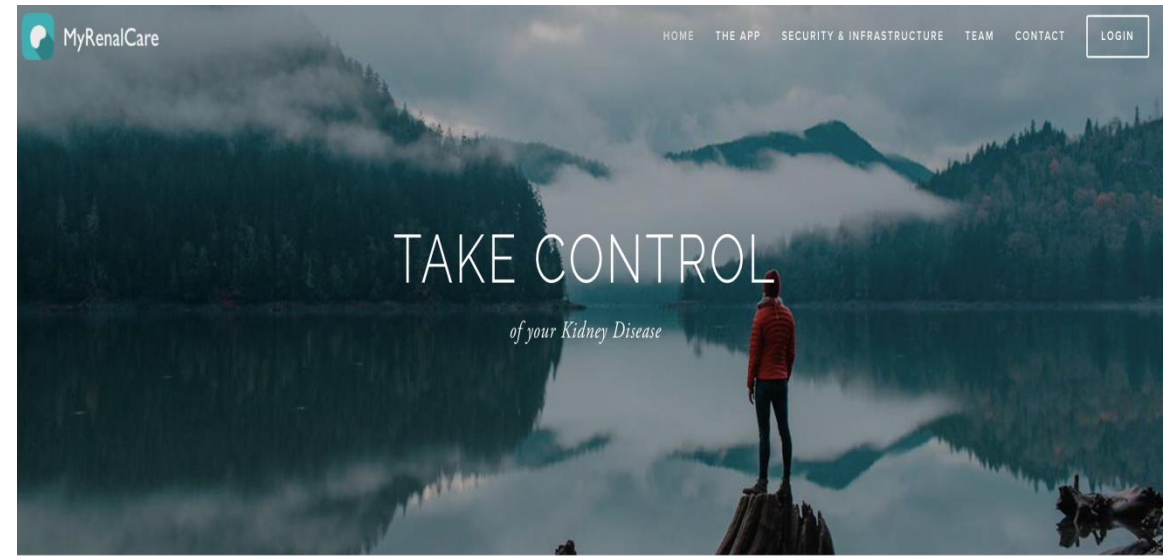




Delivering Excellence in Kidney Care



MyRenalCare



REALTIME REMOTE
RENAL CARE SOFTWARE

MyRenalCare:
Changing the way we deliver outpatient renal care

Why are we talking about virtual healthcare?

- NHS Plan 2019
 - *GP practices and hospital outpatients currently provide around 400 million face-to-face appointments each year.*
 - *Over the next five years, every patient will have the right to online 'digital' GP consultations, and redesigned hospital support*
 - *Aim to avoid a third of outpatient appointments – saving patients 30 million trips to hospital, and saving the NHS over £1 billion a year*
- Clinical experience of chronic disease management
- COVID-19

The effect of COVID-19

- Unplanned change to “virtual clinics”
- Retention of usual working practices
 - Job plans, clinic templates
 - Telephone or video consultations
- Realisation that clinic attendance is not always required

- So what is the best way to provide management of chronic conditions?

What do we mean by “virtual” consultations



Remote interaction with the referrer?

Email advice and guidance for primary care?
Triage of referrals (with access to GP databases)?



Scheduled remote interaction with the patient?

Telephone consultations?
Video-consultations?



Guided patient self-management

1, NHS Long Term Plan

Chronic disease management with the patient:

*“People will have more control over the care they receive and more support to manage their health, to keep themselves well and better manage their conditions, while assisting carers”.*¹

