



Palliative Care and the DOCCLA platform: Ease of Use Survey Report

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Context

DOCCLA provide comprehensive Virtual Health Services for patients with all levels of illness. From those who are managing at home and in need of occasional monitoring, through to those being monitored daily, 'hospital at home' patients (also known as Virtual Ward patients).

Macmillan and NHS Sussex were developing an App for individuals with a life-limiting illness (also known as palliative care patients), and patients in the last year of life, in order to add an additional level of care via remote monitoring of the patient.

The patient, family carer or supporter inputs information into the App at home; nurses can see what the patient is sharing, and useful information links on symptoms and practical tips are available – all this enables improved support for the patient in their own home.

We wanted to gain patients', carers' and supporters' thoughts and views on the App –the ease of login and set up process, and the basic detail covered in the App itself.

The survey has been completed by 6 people, aged between 54 years and 80 years old, who are patients; family carers or have been family carers.

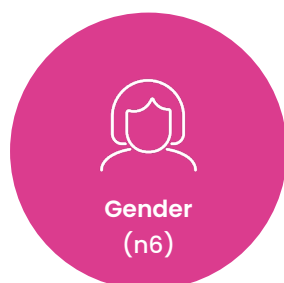
Thank you

We are very thankful to everyone who took the time to complete the survey to support this work.

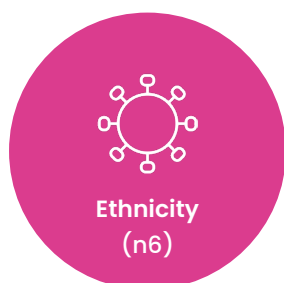
Ease of Use

Survey Findings

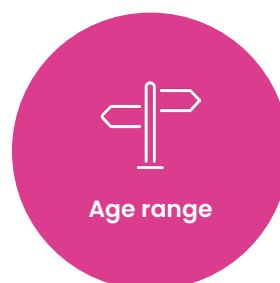
Survey Characteristics



Male (n2)
Female (n4)



White British (n6)

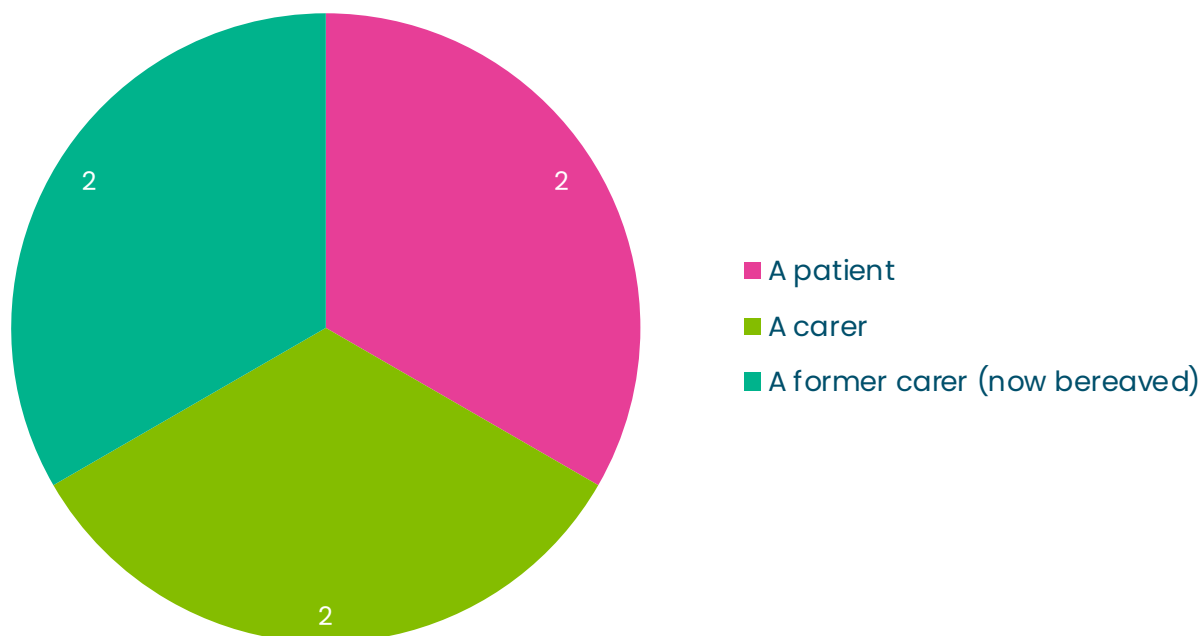


54 – 80 years



Christian (n2)
No religion (n3)
Spiritual Beliefs (n1)

The survey was completed by



All respondents saw the GP or nurses more than once every 6 months; and one respondent had carers visiting daily/weekly.

