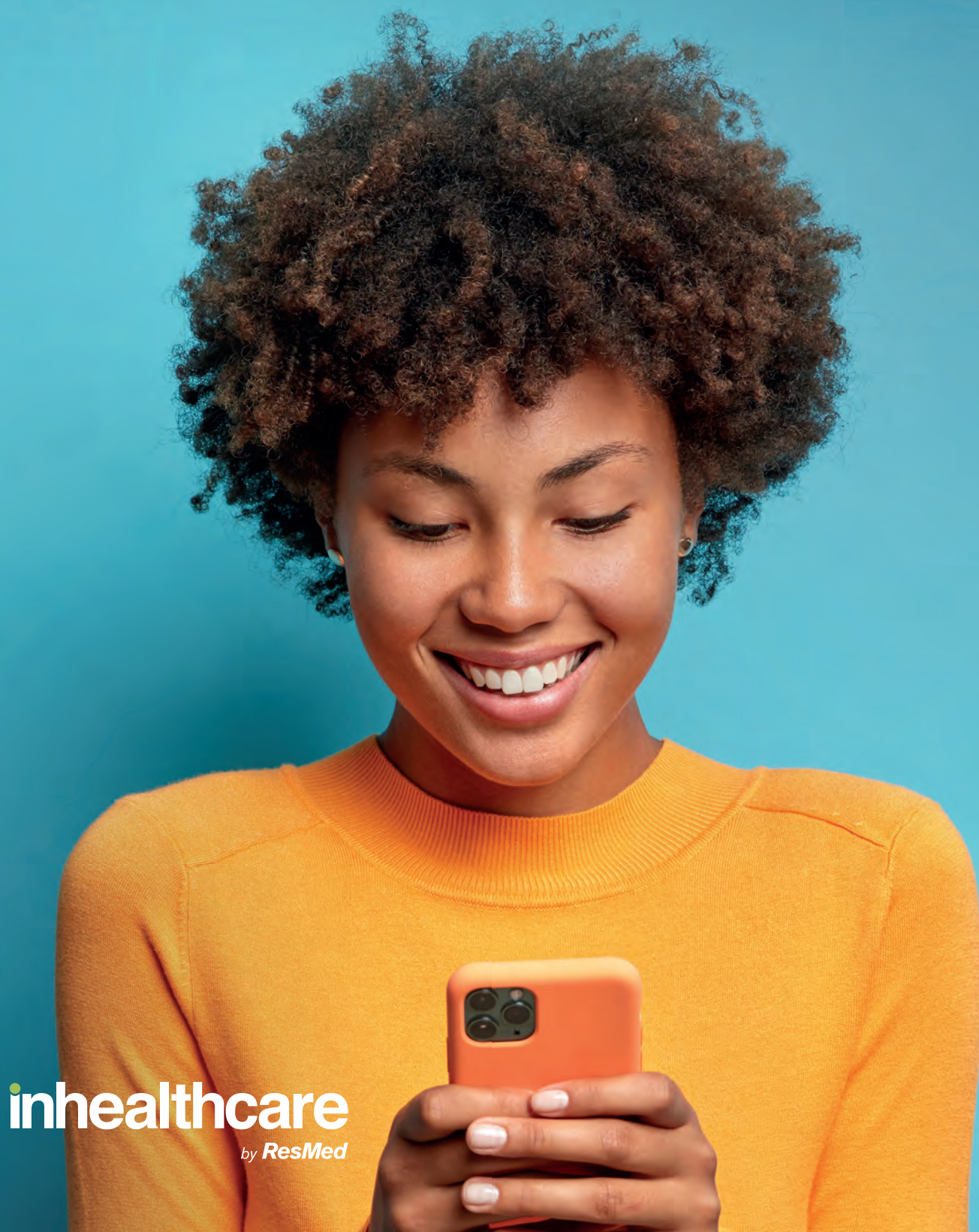


# Remote patient monitoring and virtual wards **you can depend on**

*An overview of our services*





# Tried and proven digital health technology that gets results

We create and deliver easy-to-use, accessible, and inclusive digital health services that seamlessly connect patients with their healthcare professionals remotely, ensuring that care is more convenient and responsive to individual needs.

Inhealthcare has a wide range of expertise managing patients across a variety of health conditions including respiratory care, sleep health, cardiovascular, obesity and diabetes.

