Learning from patients: the TEC Cymru experience

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30th November 2021

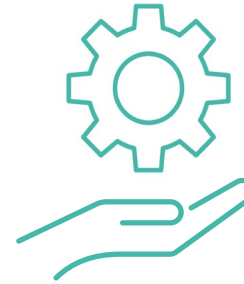TECHNOLOGY ENABLED CARE

tec

CYMRU

Supporting the Shift to Technology Enabled Care

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

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:

38.9% Laptops **33.4%** Phones **20.4%** Tablets

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:

28% First appointment **26%** Treatment **23%** Reviews

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
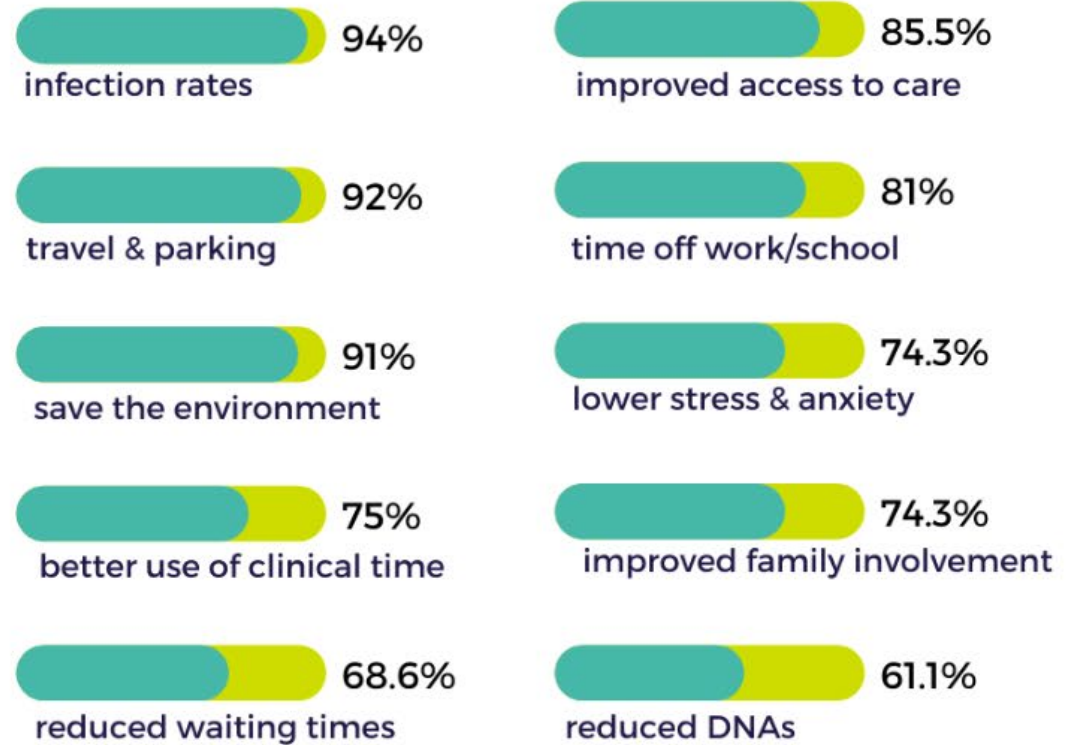
Findings - the impact of Video Consultation

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

68% urban

31% rural

29% users report having a disability

22% users over 65 y/o

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

54% cope with life

68% understand their illness

61% cope with their illness

57.4% keep healthy

47.2% be confident about their health

63.3% help themselves

Benefits

94% infection rates

85.5% improved access to care

92% travel & parking

81% time off work/school

91% save the environment

74.3% lower stress & anxiety

75% better use of clinical time

74.3% improved family involvement

68.6% reduced waiting times

61.1% reduced DNAs

Challenges

2% lack of confidence

7% non-suitable

1% issues with safe space

20% improvements in resources & WiFi needed in Wales
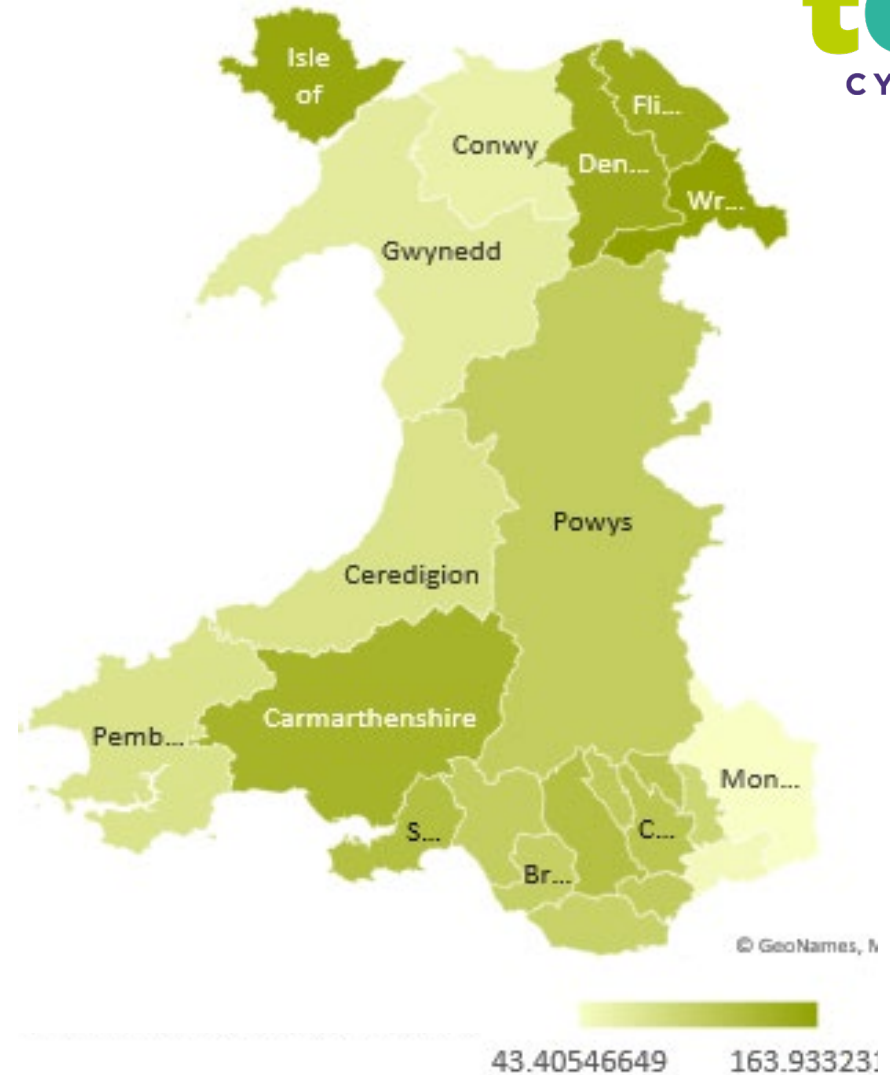
Telecare

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"

43.40546649   163.93323

Telecare Service Users per 1,000 over 65s

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Diolch
Thank you

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

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