

A clinical study of 200 patients established:

- Time in Therapeutic Range (TTR) increased by an average of **20%** for **70%** of patients on the service.
- **100%** of those on the service say they would recommend the service to others.
- Over three years, the service has saved the trust over **22,000** appointments.

## Accreditations

- ISO 27001 and ISO 9001 accredited.
- Service platform registered as a Medical Device with the MHRA.
- DCB 0129 compliant.
- Cyber Essentials Plus accredited.
- NHS Digital accredited Spine Mini-Services Provider (SMSP).
- NHS Digital's Data Security and Protection Toolkit compliant.
- Data security in line with the government's code of conduct for data-driven health and care technology.
- Signatory of the TechUK Interoperability Charter.
- Supporter of the Newcastle Declaration as part of our commitment to open interoperability without commercial barriers.
- Services are available on the following procurement frameworks: G-Cloud, Spark DPS and NHS SBS Technology Enabled care (TECs).

## Checklist

- ✔ Over 10 years of experience of working with the NHS.
- ✔ Tried, tested and proven technology.
- ✔ Used by more than 2 million patients across the UK.
- ✔ Services co-designed with the NHS and with input from clinicians and users.
- ✔ Services purpose-built for your organisation so they meet your needs and the needs of your population.
- ✔ Services can be built at speed and cost effectively using the Inhealthcare Toolkit.
- ✔ Truly digitally inclusive and accessible to all.
- ✔ Unparalleled integration with NHS systems.
- ✔ Industry leading reporting and analytics, enabling informed decisions about operational and clinical improvements for patients.
- ✔ All services delivered from a single platform, providing economies of scale and avoiding need to work with disparate apps and different technology partners.
- ✔ Inhealthcare Platform registered as a Medical Device with the MHRA.
- ✔ Open and published APIs for connecting to third party systems.
- ✔ Integration with industry standards such as HL7 v2/v3/FHIR.
- ✔ On-going account management.
- ✔ Marketing and PR support.