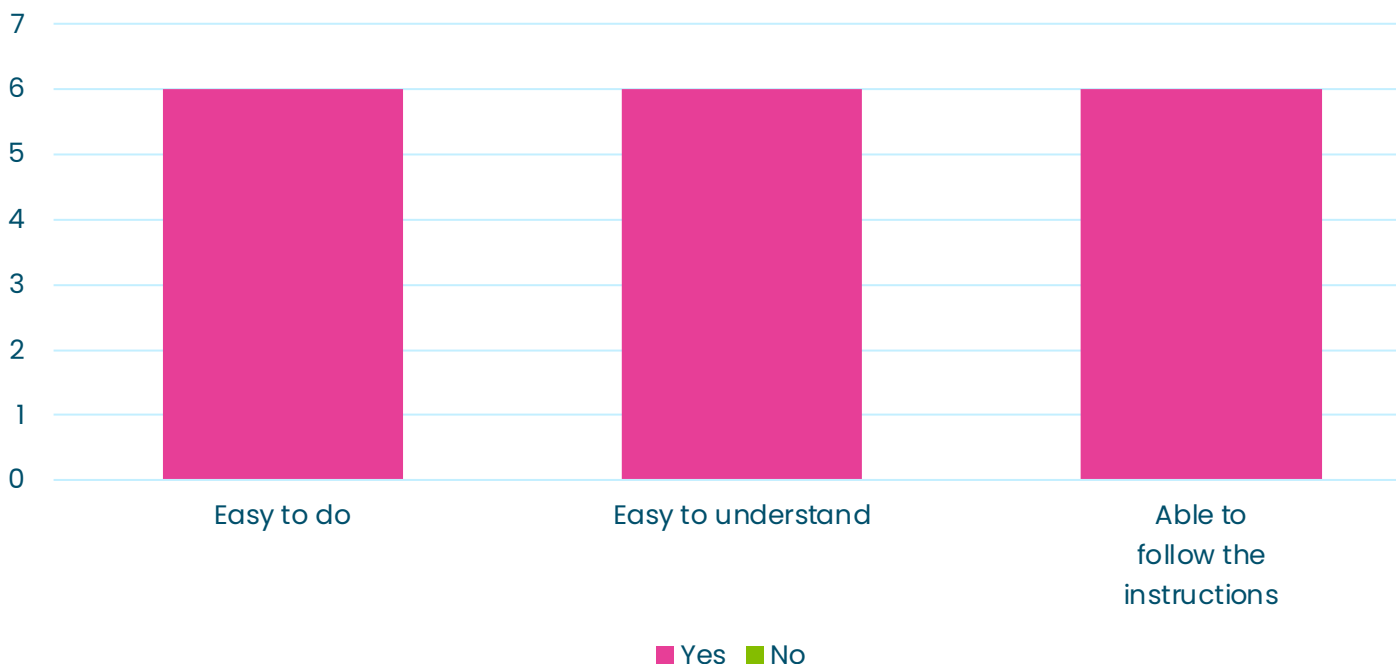
- My mother (received support) before she died.
- Marginally more than twice a year but not frequent.

DOCCLA video

Respondents were asked to watch the **DOCCLA video** on how to log into the App and asked how they thought the log in process would be for them.

All respondents reported that it was easy to log into, understand, and they were able to follow the instructions.

After watching the DOCCLA video about log in



Not sure until I use it but looks sort of easy.

Yes, easy for me, may take someone a little time if they are not used to Apps or any digital tools.

Looks very straightforward.

