



Virtual Health

Remote Monitoring
for PEOLC patients

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MBBS BSc

10 June 2025

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

Palliative and End of Life Care

August 2024 – June 2025

healthwatch
West Sussex

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

A poster for the Horizon Centre Lived Experience Open Forum. The background features a collage of hands of various skin tones reaching towards the center, forming a circle. In the center of the hands is a lightbulb with a red question mark above it. The text is arranged around this central image.

Horizon Centre
Lived Experience Open Forum

Wednesday July 17th 2024
From 11:00 – 12:30

What can we do to increase support for patients who are at home during their last year of life?

- Can technology help improve support for patients receiving palliative care at home?
- What is working well already?
- What needs to improve?
- What would help their carers?
- What more could the Horizon Centre be doing?

We want your feedback and suggestions to shape and guide the development of the digital support services for patients receiving palliative care.

We Need Your Ideas and Feedback !

Wellbeing support for patients in palliative care

For more details or to book a place, please contact us at horizoncentre@macmillan.org.uk or Tel 01273 468770

Or if you prefer you can feedback by e-mail

THE MACMILLAN
HORIZON
CENTRE

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 ?

16:09

< Home

Is English your first language?

Yes

No

This is a mobile app screen with a light gray background. At the top, there is a status bar showing the time 16:09 and various icons. Below the status bar, there is a navigation bar with a back arrow on the left and a home icon on the right. The main content area contains the question "Is English your first language?". Below the question, there are two blue buttons with white text: "Yes" and "No". At the bottom of the screen, there is a white bar with three icons: a hamburger menu, a square, and a triangle.

16:09

< Home

In the future, would you prefer to see this in another language?

Yes

No

This is a mobile app screen with a light gray background. At the top, there is a status bar showing the time 16:09 and various icons. Below the status bar, there is a navigation bar with a back arrow on the left and a home icon on the right. The main content area contains the question "In the future, would you prefer to see this in another language?". Below the question, there are two blue buttons with white text: "Yes" and "No". At the bottom of the screen, there is a white bar with three icons: a hamburger menu, a square, and a triangle.

16:10

< Home

Which language?

Would be great in Bengali

Next

This is a mobile app screen with a light gray background. At the top, there is a status bar showing the time 16:10 and various icons. Below the status bar, there is a navigation bar with a back arrow on the left and a home icon on the right. The main content area contains the question "Which language?". Below the question, there is a white text input field containing the text "Would be great in Bengali". Below the input field, there is a blue button with white text: "Next". At the bottom of the screen, there is a white bar with three icons: a hamburger menu, a square, and a triangle.

What does it look like ?

16:13

< Home

Nausea (feeling like you are going to be sick): (Please select the option that best describes how it has affected you over the past three days)

Not at all

Slightly

Moderately ✓

Severely

Overwhelmingly

Next

This screenshot shows a mobile app interface for a nausea assessment. At the top, there is a status bar with the time 16:13 and various icons. Below the status bar is a navigation bar with a back arrow and a home icon. The main content area contains a question about nausea and five radio button options: 'Not at all', 'Slightly', 'Moderately' (which is selected with a blue checkmark), 'Severely', and 'Overwhelmingly'. At the bottom of the form is a blue 'Next' button. The bottom of the screen shows the Android navigation bar with three icons.

16:13

< Home

If you have medication for nausea prescribed, have you taken it? It tends to work best when taken regularly. Some tips if you are feeling nauseous;

Try to avoid eating or preparing food when you feel sick. If possible, let someone else do the cooking.

Smaller meals on a small plate are easier to manage. Eat several small snacks and meals each day and chew the food well.

Peppermints or peppermint tea help some people. Ginger can also be helpful – try ginger biscuits or ginger beer.

Sip drinks slowly. Try not to have too much to drink just before you eat.

If you don't have medication ✓

This screenshot shows a mobile app interface displaying advice for nausea. It has the same top navigation bar as the first screenshot. The main content area contains several paragraphs of text providing tips and advice. At the bottom right, there is a blue circular button with a white checkmark, which is partially visible and appears to be for confirming the user has read the advice.

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

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