

## **Finding out what you think of telemedicine in care homes**

Healthwatch is an independent organisation which stands up for patients' interests. We have been asked to talk to people in care homes about the Vanguard project, to understand how it affects care from your point of view.

### **What is the Vanguard?**

The NHS is working with care homes in our area to test out new ways of delivering healthcare for residents. This is part of a national programme called 'Vanguard' which was set up to find better ways of providing care for people in the future.

The local Vanguard project is based at Airedale Hospital in Steeton, where nurses and doctors provide 'telemedicine' support to people in care homes and nursing homes. This support is being tested in a large number of care homes across Bradford, Airedale, Wharfedale, Craven and East Lancashire.

**We want to know how staff, carers, and residents feel it affects people's experiences of receiving care and support.**

**Have  
your  
say**

**Talk  
to us...**

## What is telemedicine?

Telemedicine is the use of a live video link between the care home and a nurse or doctor who is based at the hospital. There is a computer at the care home and a computer at the hospital; each computer has a camera and microphone. The people in the care home and the nurse or doctor can see and hear each other.



It's a bit like a telephone call, with video too.

## How could it work for me?

The idea is that telemedicine can be used when it might be difficult or unnecessary to see a doctor or nurse in person.

A good example of this might be if you had a skin rash; the nurse or doctor on the other end of a video link can see the rash and talk to you or your carers. The nurse or doctor can give advice immediately without you having to leave the care home.

Sometimes this will mean that you don't need to attend an appointment but can still be prescribed the necessary treatment. Sometimes the nurse or doctor will need to see you, so will make an appointment or arrange for you to go to the hospital.

## **What does Healthwatch want to know?**

Telemedicine is a new idea and we're still learning about when it is useful and how it works best for people.

It's important that we take into account the feelings of people using telemedicine. So we would like to understand how you feel about the idea of telemedicine and how you think it might affect your care.

To understand people's views we are carrying out interviews with people living in care homes, their carers and the staff. We are also interested in talking with family members where possible.

**Healthwatch will not judge whether telemedicine is good or bad.**

We only want to understand how it affects your experience, and what carers and staff feel about it.

**This research will not rate the quality of the care home or the staff.**

Our work will help care homes and staff, because it will help everyone to understand the best ways telemedicine can be used.

**Everything you say will be kept anonymous, and it will not affect your care.**

## What happens with the information I give?

When we talk to people we will record or write down what they tell us. This helps us accurately report people's experiences and views. When we have finished all the interviews, Healthwatch will write a report on telemedicine in care homes.

The report will be given to the Vanguard project at Airedale Hospital, and might be shared with other organisations working on similar projects.

We may use quotes from what people tell us, but we will not use any names or information that could identify you.

## How will this research make a difference?

It is likely that telemedicine will be used more and more in a wider variety of care settings. Our research is important to make sure that, as well as helping the healthcare system work more efficiently, telemedicine works well for people using this new technology. Our research will help the NHS learn how telemedicine can improve care for people, and decide whether it should be used more in the future.

## Thank you for taking part

If you have any questions about this research, the Vanguard project, or telemedicine, please get in touch.

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