Clinical interaction according to the patients’ needs

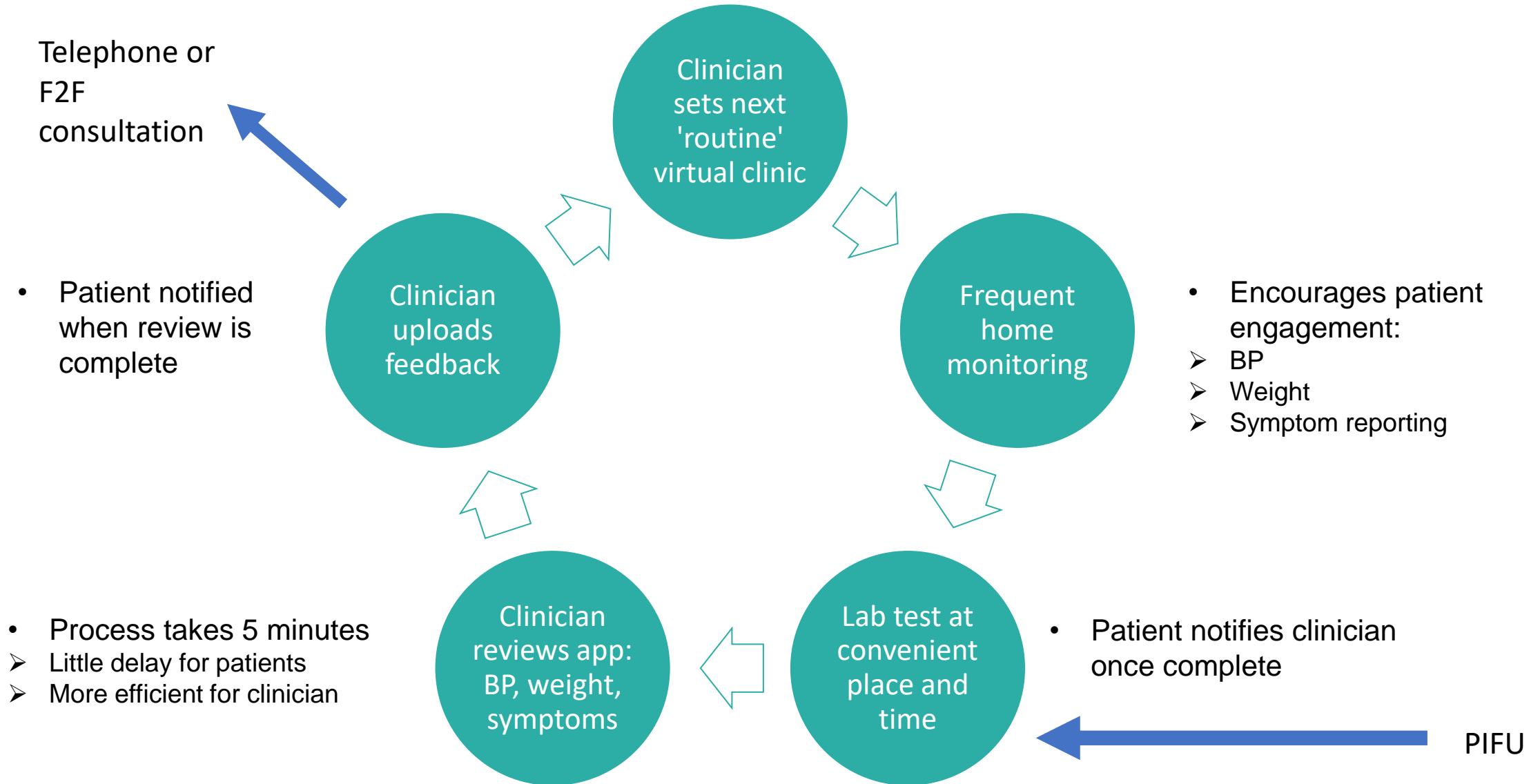
Routine appointments dominate renal out-patient care

No of appointments	No of Patients	Actual appointments
1	1761	1761
2	4446 patients (86.3%)	2742
3		2502
4		1920
5	230	1150
6	159	954
7	609 patients (11.8%)	693
8	70	560
9	51	459
10	30	300
11	25	275
12	18	216
13	8	104
14	97 patients (1.9%)	70
15	0	90
16	1	16
17	1	17
18	1	18
19	1	19
23	1	23
Totals	5152	13889

WKC Clinics 2018-19

- 86% of patients are attending renal outpatient appointments for routine reviews
- Clinic capacity often exceeded

A new way to deliver routine care – the web-app clinic



A new way of working



A series of fully virtual “micro-consultations” allow for minor ‘reviews’ at more frequent intervals...

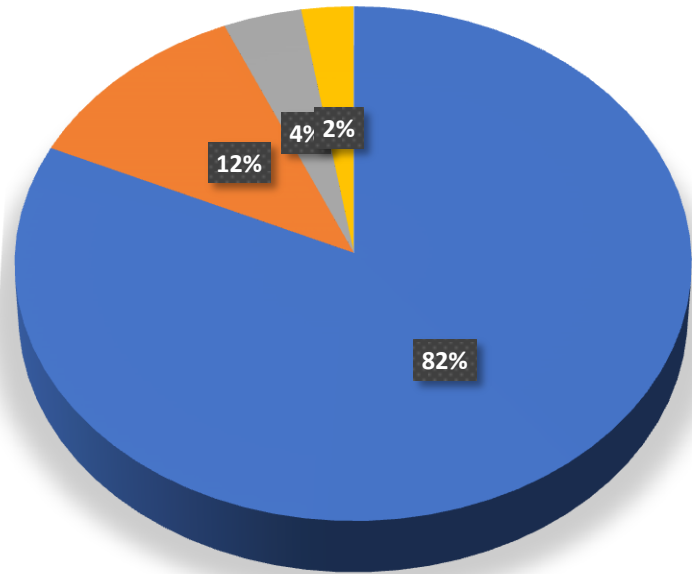


In place of standard “just in case” scheduled clinic

Hybridised with other means of contact: Telephone or F2F when needed, either by patients or clinicians

Wessex Kidney Centre Pilot: 100 patients over 6 months

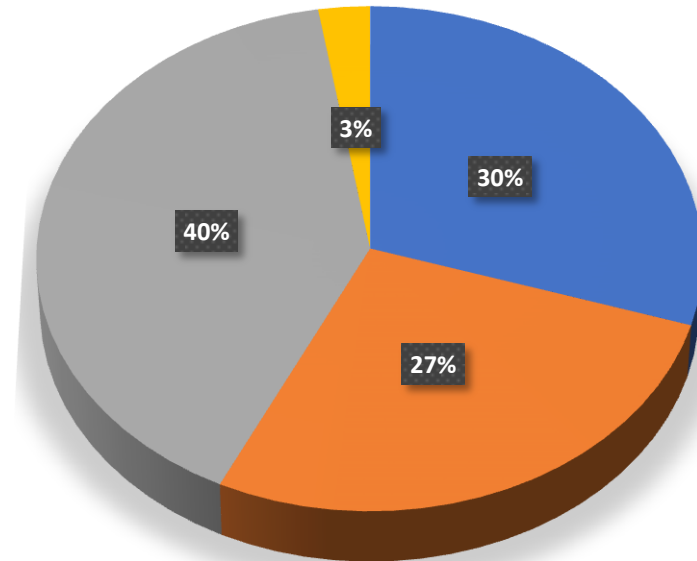
Pre



- monitoring my kidney condition is better done remotely
- I am sceptical but I am prepared to use remote monitoring
- I would much prefer to have face-to-face clinics
- None of the above.

What are your thoughts on virtual clinics using an app when you are well?

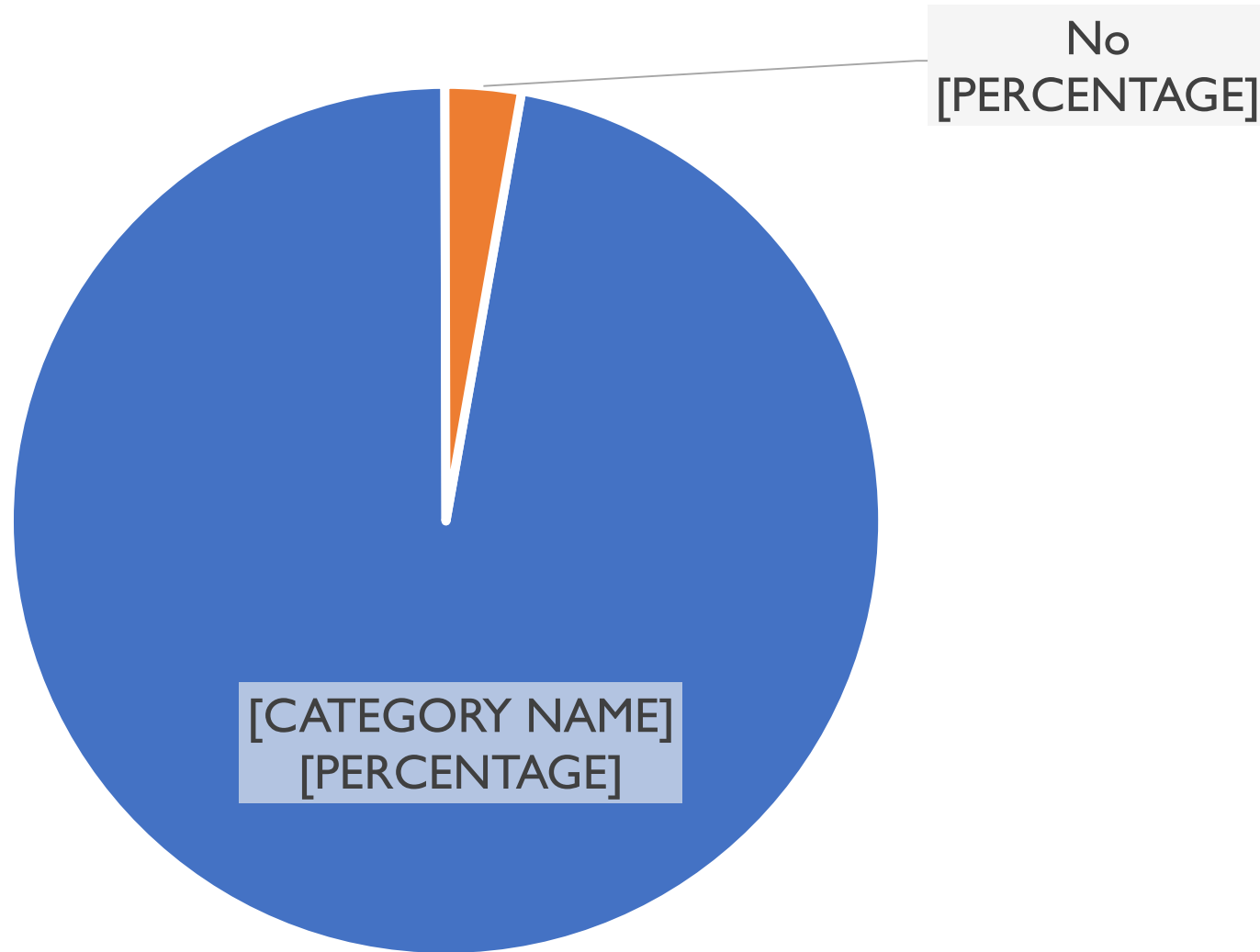
Post



- I feel that I am much more involved in managing my health.
- I feel that I am slightly more involved in managing my health.
- I feel as involved in managing my health as I always have.
- I feel that I am less involved in managing my health.

Has your feeling of involvement in managing your renal health changed since using the app?

Would you recommend using MyRenalCare to other Renal patients?



“The perfect
is the enemy
of the good”

Voltaire

- Health inequalities
 - Manual, visual and cognitive abilities
 - Language skills
 - Access to internet-enabled hardware
 - User selection
 - Disease characteristics
 - “reliability” of users
-
- 91% of UK adults (age 25-64) are regular internet users*
 - 71% of adults (age 25-64) use a smart phone to access the internet*
 - 80% of people over 65 have used the internet*
 - Patient choice is key

*ONS 2019

What needs to change



We need evidence

RCTs
PAMs, PROMs
Qualitative research



We need an adaptable workforce

?job planning
“a workforce fit for the digital age”¹



We need responsive commissioning

Integration and buy-in



Maybe it
could
say.....yes?