

# Technology Enabled Care (TEC) Newsletter - January 2023



## Introduction

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*Welcome to our Sway Newsletter of January 2023, we hope you all had a happy and safe festive season and are excited to hear about the technology available to hopefully make processes easier within your work and also enrich the lives of patients by saving them time attending appointments and cutting down on travel or taking time off work.*

*Within the TEC team there have been a few changes, Karen Lambert, Programme Manager has moved to Acting Head of Service Delivery and Allison Russell is now Acting Programme Manager covering TEC. We also lost our much valued co-ordinator Michelle Wyllie who moved to Project Facilitator within the*

*Caring for Ayrshire Team and was replaced by Andrew Campbell who came to us from the Test and Protect Team. Allison and Andrew join the already in place Project Managers Sharon Callaghan and Julie Mitchell and of course our Clinical Lead Alexia Pellowe.*

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## Primary Care Hypertension Pathway



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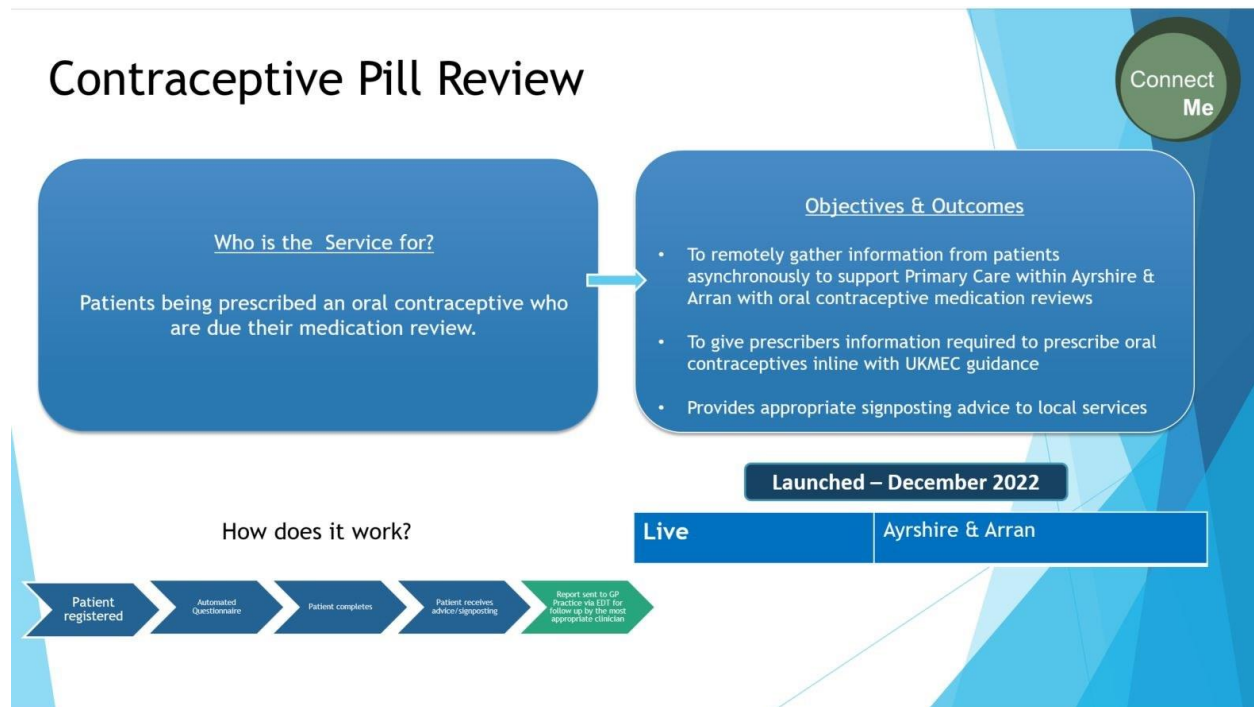
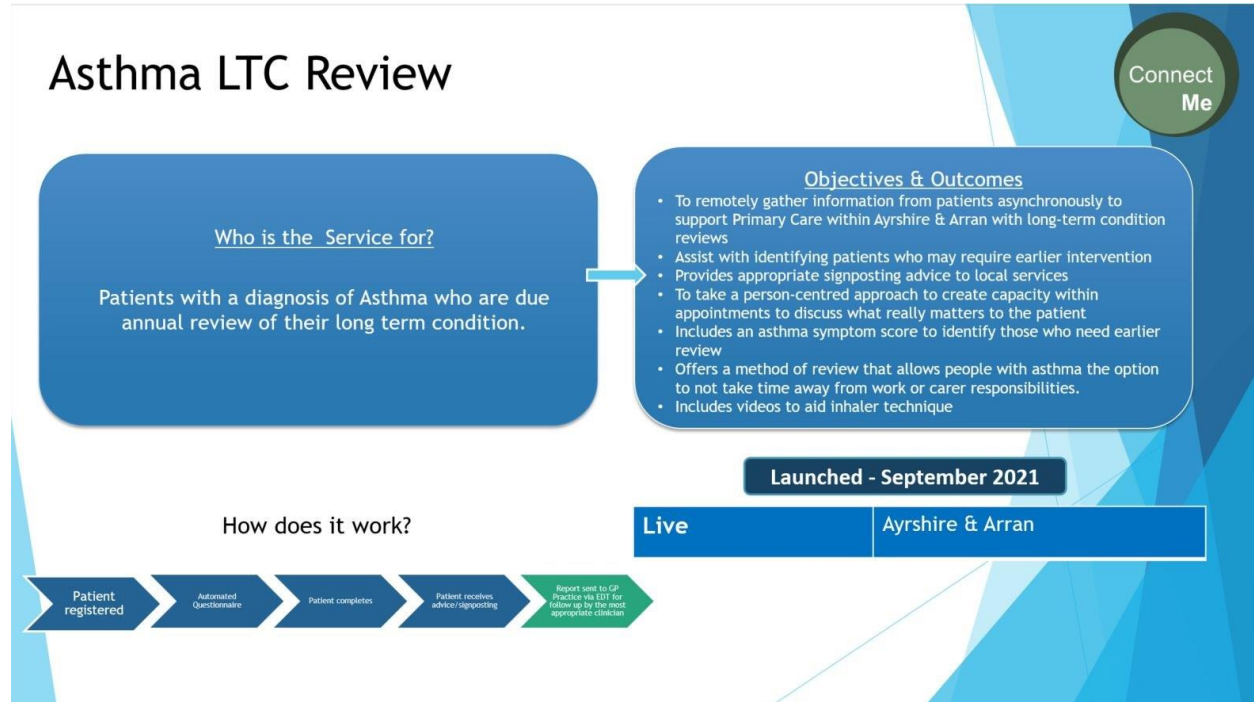
*We are delighted to announce that during January we will commence the roll-out of the Primary Care Hypertension Pathway. 2 GP Practices have agreed to start our Test of Change (ToC) and be transitioned from using Florence Text Messaging Service to the new supplier Inhealthcare.*

