

CASE STUDY

# Reducing face-to-face visits for COPD and heart failure patients using remote care



## Background

When the COVID-19 pandemic hit, community respiratory and heart failure teams at Leicestershire Partnership NHS Trust needed new ways to care for their patients, without visiting them for a face-to-face consultation.

The NHS Trust deployed Spirit's CliniTouch Vie platform to remotely monitor the vulnerable patients, providing continuity of care at the peak of the pandemic.

## Aims & Objectives

- ✓ To protect clinically vulnerable patients by reducing face-to-face visits
- ✓ To provide patients with continuity of care, despite the challenges of COVID-19
- ✓ To maximise clinical resources and manage caseloads more efficiently
- ✓ To work collaboratively to rapidly deploy a digital solution, to meet needs

## Key Numbers

**479**

Total patients registered to CliniTouch Vie during the pilot

**35.1%**

Reduction in face-to-face home visits in first six weeks

**147%**

Increase in telephone and/or video contacts with patient during pilot



“Maximising resources while providing the best possible levels of clinical care for our vulnerable patients was vital during the pandemic. Digital technology to enhance care is the key to remotely connecting clinical staff with the most at-risk patients and delivering care to them in the safety of their own homes.”



**Professor Sudip Ghosh**  
Consultant Physician & Deputy Medical Director  
Leicestershire Partnership NHS Trust



## Results

Since April 2020, the trust was able to discharge a significant number of patients from the community hospital and monitor them remotely from the safety of their homes through this technology.

As a result, number of face to face home visits dropped by 35.1% per patient, making more efficient use of community-based clinical resources during this challenging time.



**April 2020**

Patients onboarded to new digital COPD or heart failure pathways



**35.1%**

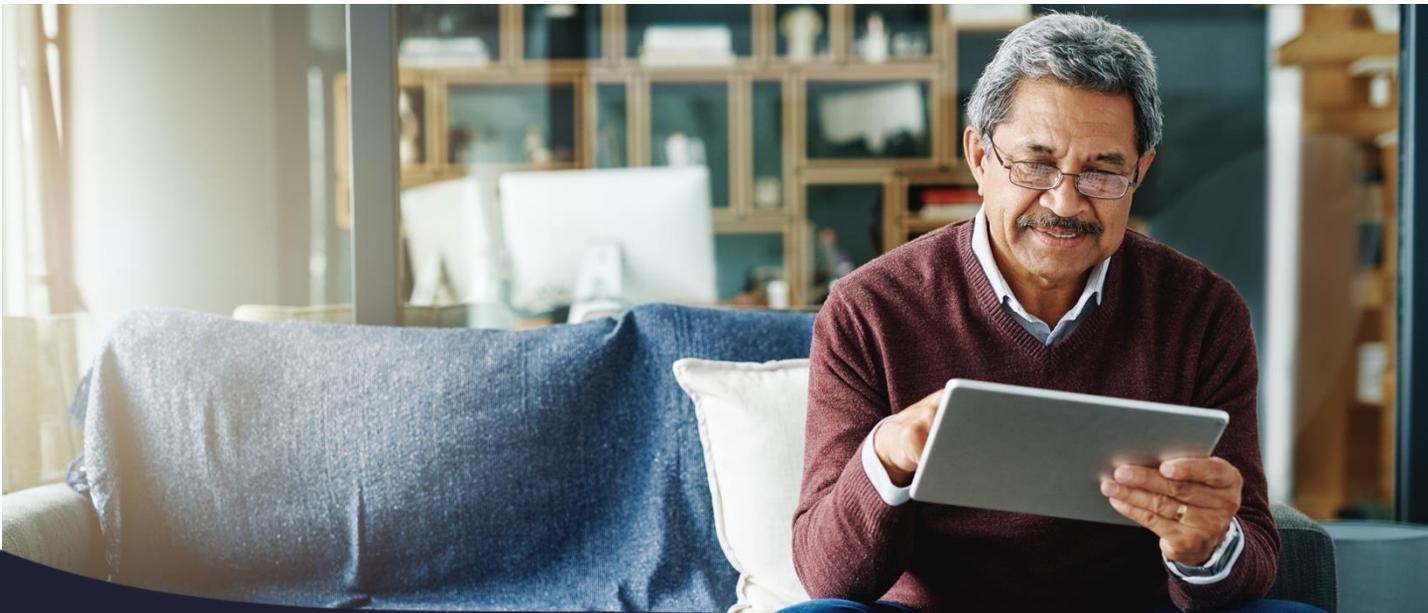
Reduction in face-to-face home visits in first six weeks



**£80,000**

Projected gross savings over the first six months

Source: CliniTouch Vie at Leicestershire Partnership NHS Trust - a 6 week report



Our aim is simple: to shift care safely from busy hospitals to patients' homes using technology-enabled care. From long-term conditions to episodic care, we can support the digitisation of multiple clinical pathways using CliniTouch Vie.

For more information, simply **scan the QR code** or get in touch using the details below.

Scan for more information

