



Ref: FOIA Reference 2018/19-749

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 5th April 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 11th March 2019 requesting information under the Freedom of Information Act (2000) regarding patient monitoring/telehealth.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in question 3 is not held centrally, but may be recorded in individual departmental records. In order to confirm whether this information is held we would therefore have to individually access all departmental records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all departmental records and then extracting relevant information would take longer than the 18 hours allowed for.

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that if your request is shortened to just the questions that we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

On 13th March 2019 we contacted you via email as we required clarification on whether by remote monitoring you meant:

Devices / systems which record and remotely send information back to the Trust?

Devices / systems which record information that is not read until the device is returned to the Trust?

Devices / Systems allowing patients to choose to send information to the Trust?

On 14th March 2019 you replied via email the following:

"Hello - the answer is both 1 and 3"

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.
Could I possibly suggest that you direct these questions towards one or some of the following Trust employees: - the Matron in charge of the Discharge services,**

Community Liaison team, Multidisciplinary health and Social care staff, Director of operations and/or clinical director,
Please you please answer the following:

1. Does your organization presently promote/or endorse a (RPM) remote patient monitoring system to capture vital signs or other health related measurements post discharge from hospital and whilst a patient is residing in their own home or being cared for in a non-acute environment such as community hospital/hospice/residential or care home - (Measurement examples being blood pressure/weight/temperature/Oxygen Saturation/EWS/ pulse/glucose etc.)?

A1 Yes

Q2 1. If the answer is NO –
1.1.2 Within the next 2 years, is telemedicine/ RPM, something that the Trust would consider as a way of either reducing hospital admissions, promoting an earlier discharge and/or recognizing and acting upon patient deterioration sooner?
1.1.3 If the Trust is not considering RPM for suitable patients (able to take their own readings or have a relative who can do this for them) – is there a reason why this is not being considered either on a per Trust basis or part of an agreement with the CCG?

A2 Not applicable

Q3 1.2 If the answer is YES – RPM is presently used for some discharged patients- could you please detail –
1.2.2 the system type/name/supplier
1.2.3 When this came into use and when the contract expires
1.2.4 Who funds home monitoring, is this the CCG, the Acute Trust or a combination of both or other organization (e.g. charity/STP)?
1.2.5 How much this cost per patient or per year for multiple patients
1.2.6 What patient data is captured & is there measurements you would like to capture but cannot achieve at the moment?
1.2.7 What systems does this data feed into – e.g.GP systems & supplier
1.2.8 Has there been any analysis of this data to demonstrate that remote patient monitoring from home has:

- Reduced patient re-admissions into hospital
- Expedited the discharge process
- Improved “follow up” care post discharge – reminding patients to take medications/ monitor on-going health measurements etc.

A3 Section 12 exemption as detailed above:

Q4 Who is the main person(s)/ decision maker (s) – who would probably be responsible for the decision to use remote patient monitoring post discharge? (Name/title/contact details etc.)

A4 The patient is offered to continue to be seen in the hospital every 3 months after their initial visit or to have the telephonic device, some patients might not have a mobile signal for the unit. Some patients don't like the idea of data transmissions, others don't like technology therefore this is a patient decision.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance