

**Information Governance**

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3<sup>rd</sup> November 2022

**Our reference: FOI DA4407**

I am responding to your request for information received **11<sup>th</sup> October 2022**. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Shuchi Joshi  
Senior Information Governance Coordinator – Information Rights

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
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**Chief Executive:** Paul Calaminus  
**Interim Chair:** Eileen Taylor

**Request:**

**Question 1: Does your organisation use remote monitoring tools to help patients to manage their health and care at home?**

Answer: East London NHS Foundation Trust currently has a pilot in place for Heart Failure using DOCCLA to manage their long term condition.

COVID pulse oximetry service is offered to monitor oxygen saturations.

Both of these monitoring tools are overseen by clinicians.

WHZAN has been rolled out by Bedfordshire, Luton and Milton Keynes (BLMK) for care homes residents. This allows care home staff to record baseline observations which can then be escalated to the complex care team or GP if they have any health concerns or if a clinician requests as part of a clinical assessment.

**Question 2: Has your organisation extended the use of remote monitoring to utilise solutions to proactively manage the next steps of care for patients being treated in the home such as using a task management system/virtual ward\*?**

Answer: The Trust is currently scoping the extension of remote monitoring into:

- Virtual wards;
- Long term condition management and;
- UCR

**Question 3: If yes, does the organisation use any suppliers to support the process of providing virtual wards?**

Answer: BLMK Integrated Care Board have been supporting Covid pulse oximetry service.  
Bedfordshire Community Health Services have provision of equipment at present but if further intervention is required the Trust would utilise DOCCLA. DOCCLA is our current provider for Heart failure.  
WHZAN is utilised in care homes.

**Question 3a: Please state the name of the supplier/supplier's.**

Answer: DOCCLA  
WHZAN

**Question 3b: Please provide the annual cost for the above supplier contract for the financial year 20/21 to 21/22 (April 2021- March 2022)**

Answer: The contract is not funded by East London NHS Foundation Trust but BLMK Integrated Care Board (ICB).

**Question 4: Does the organisation have a dedicated in-house virtual ward team?**

Answer: No

**Question 4a: If yes, is this made up of existing resource or additional capacity?**

Answer: Not applicable



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**Question 5: Could you please provide the name and job title of the person who is responsible for the management of virtual wards?**

Answer: Caroline White  
Deputy Lead Nurse  
COVID Pulse Oximetry Service.

Leander Webb  
District Nurse Team Lead  
Heart Failure Service.

**Question 6a: What specialties are Virtual Wards currently implemented in?**

Answer: Covid Pulse Oximetry service  
Heart Failure service

**Question 6b: If yes, How many virtual "beds" are currently operating in total and in each speciality?**

Answer: The Covid Pulse Oximetry service is not being currently utilised.  
The Heart Failure service currently has twelve patients on board, with a limit of twenty during the pilot.

**Question 6c: Please state the number of beds the organisation has in total and for each speciality?**

Answer: Please see response to question 6b.



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