*A tremendous amount of work has gone into refining and testing the pathway to ensure that it is suitable for use across Scotland.*

*Our Project Team will continue to be in touch with you over the coming months to provide all the necessary information to support your own roll-out. There are many resources available including training videos, clinician guides and patient leaflets that we will be sharing with you.*

If you require any support or have any initial questions please do not hesitate to contact the team at [Telehealthcare@aapct.scot.nhs.uk](mailto:Telehealthcare@aapct.scot.nhs.uk)

## Primary Care Review Pathways (click on cards)



# Anti-Depressant Medication Review

Connect  
Me

## Who is the Service for?

Patients with a diagnosis of Depression and/or on Antidepressants who are due a review.

## Objectives & Outcomes

- To remotely gather information from patients asynchronously to support Primary Care within Ayrshire & Arran with long-term condition reviews
- Assist with identifying patients who may require earlier intervention
- Provides appropriate signposting advice to local services
- To take a person-centred approach to create capacity within appointments to discuss what really matters to the patient.
- To identify patients who might need a deprescribing conversation, and also those who could have their medication added to limited repeats or serial prescribing
- To offer self-referral to community connectors for those with relevant needs
- To help identify any modifiable factors that may be contributing to their low mood

Launched – May 2022

## How does it work?

Live

Ayrshire & Arran



# Multiple LTC Review

Connect  
Me

## Who is the Service For?

Patients who have a diagnosis of:

Atrial fibrillation (irregular heartbeat)  
Coronary heart disease (e.g. angina, heart attack)  
Hypertension (high blood pressure)  
Heart Failure  
Peripheral Artery Disease (reduced blood flow to limbs)  
Stroke/TIA (mini stroke)  
Pre-diabetes  
Type 2 Diabetes  
Chronic kidney disease (reduced kidney function)  
Rheumatoid arthritis

