Ref No: DGS 173
9 January 2017

Dear

Further to your request for information dated 9 December 2016 the information requested is below

Please list all telehealth/ telemedicine services or programmes your trust/ CCG has commissioned or been involved in trialling/ rolling out in the last four years.

NHS Dartford Gravesham and Swanley Clinical Commissioning Group commissions one telehealth services – KSYOS Teledermatology.

1. For each, please give the following details
   a) When they were commissioned

   NHS Dartford Gravesham and Swanley Clinical Commissioning Group has had a contract with KSYOS since 1st April 2013.

   b) How many patients used the services?

      Approximately 250 patients per financial year on average have used the service.

   c) Are the services are still running?

      Yes

   d) Please name the telehealth / telemedicine provider that was contracted to provide the service
KSYOS Teledermatology.

e) How much did your CCG/Trust spend on this service

Approximately £12,000 per financial year.

f) Was any assessment made of the success of the service? If so, please provide details of what the assessment found.

KSYOS regularly provide key performance data in terms of turnaround times of referrals, proportion of referrals not being referred onto secondary care (i.e. being satisfactorily dealt with by KSYOS), referring clinical satisfaction, patient outcomes and patient satisfaction. The regular assessment of this information has provided reassurance to NHS Dartford Gravesham and Swanley Clinical Commissioning Group of the quality and value for money of the service.

2. Have you commissioned Tunstall Ltd to provide any telehealth/telemedicine service?

NHS Dartford Gravesham and Swanley Clinical Commissioning Group has not commissioned Tunstall Ltd to provide any telehealth/telemedicine service.

3. If you have commissioned Tunstall Ltd to provide telehealth/telemedicine services:

N/A

a) Which services did you contract them for?
b) Are these services still running?
c) How much were Tunstall Ltd paid?
d) Was any assessment made of the success of the service? If so, please provide details of what the assessment found.

Please provide answers to the following for each of the years 2014, 2015 and 2016.

4. How many GP surgeries exist in your area?

34 in each year

5. Of those, how many have offered video consultations to patients?

To the knowledge of NHS Dartford Gravesham and Swanley Clinical Commissioning Group, this has not been offered by any practice.
6. How many still offer them?
N/A

7. For each of the years 2014, 2015 and 2016 please give the following figures:

a) How many GP consultations of any kind took place

NHS Dartford Gravesham and Swanley Clinical Commissioning group does not hold this information. NHS England may hold the information and if you have not already done so, you may like to contact them at

NHS England
PO Box 16738
Redditch
B97 9PT

Email requests should be sent to england.contactus@nhs.net

Please write “Freedom of Information” in the subject line.

b) Of these, how many were carried out over skype/ other videoconferencing services? (Please give the name of the programme or programmes used, eg Skype, VaaS.)

NHS Dartford Gravesham and Swanley Clinical Commissioning Group is not aware of any video conferencing currently take place in DGS primary care.

c) What was the average length of a video consultation?
N/A

d) Who is the service provider for your video consultations?
N/A

e) How much have they been paid?
N/A

f) Was any assessment carried out on the success/ uptake/ impact of videoconferencing services? If so please give details of what was found.
N/A
8. Do you have plans to trial or use Giraff robots?

NHS Dartford Gravesham and Swanley Clinical Commissioning Group does not currently have any plans to trial or use Giraff robots.

If so, please provide the following details:

a) How many devices will you trial or use

N/A

b) What will the trial cost?

N/A

c) When will it be launched?

N/A

9. Do you have plans to trial or use telepresence robots in dementia services or for those suffering from dementia?

NHS Dartford Gravesham and Swanley Clinical Commissioning Group does not currently have any plans to trial or use telepresence robots in dementia services or for those suffering from dementia.

a) If so, how many?

N/A

b) What will the trial cost?

N/A

c) When will it be launched?

N/A

Telehealth or Telemedicine is the use of technology provided by the NHS to patients, in order that the patient can carry out self-monitoring, use the technology to communicate with a healthcare provider. In the context of dementia care it is used to try and assist dementia sufferers to live independently, by monitoring them in their homes and assisting them with daily tasks.
11. Please provide details of all telehealth/ telemedicine/ telecare services you offer dementia patients?

A range of telehealth products are used for people with dementia but these are commissioned by Kent County Council. If you have not already done so you may like to contact Kent County Council at

Information Resilience and Transparency Team
Kent County Council
Room 2.71
Sessions House
County Hall
Maidstone
Kent ME14 1XQ

Fax 03000 420303
Email freedomofinformation@kent.gov.uk

12. Please name all services and/or devices which have been provided.

Please see above.

13. For each service/ device provided, please
a) Name the provider or manufacturer

N/A

b) State how much the provider or manufacturer was paid to provide the devices

N/A

14. How many patients are diagnosed as suffering from dementia in your area?

Within NHS Dartford Gravesham and Swanley Clinical Commissioning Group area there are currently 1843 patients diagnosed as suffering from dementia.

15. Of those, how many dementia patients have been provided with telehealth/ telemedicine services?

As stated above, these services are commissioned by Kent County Council.
If you have any queries or concerns please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision you should write to Complaints. NHS Dartford Gravesend and Swanley Clinical Commissioning Group 2nd Floor Gravesend Civic Centre Gravesend Kent DA12 1AU or email at dgsccg.complaints@nhs.net

If you are not content with the outcome of your complaint or review, you may apply to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Clinical Commissioning Group. The Information Commissioner can be contacted at:

Information Commissioners Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF
Telephone: 08456 306060 or 01625 54 57 45
www.ico.gov.uk

Please remember to quote the reference number above in any future communications.