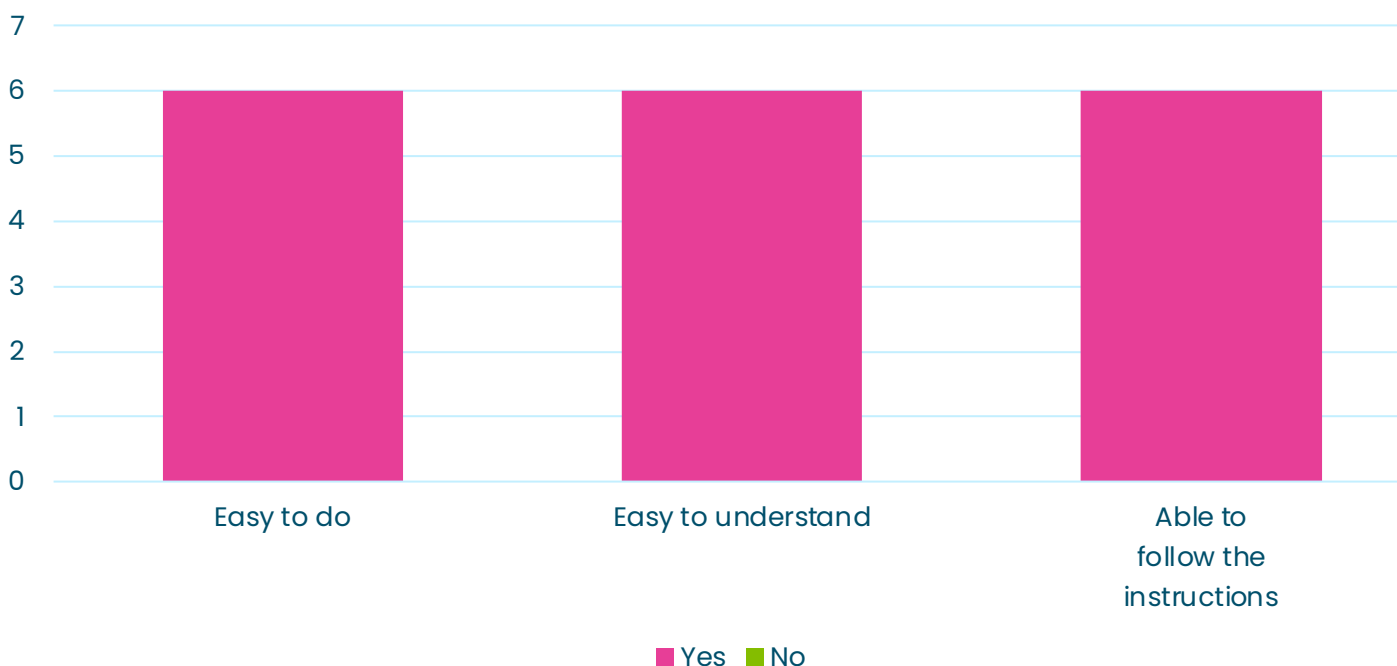
Severely incapacitated patients may need a carer to access the App and enter requested readings.

I am reasonably confident with computers, but I know people who aren't. If the gadget is to be introduced to patients unfamiliar with computers, then some of the language used in the video will not be understood. The introduction must be done personally to the patient and given enough time to help the patient develop familiarity with the buttons to be pushed.

Respondents were asked to watch the DOCCLA video and asked to tell us what they thought of the process of answering questions on the App.

All respondents reported that it was easy to do, understand, and they were able to follow the instructions.

After watching the video, use the DOCCLA process to answer the following questions



If it became necessary, I would currently have no problem using and understanding the process. But I have met people who would close their minds to trying to understand a gadget. They need to be gently talked into understanding the simplicity and the benefit

