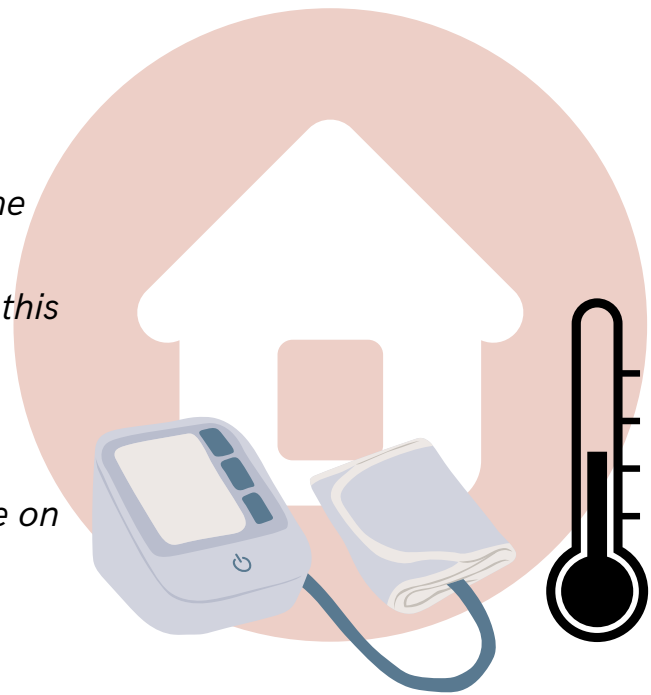


"Provided me with a lifeline over the bank holiday period and supported me whilst I felt so unwell. I felt very reassured the service was there, and this made me feel safe."

"Such a great service to have"

"It's so nice to know I have someone looking out for me, especially as I live on my own"

PATIENTS ON REMOTE MONITORING



REMOTE MONITORING

Remote monitoring is a means of using technology (such as apps) to monitor patients' health with the support of our dedicated team of professionals.

Information provided by the patient is used to assist in decisions around their care and viewable to those who need to see it.

Patients will answer a set of questions specific to their need or condition using an app on a smart device (e.g. mobile or tablet). The answers to those questions will be sent to the dedicated remote management team who monitor the readings and symptoms and will contact the patients if they need support.

In Frimley we are using Remote Monitoring technology to help alleviate the current pressure on Primary Care. Some patients at your practice have been identified as suitable and will be contacted by the remote monitoring team at Berkshire Primary Care.

REMOTE MONITORING FAQs

01

Who is being offered remote monitoring?

This service is being offered to the highly complex and frail patients who are most at risk of deterioration and may require additional support.

02

What will patients be monitored for?

Patients will be asked to send in weekly information including some vitals, such as BP, pulse and weight, along with some more detail around symptoms, mental health and social wellbeing. Should readings fall outside of a 'normal' range, then an alert will be triggered. The Berkshire Primary Care Remote Monitoring team call the patient to determine whether any action needs to be taken.

03

What are the benefits to patients?

The service will allow patients to better self-manage their health conditions by recording observations and any other symptoms. It will also allow us to identify signs of deterioration sooner to get the right support in place.

04

Who will contact the patient?

The patient will be contacted by the Remote Monitoring Team at Berkshire Primary Care who will talk them through the service and benefits.

05

Does the patient need equipment?

The patient will need a Smart Device to use the App and a BP monitor, pulse oximeter and thermometer. If they are unable to access these, we can provide them to the patient.

06

What happens if the patient does not want to take part?

The patient can of course decline to take part and the practice will be informed so that they can record this in their Primary Care Record.

07

What App is in being used?

The App the patient will be using is called DOCOBOAPP. This is integrated into Connected Care which means all patient entered information can be seen by those involved in the patients care.

08

How can patients' find out more information?

Patients' can visit the website for more information
www.frimelyhealthandcare.org.uk/remote-monitoring.

**SERVICE HOURS: 8AM-6PM MON-FRI.
IF PATIENTS SUBMIT DATA OUTSIDE OF THESE TIMES AND AN
ALERT IS TRIGGERED, THEY WILL BE CONTACTED BY
EBPC OUT OF HOURS TO DETERMINE IF ANY INTERVENTION IS
NECESSARY.**