

Brochure

# Transforming the future of healthcare with digital solutions and remote patient monitoring

An overview of our services

**inhealthcare**



Inhealthcare is the UK's number one choice for digital health and remote patient monitoring. We are trusted by more than 2 million patients across the UK. As well as being the digital health provider of choice for Scotland and Northern Ireland, Inhealthcare delivers services across major towns and cities in England and Wales.

The COVID-19 pandemic has accelerated digital transformation throughout the NHS. Since the outbreak, there has been a rapid rollout of digital services, with many heralding the pandemic as the start of a digital revolution in healthcare. Technology is the key to transforming health and social care services so that care can be more person centred and processes more productive.

Our digital health technology supports vulnerable high-risk patients, including those in care homes, and patients living with long-term conditions such as diabetes, COPD and heart failure. It also supports patients with short-term conditions including IBS and gestational diabetes. More recently, we have also been supporting people diagnosed with COVID-19.

The pandemic has had a huge impact. There are over 5 million people on the waiting list for hospital treatment. We all want to see patients treated as quickly but as safely as possible and our innovative digital solutions can play a role in supporting the NHS elective recovery.

As well as having a growing marketplace of more than 100 clinically designed digital health services, we work with organisations to build new services. In addition, your Informatics teams can use the Inhealthcare Toolkit to build digital services at a fraction of the time and cost of traditional software development methods.

The Inhealthcare Platform is registered as a Medical Device with the MHRA and is listed at the GOV.UK Digital Marketplace.

Inhealthcare are both ISO 27001 and ISO 9001 accredited. Inhealthcare are also an NHS Digital accredited Spine Mini-Services Provider (SMSP) and have successfully completed NHS Digital's Data Security and Protection Toolkit and Exceeded the Standards expected of providers.



*Working with Inhealthcare, we were able to launch our Lateral Flow Testing Service in just 3 weeks. We were really impressed by how fast Inhealthcare were able to respond to our needs.*

*They managed to develop and roll out the service extremely quickly.*

**Lee Russell, Project manager, CHCP**

## Our services include

### Long-term conditions:

- Back Pain
- Cancer Support Pathway
- Care Home Referral
- Colorectal Cancer Tracking
- COPD
- Digital Care Home
- Epilepsy Reminders
- Falls
- Heart Failure
- Home Enteral Feeding
- Hypertension Monitoring
- INR
- Mental Health
- MSK Self Referral
- NEWS2
- Paediatric Diabetes
- Post-Natal Hypertension
- Prostate Cancer Tracking
- SBAR
- Undernutrition
- Ventricular Assistive Device
- Vital Signs
- Weight Management
- Wound Assessment

### Digital assessment services:

- Alexa Smart Assistant Skill
- Appointment Reminders
- Breast Surgery Post Op
- Citizen Reminders
- Childhood Immunisation
- Children's Cancer Triage
- Consent Preference Tool
- Electronic Letters
- Flu Invite Service
- Holistic Needs Assessment
- Immunisation
- Medication Reminders
- Patient Activation Measures
- Post Surgery Follow up
- Pre Endoscopy Reminders
- Surgical Outcome Tracker
- Teledermatology
- Video Conferencing

### Short-term conditions:

- Gestational Diabetes
- IBS
- Palliative Care
- Smoking Cessation
- Smoking Status
- Remote Urinalysis
- Pregnancy Induced hypertension

### COVID-19:

- Digital Care Home - COVID-19
- Oximetry @ Home
- COVID-19 Vaccinations
- Appointment screening
- Digital Outpatients
- Lateral flow testing

Visit [www.inhealthcare.co.uk/digital-health-marketplace](http://www.inhealthcare.co.uk/digital-health-marketplace) for details of each service.



## The right care, in the right place, at the right time

By digitising pathways and automating processes, we drive efficiencies in health and social care. Our digital solutions enable care to be delivered outside of traditional settings and allow patients to live more independently.

Patient-centred design is at the heart of what we do at Inhealthcare because we know that to be successful, digital services need to improve the way patients access care and/or information.

Digital health is not about replacing staff but about providing them with the tools to make their day-to-day lives easier.

By cutting down paperwork, repetitive administration tasks, phone calls and travel, and by reducing unnecessary face-to-face appointments, Inhealthcare's digital health technology is able to reduce costs and free up time for clinicians and staff so they have more time to focus on patients who need the most care.



