

# Health Call Case Study



## What is Health Call?

Health Call is a collaboration between six NHS trusts in the North East of England and technology partner Inhealthcare.

It represents the largest deployment of digital care technologies in the country and allows for best practice and diverse clinical expertise to be shared across a population area of three million people.

A digital care service designed, built and deployed by one trust can quickly and efficiently be made available to other trusts in the collaboration. The approach overcomes the barriers to adoption of proven innovations in the health service.

## How does it work?

Clinicians design, build and roll-out digital care services using the Inhealthcare Toolkit, the first of its kind in the UK.

The Inhealthcare Toolkit allows for services to be designed in hours, rather than months, and at a fraction of the cost.

Patient data is hosted inside the NHS network and meets all Department of Health's guidelines for information governance.

## Is it just for smartphone users?

No. Digital care services deployed by Health Call using Inhealthcare's infrastructure offer patients a choice of channels. Patients do not need to have an expensive smartphone to benefit from digital care. They can choose an automated telephone service, SMS, web portal or app.

## Health Call is made up of six trusts, including:

County Durham and Darlington NHS Foundation Trust

Newcastle Hospitals NHS Foundation Trust

Northumbria Healthcare NHS Foundation Trust

Gateshead Health NHS Foundation Trust

North Tees and Hartlepool Hospitals NHS Foundation Trust

South Tees Hospitals NHS Foundation Trust

## An example of Health Call in practice:

### Mobile monitoring of expected mothers with gestational diabetes

It pools the expertise and know how of trusts in the collaboration.

The service allows clinicians to remotely monitor sufferers and empowers users to manage their own health.

Patients test their blood sugar levels with a glucose meter between two and seven times per day.

They send their results safely and securely via mobile phone app or text message for analysis according to rules set by clinicians.

The mobile app is ideal for the user demographic.

If blood sugar levels breach personalised thresholds, clinicians are notified and can step in as necessary with medical intervention, reassurance or advice about diet and lifestyle.

Patients use the service to access additional information about gestational diabetes and increase their understanding of the condition, which can encourage healthy behaviour.

## Examples of Health Call digital health services:

- ✓ Anticoagulation
- ✓ Undernutrition
- ✓ Chronic pain
- ✓ Falls prevention
- ✓ Weight management
- ✓ Smoking cessation
- ✓ Gestational diabetes
- ✓ Hypertension
- ✓ Flu vaccination



“The NHS in the North East is very good at collaboration and sharing ideas and services to make sure our patients get the very best care possible. It makes sense to extend this into the digital age so when one trust identifies an opportunity to use technology we’ll all be able to use it. This avoids the risk of wasting time and resources that are potentially duplicating development across organisations.”

**Ian Dove, Director at Health Call**

A vehicle for defining best practice, Health Call is made up of six NHS Foundation Trusts in the North East of England

County Durham and  
Darlington   
NHS Foundation Trust

Northumbria  
Healthcare   
NHS Foundation Trust

The Newcastle Upon  
Tyne Hospitals   
NHS Foundation Trust

Gateshead Health   
NHS Foundation Trust

South Tees Hospitals   
NHS Foundation Trust

  
North Tees and Hartlepool  
NHS Foundation Trust

Find out more at [www.nhshealthcall.co.uk](http://www.nhshealthcall.co.uk)