

Our ref: FOI ID 32755

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NHS South Sefton CCG

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Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding telehealth / telemedicine services within NHS South Sefton CCG.

Request/[Response](#):

1. Please list all telehealth/ telemedicine services or programmes your trust/ CCG has commissioned or been involved in trialling/ rolling out in the last four years.

[Immedicare](#)

2. For each, please give the following details

- a) When they were commissioned

[April 2015](#)

- b) How many patients used the services?

[1200](#)

- c) Are the services are still running?

[yes](#)

- d) Please name the telehealth / telemedicine provider that was contracted to provide the service

[Immedicare](#)

- e) How much did your CCG/ Trust spend on this service

Provider: Immedicare

Payment:

2013/14: £0

2014/15: £0

2015/16: £230,918

2016/17: £173,840

- f) Was any assessment made of the success of the service? If so, please provide details of what the assessment found.

The impact of the televideo cannot be separated from the other aspects of the South Sefton Care Home Innovation Program which as a program has demonstrated a 31% reduction in the need for conveyance to hospital for urgent care.

3. Have you commissioned Tunstall Ltd to provide any telehealth / telemedicine service?

no

4. If you have commissioned Tunstall Ltd to provide telehealth / telemedicine services:

- a) Which services did you contract them for?
- b) Are these services still running?
- c) How much were Tunstall Ltd paid?
- d) Was any assessment made of the success of the service? If so, please provide details of what the assessment found.

Not applicable

Please provide answers to the following for each of the years 2014,2015 and 2016.

5. How many GP surgeries exist in your area?

31

6. Of those, how many have offered video consultations to patients?

7. How many still offer them?

8. For each of the years 2014, 2015 and 2016 please give the following figures:

- a) How many GP consultations of any kind took place
- b) Of these, how many were carried out over skype/ other videoconferencing services? (Please give the name of the programme or programmes used, eg Skype, VaaS.)
- c) What was the average length of a video consultation?
- d) Who is the service provider for your video consultations?
- e) How much have they been paid?
- f) Was any assessment carried out on the success/ uptake/ impact of videoconferencing services? If so please give details of what was found.

For questions 6 – 8 NHS South Sefton CCG does not hold this information, you may wish to redirect your queries to NHS England

NHS England
england.contactus@nhs.net

9. Do you have plans to trial or use Giraff robots?

No

If so, please provide the following details:

- a) How many devices will you trial or use
- b) What will the trial cost?
- c) When will it be launched?

Not applicable

10. Do you have plans to trial or use telepresence robots in dementia services or for those suffering from dementia?

No

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

Not applicable

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

11. Please provide details of all telehealth/ telemedicine/ telecare services you offer dementia patients?

Immedicare

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

Immedicare

13. For each service/ device provided, please
- a) Name the provider or manufacturer

Immedicare

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

Please refer to question 2 – total payment, the CCG does not hold this level of data

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

In South Sefton there are a total of 1183 people diagnosed with Dementia (November 2016)

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

Care homes only