## Objectives & Outcomes

- To remotely gather information from patients asynchronously to support practices to complete long-term condition reviews
- Assist with identifying patients who may require earlier intervention
- Provide appropriate signposting to local services
- Take a person-centred approach to create capacity within appointments to discuss what really matters to the patient.
- Allows for review of patients with both blood results and health questionnaire to hand
- Standardise coding of long-term conditions and captures appropriate risk scores for conditions

Live – January 2023

## How does it work?

Live -Test of Change

Ayrshire & Arran



# COPD LTC Review

Connect  
Me

## Who is the Service for?

Patients with a diagnosis of COPD who are due annual review of their long term condition.

## Objectives & Outcomes

- To remotely gather information from patients asynchronously to support Primary Care within Ayrshire & Arran with long-term condition reviews
- Assist with identifying patients who may require earlier intervention
- Provides appropriate signposting advice to local services
- To take a person-centred approach to create capacity within appointments to discuss what really matters to the patient
- To capture an up to date CAT score to help inform on strategies to improve their COPD symptoms
- Offers information about lifestyle modification and pulmonary rehabilitation

Launching – February 2023

## How does it work?

Awaiting Go Live

Ayrshire & Arran



# Epilepsy LTC Review

Connect  
Me

## Who is the Service for?

Patients with a diagnosis of Epilepsy who are due annual review of their long term condition.

## Objectives & Outcomes

- To remotely gather information from patients asynchronously to support Primary Care within Ayrshire & Arran with long-term condition reviews
- Automatically identifies patients at risk of SUDEP, who may need bed sensors or lifestyle modification.
- To offer pre pregnancy counselling and referral when appropriate to the epilepsy support nurse
- Provides appropriate signposting advice to local services
- To take a person-centred approach to create capacity within appointments to discuss what really matters to the patient

Launching – March 2023

## How does it work?

Development

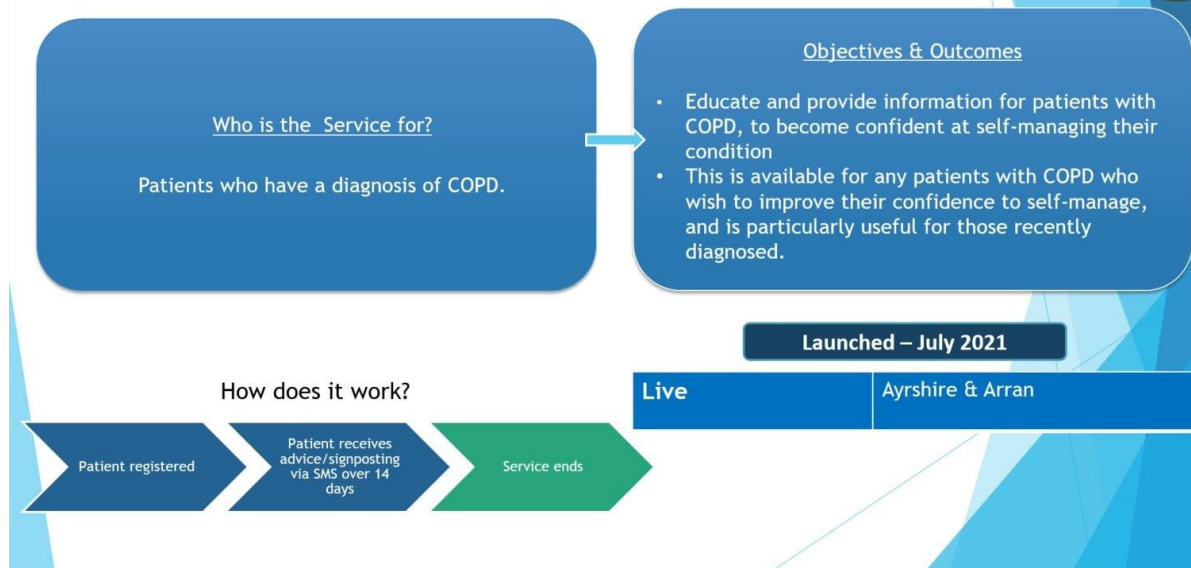
Ayrshire & Arran





## COPD Self-Management Pathway

Connect  
Me



If your Practice are interested in any of these reviews please get in touch with [Telehealthcare@aapct.scot.nhs.uk](mailto:Telehealthcare@aapct.scot.nhs.uk) and we will arrange training at a time suitable for you.