Symptom related questions

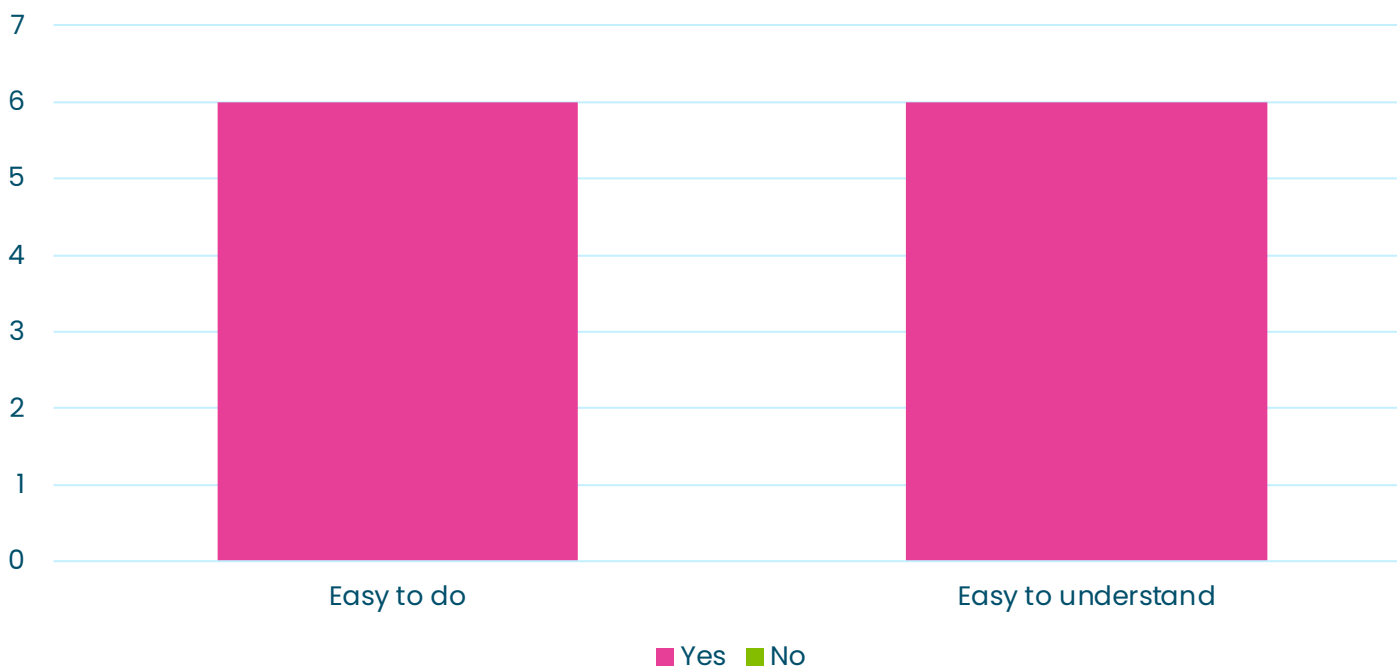
Respondents were asked to read the Symptom related questions and confirm if they or their loved one would be able to respond.

	Not at all (0)	Slightly (1)	Moderately (2)	Severely (3)	Over-whelming (4)
Pain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shortness of breath	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weakness or lack of energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nausea (feeling like you are going to be sick)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vomiting (being sick)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor appetite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Constipation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sore or dry mouth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drowsiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please list any other symptoms not mentioned above, and tick one box to show how they have affected you over the past 3 days.

Respondents reported that they or their loved one would all understand and be able to answer the questions on the App.

Having read the above symptom related questions, would you or your loved one be able to answer them?



But given a bit of dementia the responses would be different.

