

## Telehealth: the benefits for you

- Added peace of mind.
- Greater understanding of your condition.
- Less risk of unplanned admissions to hospital.
- Greater freedom to get on with your day-to-day life.
- Less anxiety for your family and carers.

Frank, 80, says Telehealth "is brilliant. It's straightforward to use. It gives me something to rely on. I know if something is wrong someone will phone me."

## Next steps

If you agree with your clinician that using Telehealth would be beneficial for you, your clinician will contact the dedicated team at Nottingham City Homes.

The team there will contact you to arrange a convenient time to install the equipment in your home. During this appointment Nottingham City Homes will:

- Install the equipment and make sure it is working properly.
- Show you how the equipment works and explain how to enter readings and respond to questions.
- Leave you with information about the equipment and the service.

If you have any questions about your health please contact your clinician. If you have Telehealth equipment installed and have any problems with using it please contact the Nottingham City Homes Telehealth Office on **0115 915 1684**.

This information can be provided in alternative languages and formats, please contact Dave Miles, Assistive Technology Project Manager, on 0115 883 9248 or email [dave.miles@nottinghamcity.nhs.uk](mailto:dave.miles@nottinghamcity.nhs.uk)



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Version 1: October 2014

# Telehealth Service

## Patient information leaflet



Helping you manage your long term health condition at home with Telehealth

**Docobo**  
towards a better quality of life

**CityCare**  
Building Healthier Communities

**Nottingham City Council**

**Nottingham City Homes**

**NHS**  
Nottingham City  
Clinical Commissioning Group

## Supporting patients with long term health conditions at home with Telehealth

NHS Nottingham City Clinical Commissioning Group (CCG), Nottingham CityCare Partnership and Nottingham City Council provide an integrated care programme to support people with a range of long term conditions including diabetes, heart failure and respiratory problems. The programme includes Telehealth – the remote monitoring of health conditions – which is also supported by Nottingham City Homes.

### What is Telehealth?

Telehealth is a system that allows patients to give information such as their blood pressure and heart rate readings to clinicians on a regular basis from the comfort of their own home. This helps your clinician manage your care.

The aims are to:

- Help you remain as independent as possible for as long as possible.
- Support your healthcare team by providing day-by-day information so that they can help prevent your health and wellbeing from getting worse.
- Avoid unnecessary visits and admissions to hospital.

You will be shown how to use the equipment, and you may be asked to use it to answer some questions and record some vital signs readings each day for about two minutes. You will not incur any cost – Telehealth is provided free of charge for as long as you need to use it and the devices use only a very small amount of electricity.

John, 61, says: "It gives me peace of mind. I know if something is wrong it won't be long before somebody calls me to ask how I am feeling."

You have been given this leaflet to help you decide whether Telehealth is right for you. It is up to you whether or not you use this service. If you would like to take part, please let your clinician know.

Note that if you decide to take part in the Telehealth Service you can withdraw again at any time without giving a reason. If you decide not to take part or to withdraw from the programme, it will not affect the normal standard of care you receive.

Before you are asked whether you want to receive this service, your clinician will visit you at home to discuss Telehealth and how it could support your current health condition.



### What happens if I decide to use Telehealth?

If you would like to use Telehealth, we will install a device in your home which will be connected to the mains electricity supply. We will give you instructions on how to use the device; it is very user friendly and many other patients are already benefitting from the system.

We will ask you to use the Telehealth device each day (or on an agreed number of days) to record your vital signs and to answer a few questions about your health. The information you provide will be transferred automatically to a secure and confidential system which will be monitored by specially trained staff at Nottingham City Homes.

They will tell your clinician if there are any changes that the Telehealth system indicates are relevant to your condition or health. If your clinician has any concerns or questions they will telephone you or arrange to visit you at home.

Your treatment will continue as agreed with your GP or hospital consultant, and if you are supported by a specialist nursing team they will also advise you on any changes needed in your treatment.

**Important: Telehealth is not an emergency service. If you feel unwell, you need to follow the guidance of your nurse or community matron.**