

# Portsdown Group Practice

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## Statistics

What a fully-managed  
service can accomplish



# Authors:

## **Dr Julian Neal**

*Senior Partner*  
Portsmouth Group Practice

## **Lawrence Gora**

*Telehealth Specialist Nurse*

## **Donal Markey**

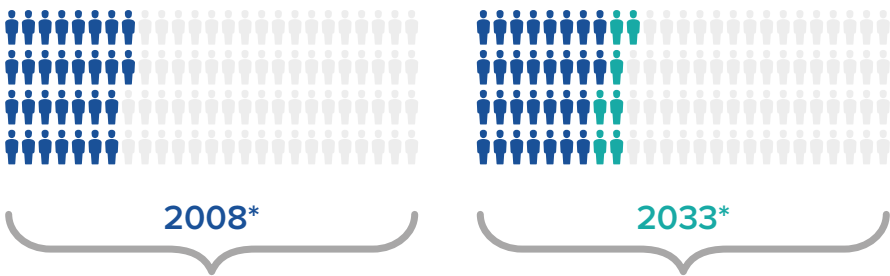
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# Long Term Conditions

15.4 million people = 30% population of England suffer from at least 1 Long Term Condition (LTC). This is set to rise by 23% over next 25 years\*



## Long Term Condition costs:



**72%**  
of inpatients beds



**68%**  
of OPD appointments



**70%**  
total Health & Social  
Care Spend - England



**55%**  
of GP appointments

# The Big 3 Long Term Conditions:



Chronic Obstructive Pulmonary Disease (COPD)



Congestive Heart Failure (CHF)



Diabetes

### COPD

3 million have this Long Term Condition in the UK - 75% of which is undiagnosed

- ✓ 5th leading cause of death
- ✓ 2nd leading cause emergency admission
- ✓ More than 1 million bed days
- ✓ £930 million cost to NHS per annum

### CHF

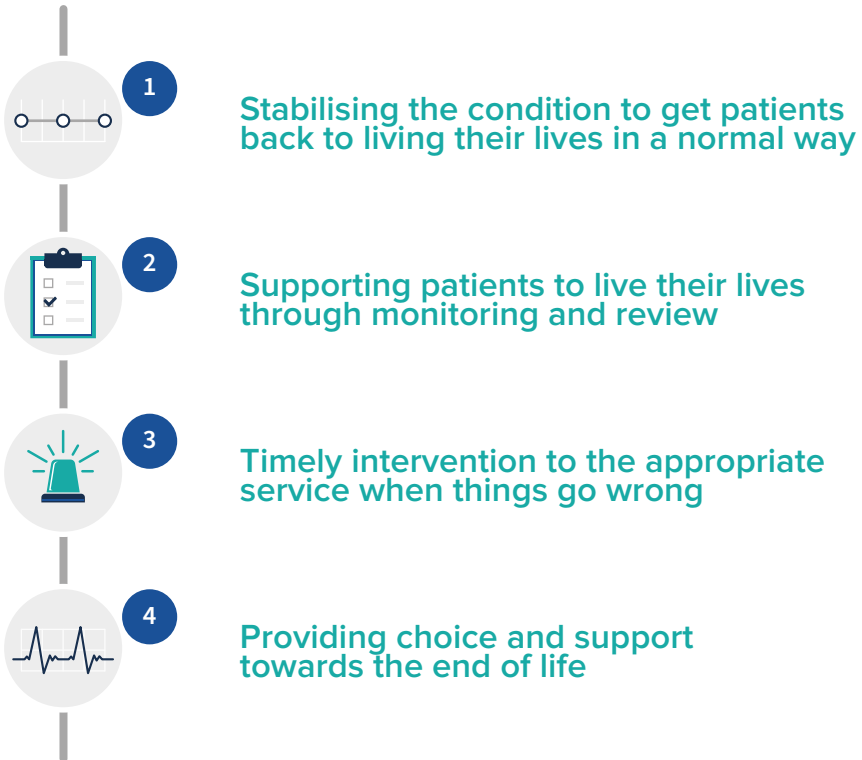
- ✓ 1 million bed days
- ✓ 2% of all bed days
- ✓ 5 % of all emergency admissions
- ✓ Hospital admissions projected to rise by 50% next 25 years\*

\* Nice guidelines

# Delivering the QIPP agenda

## NHS must save £20 Billion by 2015

NHS Improvement has identified four key areas for managing Long Term Conditions which are applicable regardless of specific disease or for patients with more than one condition:



# National Policy

## WSD Findings: 6,000 patients across three sites\*



“Improving your access to telehealth and telecare”



**45%\***

reduction in mortality rates



**29%\***

reduction in emergency admissions



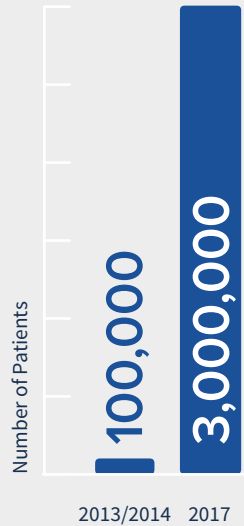
**15%\***

reduction A+E attendances



**14%\***

reduction in bed days



- ✓ Step change in use innovation
- ✓ Radical service transformation – not just “more of the same”

\*headline figures published 5 December 2011

# Portsdown Group Practice Case Study

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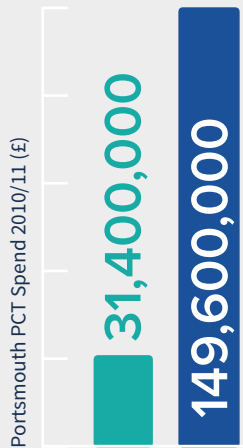
## Long Term Conditions burden for Portsmouth:

- ✓ Problems of deprivation and frail elderly
- ✓ Overheating and failing Out of Hours service
- ✓ Exponential rise Accident & Emergency attendance
- ✓ Overheating unscheduled care costs



Portsmouth Population:

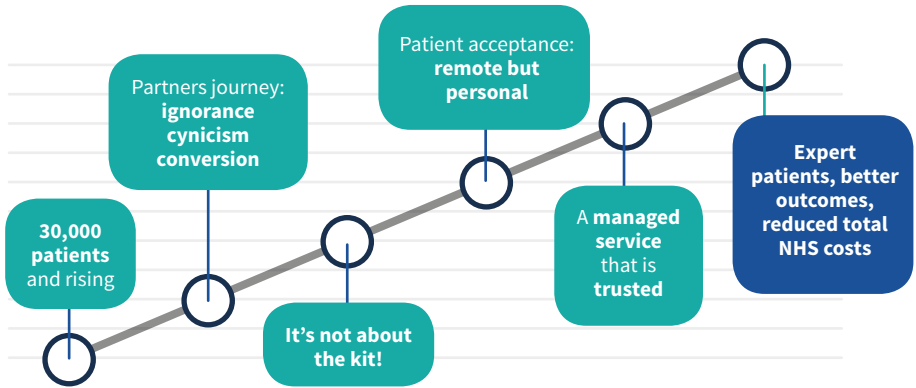
≈ 500,000



■ GMS/PMS/APMS/PCTMS  
■ Hospital - General, Acute and A&E

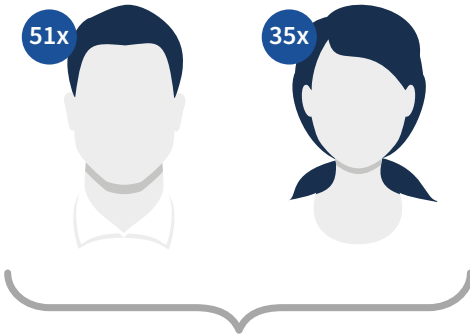


# Portsmouth Resistance & Surprise



## The Telehealth Cycle

# Cohort Characteristics



**Diagnosis of COPD**  
(mix of moderate to severe cases)



**At least 1 hospital admission in the previous 12 months**



**Age range: 51 - 96**

# Service Evaluation:

- ✓ 12 Service Parameters for NHS usage
- ✓ Measured NHS usage 18 months pre-telehealth intervention
- ✓ Measuring NHS usage 18 months post-telehealth intervention
- ✓ Measuring Quality of Life (EQ5D)
- ✓ Case study from the perspective of a GP practice group
- ✓ Effectiveness & Cost-effectiveness of fully managed telehealth service
- ✓ Practicalities and benefits to practice

# Post 6 Months Results

## % Reduction of NHS Usage



**100%**

reduction in Out of Hours PCC attendance



**73%**

reduction in Out of Hours home visiting



**88%**

reduction of MAU attendance



**72%**

reduction in Accident & Emergency attendance



**88%**

reduction in length of stay



**67%**

reduction in GP face to face consultation



**85%**

reduction in GP home visits



**61%**

reduction in Out of Hours advice



**77%**

reduction in unplanned admissions



**47%**

reduction in GP Telephone consultation



**75%**

reduction in Hospital Clinic attendance



**13%**

reduction in Practice Nurse consultation

# Telehealth Solutions

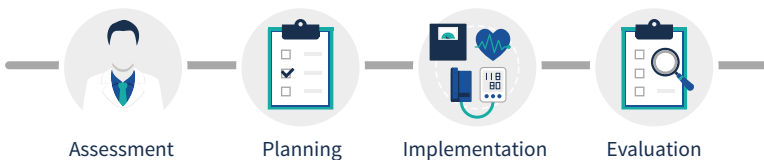


## Nursing Process

The scope of nursing and the process is not any different in telehealth, the focus is still on the patient. Assessment questions and skills required are still the same if not enhanced because there is no face to face assessment - listening skills are needed more.

### Fully Managed Service:

- ✓ Effective
- ✓ Personalised
- ✓ Scalable
- ✓ Preventative
- ✓ Cost Effective



## Promoting Self Care



## Pro-active Service:

- ✓ Allows early detection of symptoms
- ✓ Allows early intervention
- ✓ Avoids unnecessary hospital admissions
- ✓ Avoids unnecessary GP appointments & visits
- ✓ Allows follow up and case management
- ✓ Allows a large number of patients to be managed by one nurse

## Testimonials

“I feel more at ease knowing there is someone checking up on me.”

“Telehealth nurses have helped me to cope with my anxieties.”

“I feel I know more about my condition than before.”

Read more about  
what **Dr Julian Neal**  
has to say in our  
indepth Portsdown  
Group Practice  
Case Study:

[www.thsl.co.uk/pt/cs/PortsdownCaseStudy.html](http://www.thsl.co.uk/pt/cs/PortsdownCaseStudy.html)

# **Telehealth**Solutions.

Telehealth Solutions Ltd was founded in 2006. Its core expertise is the development of innovative telehealth software and services for use in GP surgeries and pharmacies, commercial premises, private homes, and other institutions.



+ 44 (0)1563 530 480



[sales@microtech-group.co.uk](mailto:sales@microtech-group.co.uk)



[www.microtech-group.co.uk](http://www.microtech-group.co.uk)  
[www.thsl.co.uk](http://www.thsl.co.uk)



17-19 Hill Street, Kilmarnock KA3 1HA

Building 6, Suite 7A, Croxley Green Business  
Park Hatters Lane, Watford, Herts WD18 8YH

Button Park, Pontefract WF8 4HT



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