## Acute Care Prostate Cancer PSA Result Monitoring

*The introduction of digital technology to support patients in their Prostate Cancer journey allows 750-1,000 patients in Ayrshire and Arran to be provided with their PSA (Prostate-Specific Antigen) result within 1 – 2 days rather than having to wait up to 6 weeks to receive it by letter. The service will trigger a patient questionnaire twice a year for 5 years then annually for the next 5 (total 10 years). Ayrshire and Arran will push an API value submission to the provider to determine if the patients PSA value is 'satisfactory' or 'unsatisfactory' (depending on the result) the questionnaire is then tailored slightly to accommodate any immediate attention/information the patient requires. The set-up stage allows the clinician to choose from the following pathways (with specific thresholds for each);*

- *Post Radiotherapy*
- *Prostatectomy*

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*A tremendous amount of work has gone into refining and testing this pathway to ensure that it is suitable for use, we would like to take the opportunity to thank all those who have been involved and for the patience and perseverance from everyone to get this ready for use.*

*The pathway was finally launched in January 2023 with the first 20 patients being added by the team.*

*This pathway will also be adopted by the National TEC Team in partnership with West of Scotland Cancer Network (WoSCAN) to be spread to Boards throughout Scotland.*

*Below the first patients are added to the system and the team are looking pretty pleased with themselves, and very well deserved.*

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## Acute/Community Care Heart Failure Monitoring

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*The Heart Failure monitoring pathway is a National TEC Team Pathway led by Ayrshire and Arran, the ToC took place from November 2021 till February 2022 when the Pathway became business as usual. The pathway is run by the Heart Failure Specialist Nurse Teams and to date over 150 patients have been registered on the pathway which requires patients to submit vital signs readings including BP, heart rate and body weight readings with the option to include SpO2 and answer a series of questions related to their heart failure symptoms. Patients are also asked to complete an additional patient-reported outcome measure on a fortnightly basis.*

*Alerts are triggered based on the information provided in the patient response. Patients will receive a message directing them to the appropriate zone of the 'traffic light' self-management tool, which correlates to their vital signs readings and questionnaire responses. Alerts will be highlighted to the Specialist Nurses who will take the agreed appropriate actions.*

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Elsewhere in TEC (click on cards)



# NHS Ayrshire and Arran Container App

Connect Me

## Who is the Service for?

Any service can request an app to be designed under the NHS&A Container App

Funding required is £1,800 (inc VAT) for a 2 year contract

TEC Team will support the service to set up the app including IT Security and Information Governance Assessments.

## Objectives & Outcomes

- Improve patient information sharing, without using leaflets
- Signposting patients to appropriate self-management resources
- Quick and easy way to share new information with all relevant patients

Launched – August 2019

## How does it work?



## Live

18 apps live including Healthy Weight Ayrshire, Dental, Paediatric Training, Alcohol and Drugs, Adult Diabetes, Autism, Ayrshire Children's Diabetes Mental Health, Speech and Language Therapy, Dementia, Life After Intensive Care, Ayrshire Cairns, Green Health, Pain Management, Staff Wellbeing, CHIE Care Home

# Kardia Devices - Portable ECG Reader

Connect Me

## Who is the Service for?

Kardia Devices have been provided to all GP Practices, Heart Failure Specialist Nurses, Heart Failure Rehab Nurses, Cardiac Consultants, Addiction Teams, and Mental Health teams.

Small test of change completed using the device in Community Pharmacy with results being sent back to local GP Practice.

## Objectives & Outcomes

- Pick up irregular readings for further investigation
- Making results more accessible/timely
- Reduced Clinical workload

Launched – August 2019

## How does it work?



## Live

In various departments

# NHS Near Me

Connect  
Me

## Who is the Service for?

NHS Near Me is available for any services wishing to offer video consultation to their patients as an alternative to phone call or face to face

Group sessions are now available and can be facilitated to have up to 70 users at a time, with no time limit (previously 2 hours).

