

MEDIA RELEASE

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Ninety six percent of North Yorkshire patients would recommend telehealth

A survey of 200 patients currently using telehealth in North Yorkshire and York shows that 96 percent of them would recommend the technology to others, with 98 percent being either 'satisfied' or 'highly satisfied' with how it's helping them manage their long term health condition.

Telehealth is a revolutionary new system that makes it possible for patients with a long term condition, such as COPD, heart failure or diabetes, to have their condition monitored from the comfort of their own home. In North Yorkshire and York, telehealth has already accounted for a 50% reduction in the number of unplanned hospital admissions amongst those patients currently using telehealth.

The survey, conducted by NHS North Yorkshire and York and Tunstall Response, the service provider for telehealth, is one of the largest ever to be undertaken to capture patients' experiences and perceptions of telehealth.

Kerry Wheeler, Assistant Director of Strategy at NHS North Yorkshire and York, said: "The results of the survey speak for themselves and are further evidence of the huge positive impact telehealth is having on local patients' lives."

Over 400 patients in North Yorkshire and York have now been referred to telehealth by their doctor or nurse. One of the main benefits of telehealth is

that it helps reduce the number of unplanned hospital admissions by allowing clinicians to monitor patients' vital signs more closely – allowing them to identify and act on problems before they become serious.

Ms Wheeler continued: “If you, or someone you know, could benefit from telehealth, you should speak with your doctor or nurse about the options available.”

The survey also showed that almost 60 percent of patients surveyed felt that telehealth had helped them avoid an admission to hospital. One patient said: “I went into hospital four times last year. Since using telehealth I haven't been in once.”

For more information about telehealth in North Yorkshire and York, visit www.nytelehealth.co.uk

Please scroll down for full survey results.

Ends

**For further information contact the NHS North Yorkshire and York
Communications Team on 01423 859616**

Full survey results

Telephone based survey with 200 patients, undertaken during March/April 2011

Questions 1&2 were multiple choice so may total more than 100%

Question 1: What do you like most about the telehealth service?

- 75% Peace of mind/reduced anxiety
- 39% Enabled me to better manage my condition
- 10% Enabled my GP to better manage my condition
- 21% Reduced my need to visit GP or hospital
- 7% Other (such as easy to use, convenient, confidence)
- 4% Nothing

Question 2: Is there anything you don't like about telehealth?

- 54% Nothing to dislike
- 18% Equipment not working*
- 6% Timing of readings is restrictive
- 7% Equipment difficult to use
- 1% I prefer a nurse to visit
- 11% Other

** This included issues such as flat batteries and user error. The majority were initial teething problems and were quickly addressed.*

Question 3: Do you feel telehealth has helped you avoid a hospital admission?

- 59% YES
- 41% NO

Question 4: on a scale of 1-3 to what extent has telehealth improved your life?

18% No improvement

41% Some improvement

41% High improvement

Question 5: on a scale of 1-3 how would you rate your overall satisfaction of the telehealth service?

2% Not satisfied

22% Satisfied

76% Highly satisfied

98% Satisfied or highly satisfied

What do you particularly like about this new service?

- ❖ *“like that we check readings straight away, if he has missed any makes him feel confident that we are keeping an eye on him”*
- ❖ *“patient had a stroke, likes that telehealth prompts him to take his readings and reminds him to take his medication”*
- ❖ *“can test at any part of the day, to make me feel better about myself”*
- ❖ *“easy to use”*
- ❖ *“convenient, can test in own home, don’t have to visit the GP as much”*
- ❖ *“lost without it. I like that I can keep on top of my weight”*
- ❖ *“staff are very friendly and helpful”*
- ❖ *“Nice to speak to someone everyday and deal with clinician feel more confident”*

Question 7: Do you feel telehealth have benefited your partner/family??

72% Yes

28% NO

Question 8: Would you recommend telehealth to your family and friends?

96% Yes

4% No