Welsh Ambulance Services University NHS Trust

Connected Support Cymru

GIG CYMRU NHS WALES

Ymddiriedolaeth Brifysgol GIG
Gwasanaethau Ambiwlans Cymru

Welsh Ambulance Services
University NHS Trust

What?
The Welsh Ambulance Services University Trust had an opportunity to test remote monitoring technology within a Remote Clinical Care environment

Where?
Care Homes: support for nurses and carers accessing the 999 and 111 system

Why?
To enable clinicians to remotely case manage and support delivery of the *right care, in the right place, every time*

What impact did the introduction of a remote monitoring solution have within an Ambulance Service Remote Clinical Care environment?

What were our objectives?

- Identify early learning
- Understand the impact of remote monitoring technologies on patient outcomes and clinical decision-making

What physiological observations were we measuring?

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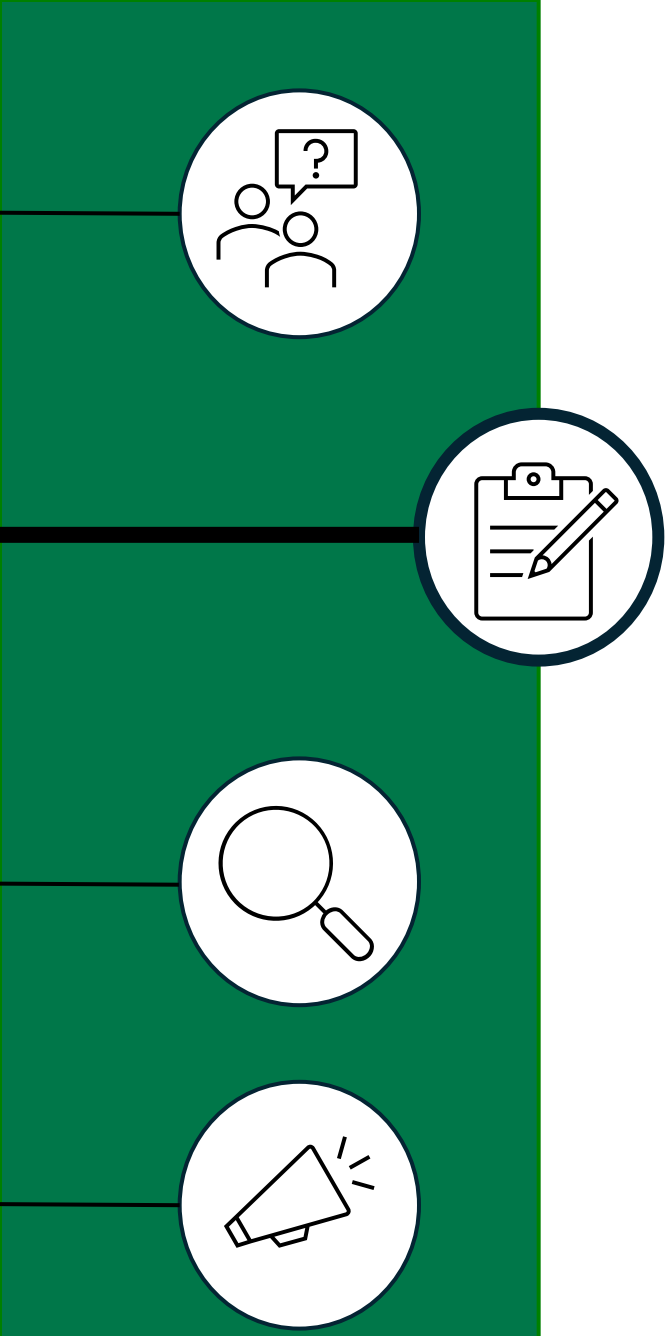
National Early Warning Score (NEWS) Wales

	Physiological Parameters	3	2	1	0	1	2	3
A	Respiratory rate (bpm)	≤ 8		9-11	12-20		21-24	≥ 25
B	O2 Saturations (%)	≤ 91	92-93	94-95	≥ 96			
	Any supplemental oxygen?		Yes		None			
C	Systolic BP (mmHg)	≤ 90	91-100	101-110	111-219			≥ 220
	Pulse (bpm)	≤ 40		41-50	51-90	91-110	111-130	≥ 131
D	CAVPU C= New confusion				Alert			CVPU
E	Temperature (°C)	≤ 35.0		35.1-36.0	36.1-38.0	38.1-39.0	≥ 39.1	

Concern about a patient or difficulty obtaining any single parameter should lead to escalation, regardless of the score.



How did we collect data?

Physiological observations were communicated from care homes through digital technologies to support assessment, consultation, and inform decision-making.

Data was captured via a Microsoft Form questionnaire and the Computer Aided Dispatch (CAD) Data.

Who was involved?

- Patients living in Care Homes across Wales
- Integrated Care Clinicians working in a remote clinical environment

What did we find? (Between August and December 2024)

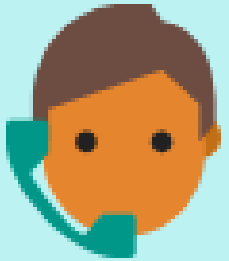
34% of patients were supported via remote clinicians, GPs (both in and out of hours), community-based teams, and advanced practice practitioners following remote assessment and monitoring.

53% of patients deemed appropriate for ambulance response post initial assessment.

However, a further **6%** of patients improved whilst awaiting response and received an alternative disposition of care.

Most care homes had the necessary equipment to obtain and communicate physiological observations to determine a full National Early Warning Score (NEWS)

What did the clinicians think? (Between August and December 2024)



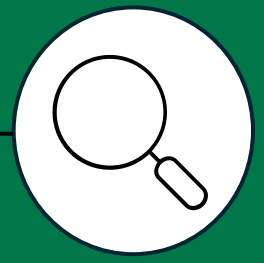
76%

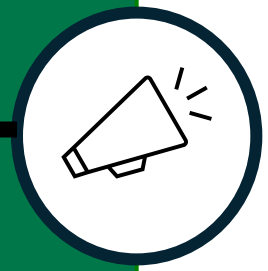
Of clinicians either strongly agreed or agreed that the use of remote minoring improved the patient's outcome.

Clinicians stated that on **25%** of the occasions, they recognised deterioration due to remote monitoring.

Clinicians stated that on **38%** of the incidents, they recognised improvement due to remote monitoring.

Key Takeaways





1. There is potential to utilise remote monitoring technology within an ambulance setting

2. Early information suggests that remote monitoring may support access to community-based care

3. Further exploration is required to understand the impact

4. The early information gathered provides an opportunity to learn how the system can operate optimally for the needs of Care Home patients

Any questions?

Diolch yn fawr!

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