



Developing educational support for primary care to help individuals monitor health remotely

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UCLP's proactive care frameworks help GPs prioritise patients at the highest risk of their health getting worse. These frameworks include using digital technology to optimise virtual care and self-care while reducing GP workload.

As part of the implementation work, Innovex identified the need for education to equip individuals with the necessary confidence, and skills to help monitor long-term conditions using digital technology in the comfort of people's homes. Remote monitoring uses devices, digital apps, and online/telephone consultation. The focus of remote monitoring in the future will encompass new evolving technologies such as sensors, wearables, and bio nanotechnology.

Nationally NHSX's aspiration was for primary care professionals to be competent and confident to support patients with digital technology for remote monitoring as part of the increased focus on self-management of Asthma, COPD, CVD and Diabetes. The work was carried out across four ICSs as part of NHSE Proactive Care at Home pilot, applicable and of value across England.

Social prescribers, Health coaches, Nurses, GPs, HCAs, pharmacists, mental health, pharmacists, required education that was pragmatic in their day-to-day jobs.

Innovex spoke with and collected the views of a select but diverse group of people. The main issues that the public, NHSX/NHSEI, HEE, integrated care system and clinical and social care staff told us about was their concern with safety, inclusion, variability, and integration into existing workflows.

What the individuals were asking:

- How do we create confidence to introduce digital monitoring to people?
- What support do we need to ensure patients monitor at home and interact digitally with primary care staff?
- How would we need to be supported to address patient barriers to digital self-monitoring and ways to support?
- How do we better and actively engage our patient populations in upskilling in the use of remote monitoring?
- How can we enhance learning about and actively support the older population to use remote monitoring?

What individuals shared

UCLP's [proactive care frameworks](#) help GPs prioritise patients at the highest risk of their health getting worse. These frameworks include using the wider workforce and digital technology to optimise virtual care and self-care while reducing GP workload.

As part of this work, Innovex helped to identify educational needs of the primary care workforce feel confident, skilled, and empowered to support their patients monitor their long-term condition at home. It was important that primary care professionals felt confident to support patients with digital technology for remote monitoring. Remote monitoring uses devices, apps, and online/telephone consultation. With a future focus on remote monitoring through apps, sensors, wearables, and bio nanotechnologies.

Make educational support useful for everyone

- Develop support for the right reasons and appropriately support staff, not rushed for political reasons. Balance the push/rush from the top vs sticking to long-term care aims.
- Understand what ongoing and repetitive support, beyond education/ training, is needed to maintain changes in patients and staff.
- Both primary care non-clinical and clinical staff skills, peer, and personal learning combined needs to create a supportive team-based environment.
- Long-term support should enable and create a sense of safety. Offer support beyond initial training for example webinars, practice-based drop-ins, one-to-one support, “how-to” videos, work with disadvantaged people and those at higher risk of health inequality. Upskill non-clinical staff to support patients to use remote monitoring devices, educate them how to triage, communicate via telephone, and read red flags.
- Cascade existing and inhouse training to build confidence and skills, review practice systems, identifying and addressing challenges and providing practical support. Technology device suppliers often already deliver one-off or long-term training/education materials for staff and users, as well as Health Education England’s primary care training and education packages.

Co-producing educational materials

We made sure that the appropriate educational support will be useful for everyone. We did so by co-producing educational animation videos with staff and the public and took pragmatic steps over six months.

- ✓ Pre-liminary literature research on needs and questions
- ✓ Ask staff representatives about what they need
- ✓ Short questionnaire to the four pilot ICSs to identify needs
- ✓ Bringing primary care staff together to prioritise their and patients’ educational needs
- ✓ Co-design educational support programme aligned with NHSX Trailblazer, NHSEI, HEE primary care staff digital training needs assessments
- ✓ Develop required education support materials and ongoing support