

13 December 2019

Information Rights & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804954
Email: Hpkt.foi@nhs.net

Our Ref: FOI/03501

Thank you for your request concerning Wearable Devices For Remote Monitoring.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

Does your organization presently provide a wearable or other type of "smart-watch" technology for your patients living at home or in a shared residential facility?

NO

IF the answer is YES please reply to the questions below – 1a to 14a

IF the answer is NO please reply to questions 1a to 4b

a) YES – we do provide our clients/patients with wearable devices

1a) Could you please share brand/supplier you use?

2a) What are the disadvantages and advantages of either this brand or wearables in general

3a) Does the organisation pay for these as a capital up-front cost for the hardware or do you prefer to run this as an ongoing/managed service (revenue model)?

4a) Could you share how much these devices cost your organisation per patient/ client?

5a) Have you determined any kind of efficiency savings or return on investment on these watches?

6a) Do you know how much aborted call outs, (visit when nobody is at home) - cost your organisation per year and do you know the frequency?

7a) Has the use of wearable devices reduced the number of aborted call and is so, (or maybe not) - do you know the reasons why?

8a) Does the data of the watch go anywhere, as in GP records, other community care record, PAS, personal held record or other place?

9a) Can you audit this data

10a) Can you interrogate it, use the data as a basis for management reporting

11a) Do your watches/ wearable devices deliver any of the following data and IF NOT - would any of these items prove useful enhancements and why? Please comment if certain medications have side effects which could best be monitored by collecting health related/ vital sign measurements outside of the hospital environment -

- Vital signs - Oxygen Saturation
- Vital signs - Blood Pressure
- Vital signs - Skin temperature
- Vital signs - Heart rate
- Vital signs - Glucose readings
- Vital signs - Spirometer
- Other health indicators - weight
- Falls alert
- Medicine reminders
- GPS - location



- GPS - geofencing
- Communication - phone on wrist/ watch
- Communication- Emergency SMS on watch
- Communication - Text/ chat with carer or family member

12a) Are your present devices simple to charge (battery) and maintain or would 2 be required per user?

13a) Please contribute any experiences or impressions or analytics that you wish to share

14a) Who is the person/title/email - or teams responsible for the use of these devices

b) NO we do ? provide our clients/patients with wearable devices

1b) Why is this the case?

- Not seen as relevant
- Did not know these types of devices were available
- Presume too expensive
- Not considered wearables
- Other reason, (please comment)

This will be considered under the Trust's new digital strategy.

2b) Do you know how much aborted call outs, (wasted visit when nobody is at home) - cost your organisation per year and do you know the frequency?

We do not hold this information¹. We do not specifically record aborted call outs when nobody is home.

3b) Re question 11a above - can you see any advantages in collecting any of this data remotely from your clients/ patients?

The right of access created by the Freedom of Information Act only applies to recorded information¹. This does not include requests asking for a person's wishes, opinions or general advice.

4b) Who is the person/title/email - or teams responsible for the use of these devices should they be considered?

Hakan Akozek our Chief Information Officer can be contacted on hakan.akoze@nhs.net.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

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¹ Section 1(1) Any person making a request for information to a public authority is entitled (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to him.

Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

