



Liverpool

Clinical Commissioning Group

Corporate Services

The Department

Lewis's Building

2 Renshaw Street

Liverpool

L1 2SA

Ref: 66995

19 June 2020

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information received on 3 June 2020, with regards to Telehealth and Telemedicine solutions.

Request/Response

1. Does your organisation utilise Telehealth or Telemedicine solutions within the patient population?

Yes - both

2. Please list the telehealth/telemedicine solutions your organisation has been involved in trailing or rolling out within the past 3 years. Please include the name of the provider, the scope of the solution and the approximate annual value.

The Telehealth technology is provided by Docobo Ltd and covers remote monitoring of vital signs and symptoms of patients suffering from Long Term Conditions. Most of these are in their own homes, although a few are Care Home residents. Spend in fiscal year 2019/20 was £1,518,900 + VAT.

The Telemedicine solution is provided by Immedicare LLP and covers remote video triage of Care Home patients. Spend in fiscal year 2019/20 was £314,040 + VAT.

3. If yes to question 1, do the telehealth/telemedicine solutions utilise:

a. Telehealth/telemedicine software only from the provider;

b. Telehealth/telemedicine software and patient monitoring hardware from the provider;

c. Staff (doctors and nurses), Telehealth/telemedicine software and patient monitoring hardware from the provider.

The suppliers both provide hardware and software to operate their services. The Immedicare Telemedicine service includes provision of clinical staff, whereas clinical monitoring of the Telehealth service is provided by our NHS Community Services provider Mersey Care NHS Foundation Trust.

4. If yes to question 1, how much did your organisation spend, or contract for, on the services provided with the past 3 years?

	2017/18	2018/19	2019/20	Grand Total
Grand Total	1,112,188	1,648,250	1,832,940	4,593,378

5. If yes to question 1, how was the solution procured?

Both contracts were procured in line with the Organisations standing orders and standing financial instructions

6. If no to question 1, does your organisation have any plans to provide telehealth or telemedicine solutions within the next 2 years? If yes, what is the planned procurement route for these solutions?

N/A

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 Team
NHS Liverpool CCG