Learning from patients: the TEC Cymru experience

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Who are we and What do we do?
Increasing the understanding and knowledge of Technology Enabled Care

Support the rapid scaling of Technology Enabled Care

Supporting culture change

Provide the evidence base for TEC investment and implementation

iechyddigidol.cymru/tec-cymru
digitalhealth.wales/tec-cymru
As of today we have...

Rapidly innovated & scaled Digital Transformation

- Live across all Health Boards in 6 weeks
- Over 260k consultations
- 2.5-3k per week currently (5k at its highest)
- >2k virtual waiting rooms
- Used across variety of devices:
  - Laptops: 38.9%
  - Phones: 33.4%
  - Tablets: 20.4%

Enabled continuation of effective, high quality & sustainable healthcare

- Patients rating VC high at 92.4% of the time
- Live in > 40 specialties
- 90% of patients wish to use VC in the future
- Supporting a range of appointment Types:
  - First appointment: 28%
  - Treatment: 26%
  - Reviews: 23%

Supported our health workforce to deliver care

- 16k users enabled at the last count
- 6k users trained across 5 courses
- Used by > 20 professional groups
- Least reported clinician challenge is 'lack of confidence' at 2%

Contributed to a greener NHS Service

- 31% clinicians working from home
- 85% prevention of face to face
- Travel savings for patients:
  - 5.8 m miles
  - 1.7m kg CO2e
  - 193k hours travel around the world 240 times

Promoted the use of evidence & data to deliver outcomes

- Data from almost 50k NHS Wales patients & clinicians
- Dissemination via 18 publications & 40 presentations
- > 6 University collaborations
- Community of Practices
Findings - the impact of Video Consultation

- Used across all gender, ages, ethnicities & incomes
- Highest VC users report to be on the lowest household income (34% under 19k a year)

Benefits

- Infection rates: 94%
- Improved access to care: 85.5%
- Travel & parking: 92%
- Time off work/school: 81%
- Save the environment: 91%
- Lower stress & anxiety: 74.3%
- Better use of clinical time: 75%
- Improved family involvement: 74.3%
- Reduced waiting times: 68.6%
- Reduced DNAs: 61.1%

After VC, % of patients felt more able to...

- Cope with life: 54%
- Understand their illness: 68%
- Cope with their illness: 61%
- Keep healthy: 57.4%
- Be confident about their health: 47.2%
- Help themselves: 63.3%

Challenges

- Lack of confidence: 2%
- Non-suitable: 7%
- Issues with safe space: 1%
- Improvements in resources & WiFi needed in Wales: 20%
Taking the learning in to other areas...
Telecare

Discovery Findings

- Estimated 77k telecare users in Wales
- 91% of users are over 65
- Number of users per head of population varies between Council areas by a factor of up to 4
- Currently telecare services are largely reactive
- 8 Councils offer a response service
- Charges vary £1.10 to £4.50 p/w
- Minimal integration with Health Services

Our vision is to be...

“The National Centre of Excellence for all Telecare related activity in Wales”
Diolch
Thank you

Cadwch mewn cyswllt...
Stay in touch...

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