

NHS & Macmillan: Developing a Remote Monitoring project with Healthwatch.

Palliative and End of Life Care



Introduction

Healthwatch West Sussex, Macmillan, and NHS organisations across Sussex are working together to ensure that local peoples voices are heard.

The project focussed on development of digital healthcare services to enable remote monitoring of patients at home – to aid patients, family carers and community teams care for patients in their last year of life.

Goals

- Discover which technology platforms people currently use to monitor their health.
- Understand how easy they find these to use
 - Preferences
 - Potential barriers

Patient and Carer Focus Group July 24

Co-producing the survey questions



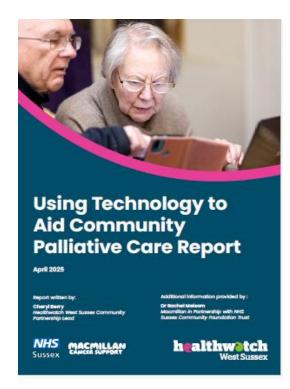
Survey and Report

Oct 24

N = 56

Insights into the use of:

- Health Apps
- WhatsApp
- Text
- Email





In depth Conversations Nov 24

- Face-to-face focus group: attended by four people
- Follow-up conversations with survey respondents.
- Further insights regarding use of Apps.

Developing the App

Jan 25

- Dec '24: Doccla procured as Virtual Health platform Pan-Sussex
- Jan-March '25: App development clinical questionnaires completed
- Ease of log in to App tested with further survey

The Comfort Tracker App May 25

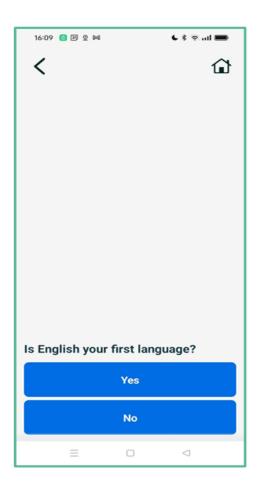
This Comfort Tracker App enables:

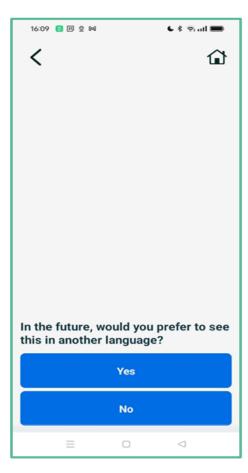
- Patients to remain engaged in management of their care.
- Family Carers to be more informed about the last period of life.
- HCPs to be alert to changes as they happen rather than relying on patients calling.

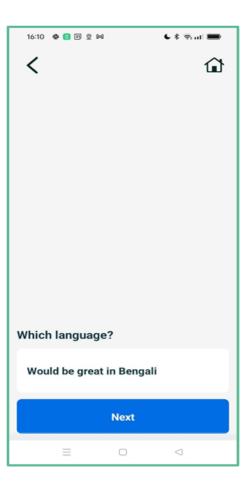
Goals for the design

- 1. Simple design.
- 2. Easy to read.
- 3. Pop-Ups with additional information.
- 4. Clear links on when to call the nurses
- 5. Wellbeing survey for patients and carers.

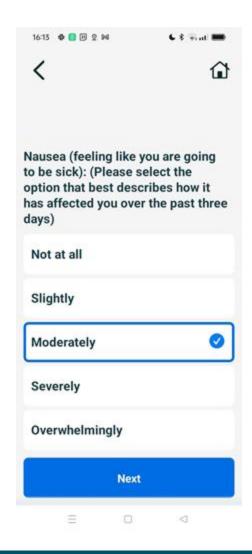
What does it look like?







What does it look like?





Testing

Initially with 5 nursing teams in West Sussex

- Brighton and Hove
- Worthing
- Bognor
- East Grinstead
- Havens



50 patients in total



6 months

Next Steps

Go Live 16 June 2025

Interim PDSA review – October 2025

Final PDSA Review - Feb 2026

A Big Thank You to ...

Cheryl Berry

For all your support, input, knowledge and ongoing good spirits!

Any questions

Contacts:

NHS / Macmillan:

Dr Rachel Melsom

Macmillan PEOLC Transformation Lead, Sussex

□ rachel.melsoml@nhs.net

Healthwatch:

Cheryl Berry

Community Partnership Lead

M cheryl.berry@healthwatchwestsussex.co.uk