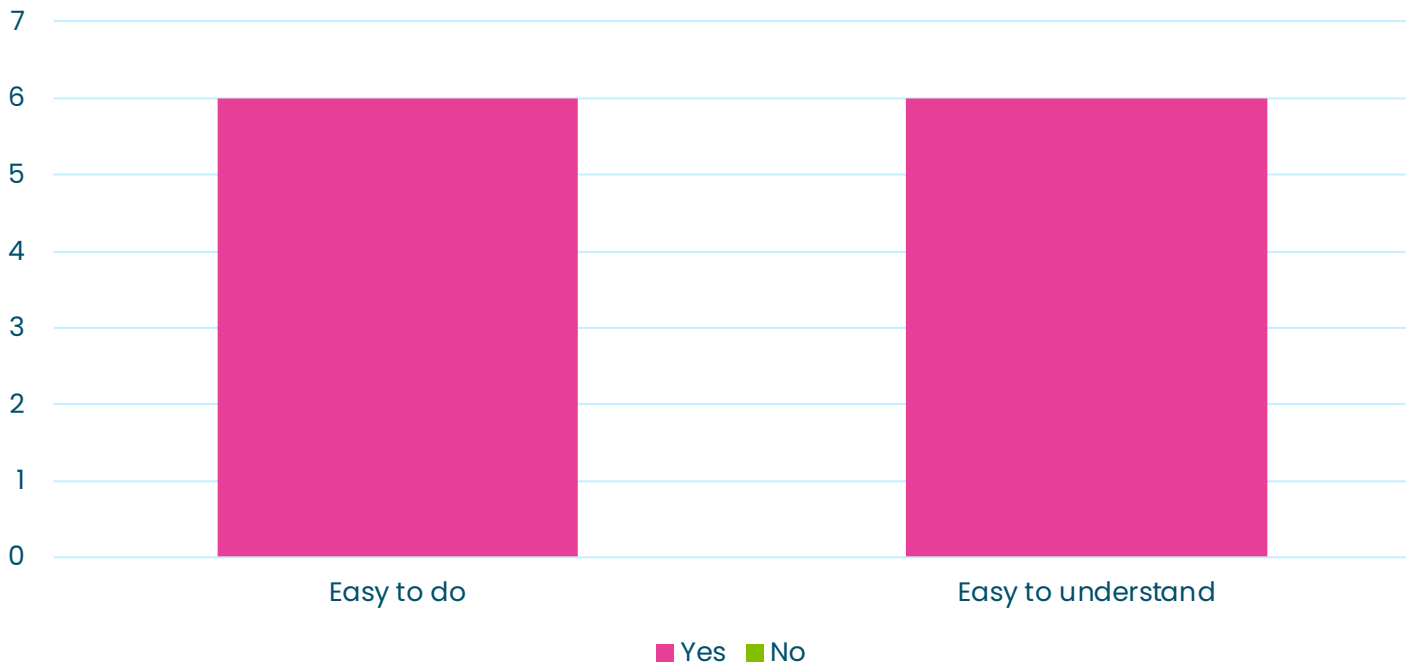
Wellbeing questions

Respondents were asked to read the Wellbeing questions and confirm if they or their loved one would be able to answer them.

	Not at all (0)	Occasionally (1)	Sometimes (2)	Most of the time (3)	Always (4)
Over the past three days, have you been feeling anxious or worried about your illness or treatment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over the past three days, have you been feeling depressed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over the past three days, have you felt at peace?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over the past three days, have you been able to share how you are feeling with your family or friends as much as you wanted?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over the past three days, have you had as much information as you wanted?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

All respondents reported that they were easy to do and easy to understand

Having read the wellbeing questions, would you or your loved one be able to answer them.