## We enable NHS and care organisations to access the right data, at the right time

Inhealthcare has been accredited by a number of prestigious frameworks to provide digital health and remote monitoring services to the public sector and NHS.

Open standards and integration are central to what we do. Without integration with clinical systems and the ability to share data with the right clinical systems at the right time, extra work is created for highly valuable clinical staff and the efficiencies of digital are lost. We integrate with leading hospital and GP systems, including EMIS Web and SystmOne.

We have open and published APIs for connecting to third party systems. As part of our commitment to open interoperability without commercial barriers, Inhealthcare is a signatory of the TechUK Interoperability Charter, and supports the Newcastle Declaration.

We have also developed the ability for patients to be able to login to the Inhealthcare Platform using their NHS login to allow for a seamless patient experience when using the service.



*We launched this service with Inhealthcare to strengthen self-management, deliver care closer to home and speed up access to clinicians for those with the greatest need.*

**Jacqueline Walker, Tayside Nutrition Managed Clinical Network Programme Manager and Professional Dietetic Advisor to the Scottish Government Modernising Patient Pathways Programme.**





## The Inhealthcare Toolkit

If we don't have the digital service you're looking for, your in-house Informatics Team can build it at speed and without huge development costs using the Inhealthcare Toolkit.

It's easy to use with a drag and drop functionality, and, if you need any support, Inhealthcare are available to help you every step of the way.

There's a full user guide, a range of tutorials and you can also post questions directly to other users and the Inhealthcare Development Team.

Services developed with the Inhealthcare Toolkit can be deployed with a single click which allows users to easily test and evaluate the experience of clinicians and patients, and make improvements accordingly.

The Inhealthcare toolkit also allows for the co-design and co-development of pathways with service users.

This allows for immediate feedback on the creation of pathways which reduces the overall development cycle and ensures that the functionality meets their needs.

Web forms for online and smartphone applications, automated phone call scripts and email templates can also be developed and demonstrate immediately how information will be displayed, making it quick and easy to get quick user feedback.

Developed ideas can be reused and shared across health and social care services, increasing adoption and reducing the time it takes to develop new services. This enables the spread of digital services at a low cost.

## Digital inclusion

At Inhealthcare we work hard to make our remote monitoring services as accessible as possible, meaning that people in the greatest need of healthcare can use our services.

The digital divide is worse for those who are disadvantaged, according to the Parliamentary Office of Science and Technology:

- In the UK, nearly **one in 10** households with children are without computers.
- **13%** of adults do not use the internet, a figure that is broadly unchanged since 2014. (Ofcom Online Nation 2020).
- **51%** of over 75s do not use the internet. (Ofcom Online Nation 2020).
- People with an annual household income of **£50,000** or more are 40 per cent more likely to be able to carry out basic digital tasks than those earning less than **£17,499**.
- The proportion of adults who use the internet on a daily basis has fallen to **84%** among the disabled.

We offer NHS commissioners the full choice of communication channels for patients. These include email, an app and Amazon Alexa for the digitally savvy but also SMS text messages and automated phone calls for those without the digital skills or means.

This means we can reach citizens without the internet as well as those without smartphones and those in rural locations.





## The benefits of the Inhealthcare solution

- Increases clinical capacity by automating processes, removing administrative tasks and giving health and social care professionals the ability to remotely triage patients, meaning they only intervene when necessary.
- Reduces face-to-face appointments and nurses' visits by enabling patients and carers to input health readings at home.
- Gives patients a choice about how they receive their healthcare.
- Improves a patient's quality of life by providing convenient, easy-to-use remote monitoring healthcare services.
- Gives the patient more control of their health and improves their self-care by increasing their awareness and understanding of their condition with home monitoring.
- Improves health outcomes by enabling patients to take a more active role in the management of their health, whilst remaining under the remote supervision of their care team.
- Enables the early identification of patients requiring interventions via regular self-monitoring and self-assessment. Conversely there are no unnecessary interventions for those who show no sign of deterioration and they simply continue to self-manage.
- Reduces hospital admissions by detecting deteriorating health in a timely manner via thorough on-going monitoring.
- Allows multiple conditions to be monitored by one healthcare professional due to the sharing of information.
- Reduces hospital bed days for care home residents by enabling care home staff to monitor residents and have the confidence that the needs of residents will be met within the home. Inhealthcare's services enable patients to be safely discharged but still monitored in their own homes.
- Fully inclusive for all patients and offer the full choice of communication channels.
- Gets the right information to the right health care professional at the right time by integrating our software with clinical systems across the industry and with EMIS Web and SystmOne using their partner API's.



