

TELEMEDICINE HUB

In order to safely meet the health needs of residents, and to reduce risks of infection for care home staff and residents, Telemedicine has been introduced to all care homes in Bradford district and Craven. As part of roll-out, training is provided on the safe and appropriate use of Telemedicine.

For frail and/or vulnerable people with escalating (unplanned) health needs, the Telemedicine Hub should be the first point of contact.

Routine (planned) care will continue to be provided by primary care and community services (e.g. GP practices, district nurses, therapists, etc.). If you are unsure who to contact, call the Telemedicine Hub for advice. All Bradford district and Craven health services support this approach. Nurses at the Telemedicine Hub will triage and assess each person referred. If they cannot provide all the help and support needed themselves, they will call on the Super-rota of GPs and other specialists, make onward referrals to community services or arrange a clinical contact or hospital admission.

If you have any difficulties using the Telemedicine service, or wish to give feedback of any kind, please follow the process outlined with this document (see below).



Giving Feedback on using the Telemedicine Hub

Telemedicine in care homes across Bradford district and Craven provides high quality clinical care in the safest possible way during the COVID-19 outbreak.

Telemedicine is based at Airedale Hospital and offers expert clinical guidance on the care of residents. Telemedicine provides secure, real time video consultations to reduce the risk of coronavirus transmission. The service is easily accessible and highly responsive to the varied clinical needs of care home residents.

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Please provide your feedback through these points of contact

1. Technical issues with Immedicare equipment:

- Telephone 0330 088 3312
- Email support@immedicare.co.uk
- Through the desktop by selecting 4 in the Nurses option or by videocalling technical support

2. Service quality issues

Send a completed Telemedicine Health Care Professionals Feedback Form (see *Appendix*) using the contact details on the form.

If no resident details are included please copy in our Relationship Manager Heather Bygrave: hbygrave@immedicare.co.uk.

3. Direct feedback to commissioners

Please use email, ensuring that no resident details are included.

immedicare@bradford.nhs.uk (NHS)

commissioningInbox@bradford.gov.uk (CBMDC)

IN CONFIDENCE
Telemedicine Health Care Professionals Feedback Form

In order to continually improve our service, we welcome feedback on specific patients or other concerns or compliments. This will provide us with valuable learning which will be used to improve the service.

Please use this form to record your feedback giving as much information as you can. Where possible, please obtain the consent of the patient prior to completing this form.

Please email your completed form to: digital.carehub@nhs.net or fax it to the Hub on 01535 292794. Alternatively please post to:

The Manager
 Airedale Digital Care Hub
 Location A-22
 Airedale Hospital
 Steeton
 Keighley
 BD20 6TD

| | |
|---|---|
| Your Name | |
| Job Title/ Role | |
| Organisation/ Care home/ Practice | |
| Address (inc postcode) | |
| Clinical Commissioning Group (CCG) | NHS Bradford district and Craven CCG |
| Telephone | |
| Email | |
| Type of feedback | Complaint Service <input type="checkbox"/> Concern <input type="checkbox"/> Comment <input type="checkbox"/> Compliment <input type="checkbox"/> |
| Do you require a response? Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| If so, how should we contact you? | |
| Date and Time of Call to Telemedicine Hub | |
| Name of clinical assessor | |
| Patients NHS number | |
| Your Signature | |
| Date | |

Details of Feedback

Please give as much information as possible

It is also helpful if you can also tell us what outcome you would like as a result of your feedback

What happens next?

- We aim to acknowledge all feedback forms received in 5 working days
- Your feedback will be logged, recorded and investigated by the Hub staff who will aim to provide a response within 28 days
- Your feedback, whether positive or negative, is extremely valuable and a summary of the main points raised by your feedback may be discussed within wider Clinical Governance groups to help shape and improve the Telemedicine service
- We will work with relevant partner organisations to investigate concerns and issues where patient care is delivered across a number of organisations
- If you are feeding back on behalf of a patient please make sure that you have their consent
- Patients can also be advised to contact PALS at Airedale hospital if they would like to make a more formal complaint about the Telemedicine Service (01535 652511 and ask for PALS office)
- If it is thought to be a Serious Incident please also report this through your normal incident reporting process