Frequency of the questionnaire

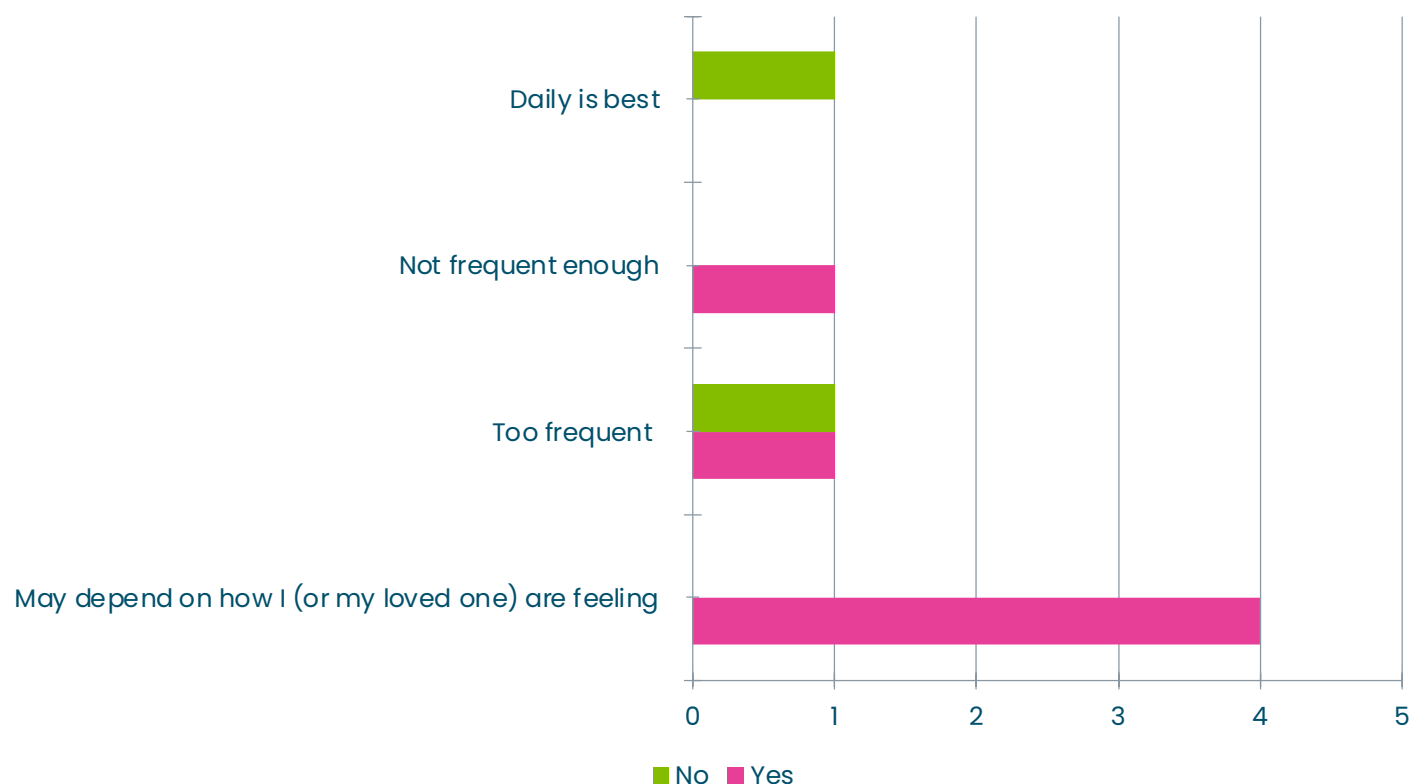
Respondents were asked about the frequency of the questionnaire

4 respondents felt that the completion of the App would be dependent on how the person was feeling.

2 respondents felt daily was too much and one person felt that daily completion would be best.

If this questionnaire were to be filled in once every couple of weeks initially, and more frequently, up to daily, if health is deteriorating.

Would that be reasonable?