With years of experience in delivering tailored, patient-centric solutions, we provide innovative digital health services that support patients in managing chronic conditions more effectively. Our services are designed to empower patients with the tools and resources they need to take control of their health, while also streamlining the delivery of care for healthcare providers. By combining cutting-edge technology with a deep understanding of each condition, Inhealthcare is able to offer comprehensive, integrated care that enhances patient outcomes and supports long-term health management.

Our digital services are designed to support patients at every stage of their treatment journey—starting from initial screening and referral, through to diagnostics and treatment initiation, to long-term condition management and patient-led self-care.

Backed by evidence, our services have been shown to reduce healthcare costs by enhancing operational efficiency and streamlining clinical workflows across the system.



## A significant health care challenge and rapid disruptive change is required

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- Approximately 15 million people in the UK live with at least one chronic condition, accounting for around 70% of all inpatient bed days.
- There is growing recognition at the central government level of the critical role remote patient monitoring plays in healthcare.
- **Prevention:** Remote patient monitoring equips individuals with chronic conditions with the tools and support needed to manage their health from home, promoting proactive care.
- **Hospital Capacity:** Virtual wards allow for the safe discharge of patients, freeing up hospital beds and enhancing patient wellbeing and clinical outcomes.



## Leaders in digital health & remote patient monitoring: what makes us different?

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- Proven technology backed by over 14 years of experience in delivering successful digital health projects.
- Now part of the Resmed family, allowing us to leverage global expertise from a leader in respiratory health and digital innovation.
- Pathways across a range of diseases and long-term conditions, including respiratory, cardiology, obesity, diabetes and rheumatology, designed to solve real-world needs.
- Recognised as the digital health provider of choice for both Scotland and Northern Ireland.
- Strong evidence base highlighting significant cost savings and measurable improvements in patient outcomes.
- Consistently exceptional feedback from both patients and healthcare partners.
- Seamless and unrivalled integration with NHS systems, ensuring interoperability and ease of use.
- Services designed and shaped by both clinicians and patients, ensuring relevance and effectiveness.
- Committed to digital inclusion, with technology that is accessible to all, regardless of ability or background.
- The Inhealthcare platform is registered as an MHRA Class I medical device, ensuring compliance with regulatory standards for safety and performance.

- Resmed helps hundreds of millions of people sleep better, breathe better and live longer, happier, high-quality lives well away from hospital.
- Everything we do at Resmed is focused on helping improve the lives of people in more than 140 countries.
- The needs of people in chronic disease and respiratory medicine are incredible; We aim to serve:
  - Over 936 million people living with sleep apnoea;
  - Over 800 million people living with insomnia;
  - Over 480 million people living with COPD;
  - Over 330 million people living with asthma; and
  - Countless more who rely on various out-of-hospital care services, medical and otherwise, to live a healthy and happy life, preferably in the comfort of their own home.

### Proactive, preventative health care

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Our technology allows healthcare providers to track vital signs, symptoms, and other health data remotely, using simple, fuss free remote patient monitoring technology.

By empowering patients to actively engage in their own care, our services foster a personalised approach, where individuals can manage chronic conditions such as diabetes, hypertension, and heart disease from the comfort of their homes. This proactive model not only improves health outcomes but also reduces the need for frequent in-person visits, making healthcare more efficient and accessible.

Our services are loved by patients. Patients no longer need to travel to the hospital for appointments, as they can access healthcare right at their fingertips, managing their health from the comfort of home.

## A snapshot into our evaluation data

<b>5,000,000</b> patient activations to date across the UK	<b>65%</b> reduction in out-of hours appointments	<b>50,000</b> new activations each month	<b>100,000</b> health readings collected every week
<b>88%</b> reduction in bed days	<b>89%</b> reduction in A&E admissions	<b>69%</b> reduction in GP visits	<b>98%</b> of patients rated the service as good or very good

## Our services are loved by clinicians



*I'm really impressed with Inhealthcare.  
I can go to the company and get a same day-  
response. The clinicians really rate the kit.  
We really enjoy working with the team.*

**Kim Ashall, Programme Lead for Virtual Ward for  
C&P ICB**



*Inhealthcare's integration into our NHS  
systems has been significant to our  
success to date. Inhealthcare supports  
the sharing of data across primary and  
acute organisations in Scotland. It allows  
easy onboarding of patients through its  
integration with national demographic stores  
and it enables the visibility of data across  
the health system. We are looking forward  
to integrating Inhealthcare into our national  
data warehouse which will allow for real-  
time reporting and evaluation of remote  
monitoring services. These integrations  
ensure that remote monitoring is seamless  
for users across Scotland and supports the  
delivery of joined up data and systems across  
the NHS.*

