



East London
NHS Foundation Trust

Telehealth at East London NHS Foundation Trust

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We are inclusive

Telehealth Service Overview

Step up and Down model

- In reach/Acute hospital
- Rapid Response
- Community Services including specialist services

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Channel Shift Strategy

- Supporting patients with visits to their home where appropriate and possible
- It is possible to use our most valuable resource, i.e our health and social care service, far more efficiently with telehealth than it is without

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Mobile technology health solutions for patients with severe mental illness: a feasibility pilot RCT

- A project run by East London NHS Foundation Trust.
- Being implemented with 65 service users with severe mental illness receiving care from community mental health teams in Newham, London.
- Involves the use of an interactive text messaging system to improve the quality of routine care, by fostering self-management and timely communication between patients and clinicians.

Aim

- Foster self-management
- Timely communication between patients and clinicians
- To improve treatment adherence
- To reducing relapse rates

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Support areas

- Well being scores
- Help / need codes
- Medication reminders
- Customised personalised messages regarding sessions

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Results

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References

- East London NHS Foundation Trust, 2014

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