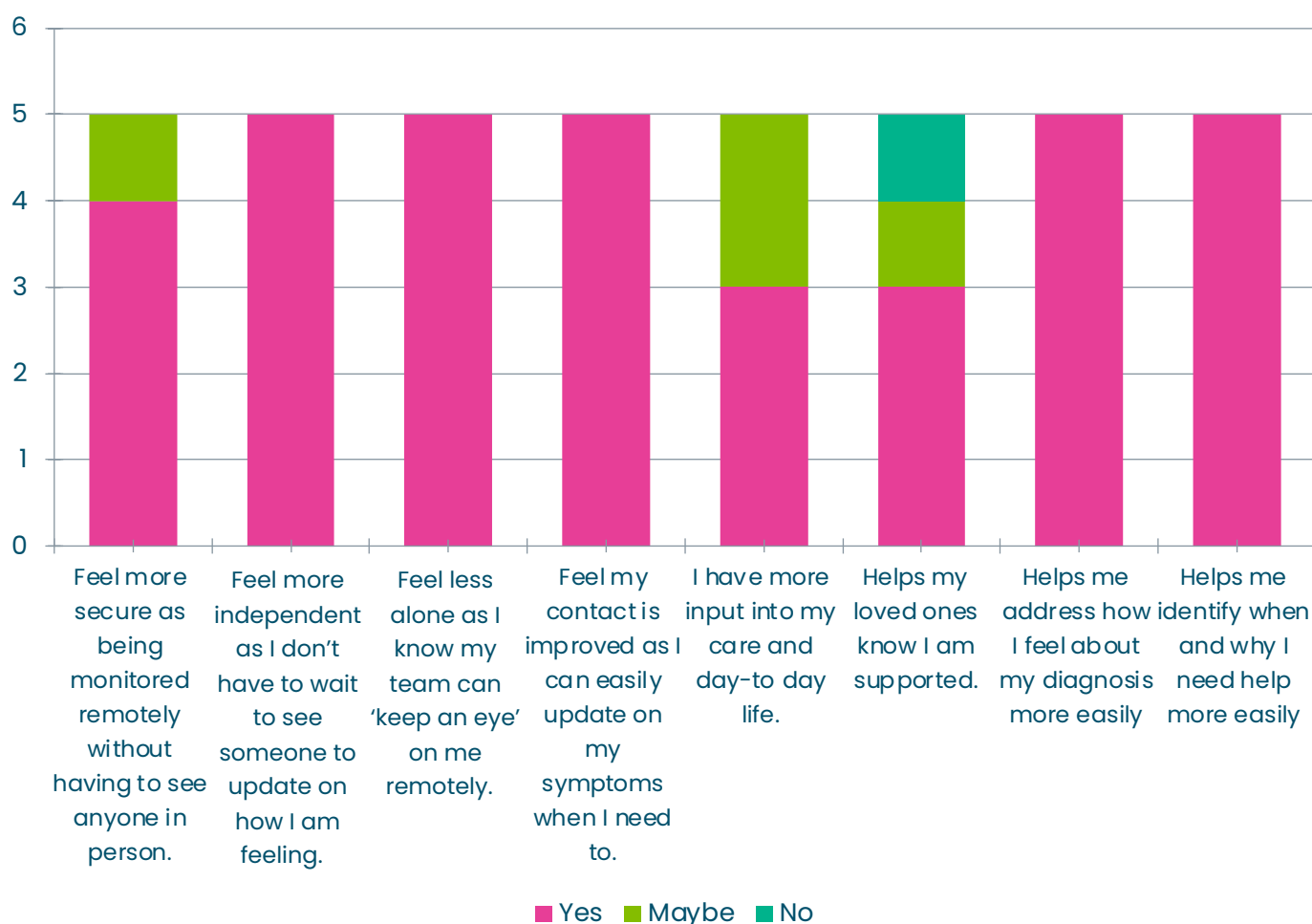
As a patient

Respondents were asked what they thought an App like this could offer a patient.

All respondents reported they would:

- Feel more independent, as not having to wait to report symptoms.
- Less alone as they know the Team will be monitoring.
- Contact would be improved as they can update their symptoms.
- The App would help to address how they feel about their diagnosis.
- Helps them to identify when and why they need help.

As a patient, what benefits could a DOCCLA type App offer?



As a carer

Respondents were asked if the App would help with the following areas if they were a carer

- Helps the carer to access useful information easily.
- To stay in control of day-to-day life and
- Gives a sense of support knowing the team are keeping in touch.

As a carer, what benefits could a DOCCLA type App offer?



Think it's a really good idea, but the elderly who do not understand technology may struggle with it.

Could the App be added as a subsidiary to the NHS App? so people who aren't currently ill (like me) can use it to record if circumstances begin to change.



Talk to us

If you have questions about the content of this report, please either call 0300 012 0122 or email cheryl.berry@healthwatchwestsussex.co.uk

How this insight will be used?

We recognise that all health and care services are under pressure at this time and have had to adapt their ways of working. We will share this report with the local NHS, Local Government, and other providers to help them understand where things are working well and services are adapting to meet peoples' needs, and to help them identify any gaps. We see this as a continuation of discussions taking place and will continue to use this fresh insight and the solutions presented to challenge for a better future.

For help, advice, and information or to share your experience

We also help people find the information they need about health, care and community and voluntary health and care support services in West Sussex.

Here to help you on the next step of your health and social care journey



You can review how we performed and how we report on what we have done by visiting our website www.healthwatchwestsussex.co.uk



Healthwatch West Sussex works with **Help & Care** to provide its statutory activities.

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