**Joe McKee - Programme Manager, Connect Me,  
NHS National Services Scotland**



*Inhealthcare has been pivotal in City Health  
Care Partnership's developments and  
provided our organisation with specialist  
expertise and knowledge to support a wide  
range of projects.*

*Inhealthcare is extremely responsive in  
providing advice and support in building our  
concepts into deliverable solutions. They  
have demonstrated their commitment to our  
organisational objectives and have invested  
resource in developing their technology and  
integration mechanisms.*

**Mike Cosgrove, Business and Service Development  
Advisor, City Health Care Partnership**





## Fully digitally inclusive, ensuring no one is left behind

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.



*If you've got the opportunity, if it means getting out of the hospital and getting home, I would jump at the chance. Nobody likes to be in a hospital. You're obviously much better when you're at home.*

Morgan Wallace, virtual ward patient at Leeds Teaching Hospitals NHS Foundation Trust

**6%** 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.

**7%** 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%** of people in DE households do not have internet access at home compared to **2%** 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%)**."*

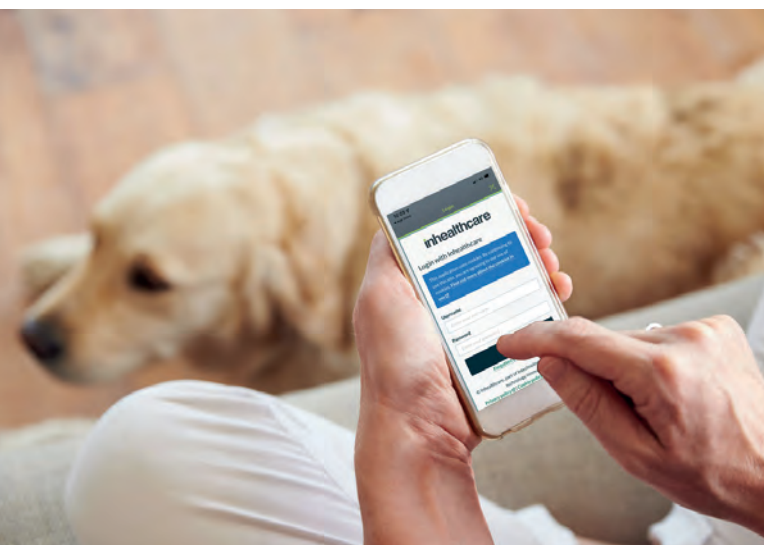
Ofcom Online Nation 2021



*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



## Patients are advocates of the service



*The most valuable aspect was being able to input my symptoms through the app, which helped catch problems early*

Adam, Leeds



*It's as easy as making a cup of tea!*

John, Wigan



*It's a five-star platform*

Poppy, Bath



*It's so easy to use – it takes about two minutes*

Maria, Scotland



*The system is super easy to follow and takes only a few minutes, allowing me a proper rest at home. I would recommend virtual wards to anyone and would definitely use this service again.*

Toni Bailey, Leeds

## Transforming patient care

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



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

Donald Ray, heart failure 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.

## 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.

## 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.



*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



*It allowed me to go home to my kids.  
The staff were amazing, always there when I needed support and went the extra mile to help me.*

Toni Bailey, virtual ward patient, Leeds Teaching Hospitals NHS Foundation Trust



## Inhealthcare and Leeds Teaching Hospitals virtual wards wins HSJ award for 'Best provider of digital healthcare services'



- We were delighted that the virtual wards at Leeds Teaching Hospitals were recognised by HSJ as models of best practice, with potential to scale across the NHS.
- In Leeds, Inhealthcare provides virtual wards across 14 additional specialities, including respiratory, cardiology and heart failure.



## 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.

Clinicians 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.



### NEWS2 scoring, RAG rating and alerts

Each time observations are submitted, the system will calculate a NEWS2 and RAG rating.

Clinicians receive alerts based on NICE guidelines:

**Orange Alert** » a NEWS2 score of 5 or 6, or if below 5 and any individual reading has a score of 3.

**Red Alert** » a NEWS2 score of 7 or above, or if the SpO2 is below the patient-specific SpO2 threshold.

## 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 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 and monitored in their own homes.
- ✓ Increasing diagnostic capacity by automating processes.
- ✓ Reducing face-to-face appointments and nurses' visits by enabling patients to input readings at home.
- ✓ Reducing paperwork and administrative tasks.