*I feel that I'm in control of my illness now, rather than my illness being in control of me. It's a brilliant service because I know I have my medical team in the background. If anything goes wrong, they're there to support me and I trust them completely.*

*My condition is more stable and I am more active than I used to be.*

**Ruth Bean, emphysema patient**

# Evaluation results from some of our services

## Teledermatology pilot

London

- **53%** of cases saved one or more appointment.
- **38%** of patients discharged with advice and without the need for a clinic appointment.
- An average of just **8 minutes** to process each case.

## Heart and lung disease remote monitoring service

Norfolk Community Health and Care Trust

- **88%** Reduction in bed days.
- **89%** Reduction in A&E admissions.
- **65%** Reduction in GP visits.



*It provides great peace of mind and lots of people say how well I seem. Some people might be afraid of trying out new technology but I always try to advise them how good it is.*

**Tony Robinson, heart failure patient.**

## Child immunisation service

Solent NHS

- Increased first wave vaccination uptake within one region to **83%**.
- Community staff in one region reduced the amount of time spent at schools for vaccination sessions by **50%**.
- One region redeployed **13 out of 15** member of staff previously administering service.

## Appointment screening service

City Health Care Partnership (CHCP)

- CHCP saved NHS staff from making more than **350,000** phone calls in eight months.



*The team expressed that it was easy and quick to use during the school immunisation sessions and made for a more efficient service on the day.*

*They are looking forward to it being rolled out for the entire school aged immunisation programme.*

**Sarah Jolly - Clinical Team Lead, Solent NHS Trust School Aged Immunisations**







### INR self-testing service

County Durham and Darlington  
Foundation Trust

- Time in Therapeutic Range (TTR) increased by an average of **20%** for **70%** of patients on the service.
- **100%** of those on the service say they would recommend the service to others.
- Over three years, the service has saved the trust over **22,000** appointments.



*Self-testing has allowed me to understand how warfarin works and helps me to stay in the ideal therapeutic range to keep myself as fit and healthy as possible. My readings are more consistent. It also helps me to follow a good diet and reminds me to avoid food and drink that cause reactions.*

*Previously it was a fortnight or a month between clinics. Now I can just test myself and ring the nurse for any advice.*

**Martin Smith, patient from Ilkley**

### SBAR service for care homes

County Durham and Darlington  
Foundation Trust

- **45%** reduction in specialist nurse visits.
- **18%** reduction in overall unplanned hospital admissions.

### Undernutrition monitoring in care homes

Southern Health and Care Trust

- **90%** reduction in home visits.
- Reduced waiting times for reviews from **6** weeks to **1.5** weeks.
- Saved more than **1.75** hours per patient review.
- Reduced the time the patient spent on the pathway from **6 - 9+** months to **4** months.



*The automated system offers great support to the dietitians and empowers the care home staff to take a more proactive approach to monitoring their residents. The residents and their families feel more supported too because the frequency of monitoring has been increased along with more timely reviews. We couldn't go back to what we did before.*

**Mandy Gilmore, Head of Dietetics at Southern  
Health and Social Care Trust**

## The Inhealthcare digital solution checklist

- ✓ Trusted by more than 2 million patients across the UK.
- ✓ Purpose-built for your organisation so they meet your needs and the needs of your population.
- ✓ More than 100 digital health services co-designed with the NHS and with input from clinicians and users.
- ✓ Services can be built at speed and cost effectively using the Inhealthcare Toolkit.
- ✓ Digitally inclusive and accessible to all.
- ✓ Industry leading reporting and analytics.
- ✓ All pathways delivered from a single platform, providing economies of scale.
- ✓ Inhealthcare Platform registered as a Medical Device with the MHRA.
- ✓ Industry leading integration with national systems across the NHS including NHS Spine, GP Connect, MESH, SCI Store, EMIS Web and SystmOne.
- ✓ Open and published APIs for connecting to third party systems.
- ✓ Integration with industry standards such as HL7 v2/v3/FHIR.





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