

Ref: CCG Dec 0010 2016

Corporate Services
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23rd December 2016

Re: Freedom of Information Request

Thank you for your Freedom of Information request which we received on 9th December 2016, with regards to telehealth services.

Your trust/CCG/ council was named a 'regional pathfinder' in the Department of Health's 'three million lives' campaign in 2011, the aim of which was to get three million people in the UK to use Telehealth/ telemedicine.

Telehealth or Telemedicine is the use of technology provided by the NHS to patients, in order that the patient can carry out self- monitoring, or use the technology to communicate with a healthcare provider.

Please give details of the following:

1. How much money was your Trust/CCG/council given under this scheme to commission telehealth / telemedicine services?

NHS Liverpool Clinical Commissioning Group (CCG) received no money from the Department of Health's 3 Million Lives (3ML) programme. NHS Liverpool CCG has managed to scale the use of health technology under the Innovate UK 'dallas' programme and more recently its own digital health programme. Digital products have been deployed primarily to increase levels of self-care and accelerate transformation towards practice and services that monitor, inform, enable and support on-going management of conditions and vulnerability.

2. Please name all manufacturers your Trust commissioned to provide telehealth/ telemedicine services from, and how much each has been paid in total over the past four years.

The Telehealth service is provided by Philips Healthcare and the total expenditure for this service with them over the last 4 financial years is £1,787,872 ex VAT (up to Dec 2016)

The Simple telehealth service (Florence) is provided by Mediaburst Ltd and total expenditure for this service since it started in 2014 is £37,050 ex VAT

3. For each Telehealth/ telemedicine programme, product or service commissioned in your area, please give the following details:

a) What was the name of the product commissioned

Telehealth product: Motiva

Telehealth product: Florence (simple telehealth)

b) What type of patient was the product aimed at

Telehealth: Patients with Chronic Obstructive Pulmonary Disease and/or Heart Failure and/or diabetes

Telehealth (Florence): Patients with the above diseases for Motiva requiring less intensive support and also with hypertension (undiagnosed and diagnosed) and more recently asthma.

c) How many of the products were obtained by the Trust?

Telehealth (Motiva): Equipment is leased when a patient was enrolled on to the system. A total of 3708 patients have used the system to November 16

Telehealth (Florence): Patients use their own mobile phone. To date we have had 560 patients through the system to October 2016

d) How much was spent by the Trust on the programme?

All costs have been covered by the trust as identified in question 2, with additional funding from Innovate UK from 2012/13 to 2014/15 used to support the programme but not to purchase or lease equipment.

e) How many monitoring devices were handed out to patients?

Items for Motiva were leased and the Florence system uses the patient's own mobile phone via SMS. Therefore, the figures provided under (c) apply.

f) How many patients used the home monitoring devices?

Please see (c) above.

g) How many times did they use the home monitoring devices?

The devices are utilised constantly while patients are enrolled onto the services. Each patient will have a different regime as to how many times a day or week they will use the system. This information is not available and therefore this question cannot be answered.

h) If devices were not given out to patients, where were they kept and where are they now?

Not applicable. Please see (e)

4. Is your Trust/CCG/council still running telehealth services, including the use of home monitoring units?

Yes

5. If services were stopped, what happened to the home monitoring units?

Not applicable

6. Was any assessment made of the impact of telehealth services in your Trust? If so please give details of what this found.

Please see the attached research report.

7. Does your Trust/ CCG/council have plans to trial or use Giraffe robots?

No

- a) If so, how many? N/A
- b) What will the trial cost? N/A
- c) When will it be launched? N/A

8. Does your Trust/ CCG/council have plans to trial or use telepresence robots in dementia services or for those suffering from dementia?

No plans at this point

- a) If so, how many? N/A
- b) What will the trial cost? N/A
- c) When will it be launched? N/A

Telehealth or Telemedicine is the use of technology provided by the NHS to patients, in order that the patient can carry out self- monitoring or use the technology to communicate with a healthcare provider.

In the context of dementia care it is used to try and assist dementia sufferers to live independently, by monitoring them in their homes and assisting them with daily tasks.

9. Please provide details of all telehealth/ telemedicine services you offer dementia patients.

We currently deploy 'mindme' units (<http://www.mindme.care>) for dementia patients to support them when out of their home, supporting them to access help if they become lost or disorientated.

Telehealth services for patients with dementia are considered on a case by case basis taking into consideration the patients ability, carer support and the likely benefit to them. This is provided under the service described above.

10. Please name all services and/or devices which have been provided.

For each service/ device provided, please:

- a) Name the provider or manufacturer

Device provider: Riverside Group (Manufacturer: 'mindme' by Minder Ltd)

Number of patients: 76

b) State how much the provider or manufacturer was paid to provide the devices

Cost: £16,566 ex VAT since September 2015

11. How many patients are diagnosed as suffering from dementia in your area?

There are 3526 patients diagnosed with dementia in Liverpool as at November 2016.

a) Of those, how many dementia patients have been provided with telehealth / telemedicine services?

76 have been provided with the mindme devices (as a long-term trial)

Data for telehealth is not available at this time and we are investigating whether this can be provided.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

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

Yours sincerely

Corporate Services Manager