## Unparalleled integration with NHS systems

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, EMIS Web, and SystemOne.

We also integrate with NHS login to make it quicker

and easier for patients to access their services, and with the NHS 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.
- ✓ Integration with industry standards such as HL7 v2/v3/FHIR.
- ✓ Spine validation.
- ✓ Open APIs.
- ✓ Integration with NHS login.
- ✓ Integration with MESH.

## 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.



*The remote monitoring virtual wards have been a game-changer for expeditiously managing patients in a different way safely and effectively. We have for many years held on to a varied set of patients in hospital beds awaiting investigations, interventions or just for ongoing observation. By using the bespoke pathways, we have managed to facilitate earlier discharges and streamline ambulatory care of patients, vastly improving patient experiences.*

Adam Peckham-Cooper, lead consultant for emergency general surgery

### Accreditations and frameworks

- ✓ 95/100 on the NHS Remote Monitoring Framework.
- ✓ ISO 13485, ISO 27001 accredited.
- ✓ DTAC Compliant with 100% on Useability and Accessibility.
- ✓ Registered as a Class I medical device with the MHRA, moving to a Class IIa device.
- ✓ DCB 0129 compliant.
- ✓ We are Cyber Essentials and Cyber Essentials Plus certified.
- ✓ NHS Digital accredited Spine Mini-Services Provider (SMSP).
- ✓ Completed and exceeded standards of NHS Digital's Data Security and Protection Toolkit.
- ✓ 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 available on the following procurement frameworks: G-Cloud, Spark DPS and NHS SBS Technology Enabled Care (TECs).
- ✓ Integration with industry standards such as HL7 v2/v3/FHIR.



## Evaluation data

### North West Anglia » NHS Foundation Trust

At North West Anglia Foundation Trust, **2,300** bed days were saved over a six month period with a total saving of **£810,000**. The trust reported a remarkable **98%** score for patient satisfaction. The approach is gaining traction, with up to **20** patients per day choosing to join the virtual ward.



### Leeds Teaching Hospitals » NHS Trust

A 12 month study at Leeds Teaching Hospitals demonstrated cost savings of **£1.13m** and **3,228** hospital bed days saved. The virtual ward model is one of best practice with huge potential for widespread scale. It includes services across **14** specialities including cardiology, emergency surgery, vascular and oncology.



### Norfolk Community Health and Care » NHS Trust

At Norfolk Community Health and Care Trust their heart failure and lung disease service reported the following results over a six month period:

- **88%** reduction in bed days
- **89%** reduction in A&E admissions
- **65%** reduction in GP visits



### Leeds Children's Hospital Oncology virtual ward

- The virtual ward at Leeds Children's Hospital supports children at higher risk of complications to be monitored safely at home.
- **117** patients across six oncology pathways have received daily virtual reviews, reducing hospital stays, saving **236** bed days and **£201,780**, and helping prevent chemotherapy delays.
- Feedback has been overwhelmingly positive, with children sleeping and eating better at home. **100%** of families found the service useful and would recommend it.



### County Durham and Darlington Foundation Trust

- **70%** of patients using INR self-testing at County Durham and Darlington Foundation Trust saw a **20%** improvement in Time in Therapeutic Range (TTR), reducing stroke risk by a half.
  - The service saves on average **8,000** appointments a year.
  - The time it took to dose a patient fell from an average of **5 minutes** to just **30 seconds**.
  - **100%** of patients on the service said they would recommend the service to others.



## Checklist

- ✔ Over 14 years of experience partnering with the NHS to deliver high-quality digital health solutions.
- ✔ Reliable, tried-and-tested technology with a strong track record of success.
- ✔ Co-designed with the NHS, incorporating feedback from clinicians and end users to ensure relevance and usability.
- ✔ Rapid and cost-effective deployment.
- ✔ Fully digitally inclusive, with accessible solutions that ensure no one is left behind.
- ✔ Unrivalled integration with NHS systems for seamless interoperability.
- ✔ Industry-leading reporting and analytics, providing actionable insights to drive clinical and operational improvements.
- ✔ All services delivered via a single unified platform, offering economies of scale and eliminating the need to manage multiple apps or technology partners.
- ✔ MHRA-registered Class I medical device
- ✔ Open and published APIs for third-party system connectivity.
- ✔ Fully compatible with industry standards including HL7 v2/v3 and FHIR.
- ✔ Dedicated, ongoing account management to support long-term success.
- ✔ Comprehensive marketing and PR support to help amplify impact and engagement.

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