## Objectives & Outcomes

- Patients have a choice in the way they wish their consultation to be held.
- Saved clinic time
- Saved travel time
- Saved time off work for patient
- Reduced Clinical workload

Launched – January 2018

## How does it work?

Near Me  
Waiting Area  
Opened

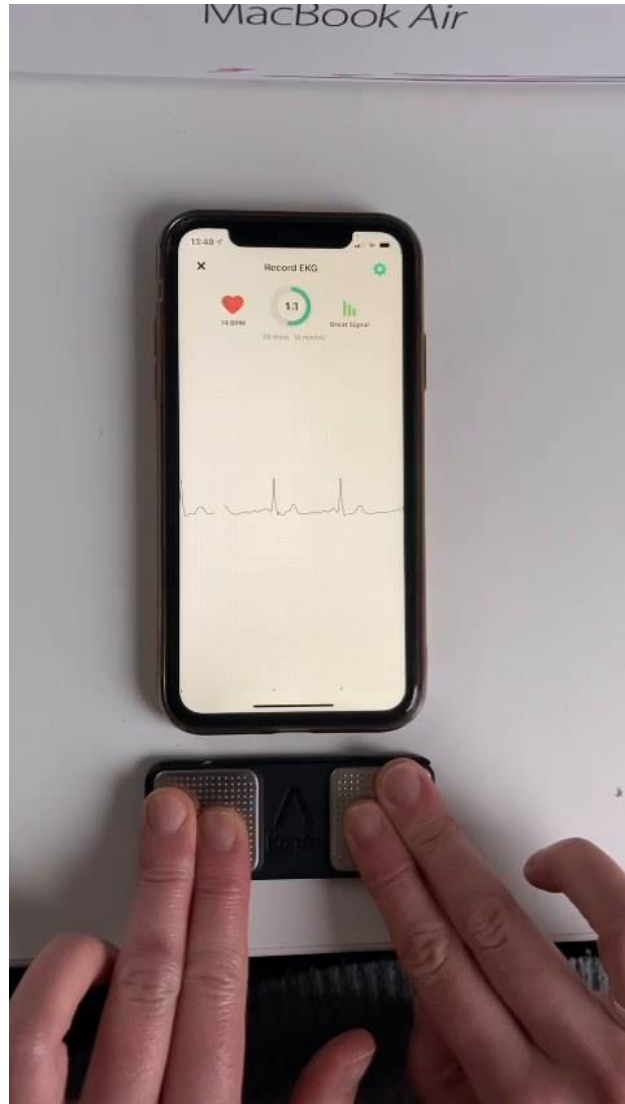
Patients given  
choice of  
video call

Clinician  
carries out  
video  
consultation

Time and  
travel saved

## Live

Top 10 users from December 2021 - December 2022  
Bankfield Medical Practice - 3924 consultations  
CAMHS - 2245 consultations  
Paediatric SLT - 1142 consultations  
Diabetes - 547 consultations  
Paediatric Psychology - 467 consultations  
SA Adult Mental Health Services - 430 consultations  
EA Adult Mental Health Services - 418 consultations  
Psychology - 322 consultations  
Paediatric Diabetes - 244 consultations  
Mat and Neonatal Psychology - 233 consultations



<https://sway.office.com/KoEDED8xhndhtKkV#content=PZuiJuk0bxOSqD>

1 - Click here for a demo of the Kardia Device

A message from Dr Alexia Pellowe, Clinical Director EAH&SCP, TEC  
Clinical Lead



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*"Happy New Year to you all. We appreciate how much pressure general practice has been under and we hope our TEC team can support practices with a new and efficient platform for long-term condition reviews in 2023. Please get in touch with the TEC Team if your practice is interested at [Telehealthcare@aapct.scot.nhs.uk](mailto:Telehealthcare@aapct.scot.nhs.uk)*

*These long-term condition TEC reviews have been designed as a suite of questionnaires that can be sent by SMS or email, to individual or batch lists of patients. Practices can offer this alongside their usual system to support asynchronous review of results at times that best suits the workforce. The reports arrive directly into docman via EDT and have a clear "alerts" section at the top for any data that may need dealing with same day. The data and read codes in the report are in the same order as the data recording templates in the patient record. This should allow data to be entered by the most appropriate staff member and allow easy identification of which healthcare professional is best placed to review the patient. We hope to see a release in capacity with this, to enable supportive person centered conversations at appointments. Asthma, antidepressant review and contraceptive pill review pathways*



*are now live and COPD, Epilepsy and those conditions requiring blood monitoring will be ready over the coming month.*

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## Thank You

The TEC Team would like to thank all services for their continued support, if you think we can help with any digital pathways to support your service please get in touch at [Telehealthcare@aapct.scot.nhs.uk](mailto:Telehealthcare@aapct.scot.nhs.uk)