



RealWear Project

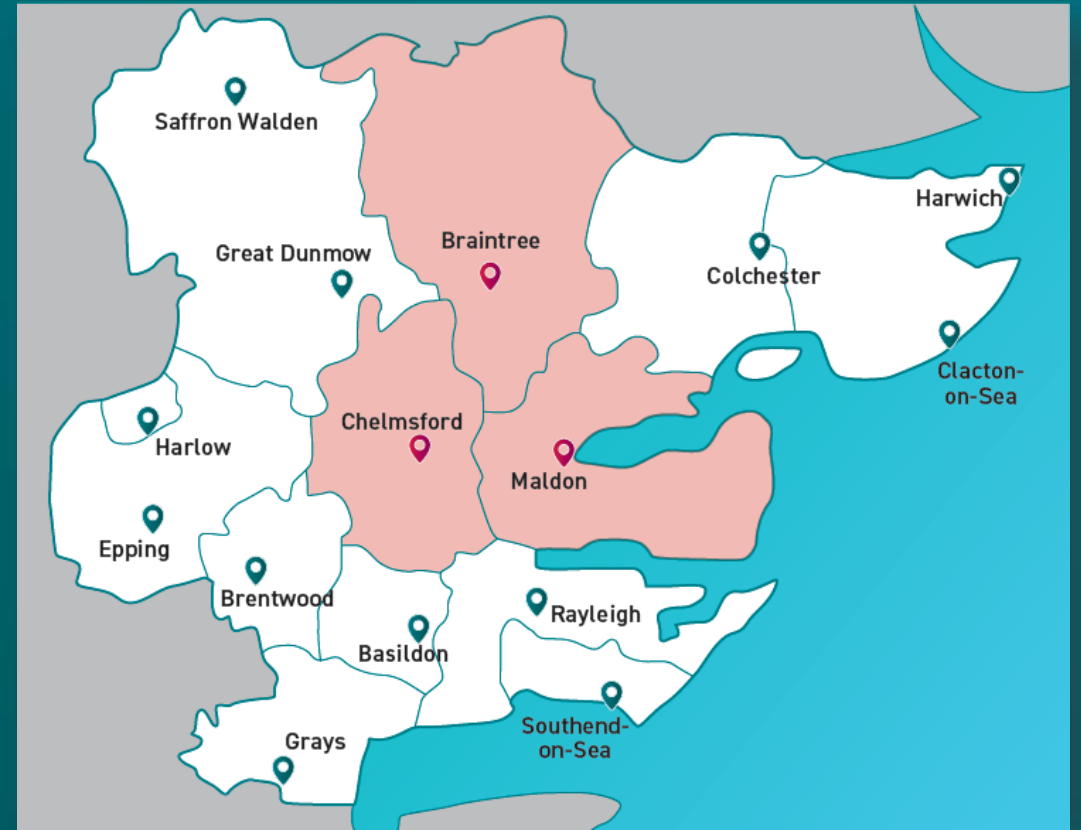
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Podiatry team leader

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Setting the scene

- Total of around 9 WTE in the community and acute setting across Mid-Essex (population 387,000 approximately)
- High risk or ulcerated patient's long term
- Newly qualified podiatrists (NCP's) coming into the service are in high risk/ulcerated environment from the start

Mid Essex region



Project idea

- Part of the RCOP leadership cohort where we had to deliver a project linked to service improvement
- Sak's report recommends 'Podiatrists need to make better use of technology in areas ranging from keeping records to employments of telemedicine and virtual consultation' (RCPod, 2021)
- Connected with digital innovation lead within Provide who had secured funding from NHS England for a year's trial of RealWear headsets within the district nursing team.
- Instantly saw a project idea of how we could use these in podiatry

What is RealWear?

- RealWear headsets are voice-controlled, wearable tablets that allow clinicians to virtually review patients together in real-time
- Clinician contacts the “Realwear group” via WhatsApp
- First team lead replies then joins simply video (secure system)
- Laptop or Mobile phone can be used
- Record on System one tab with read codes for audit purposes



Project aims (focusing on podiatry)

This project aimed to –

- Assist NQPs in the high-risk/ulcerated clinical setting

How we aimed to do this –

- Allow NQP's to have support from other professionals in live time using headsets

Project methods stakeholders/managers approval etc

- Key stakeholders included podiatry service lead and head of digital innovation
- Due to the nature of our podiatry service, it means NQP support is sometimes required
- Additionally, clinics sometimes cancelled if no senior available to support NQP
- Or a High-risk patient will ulcerate unexpectedly and they may need support



Podiatry Service
Wearable Video Devices

From October 2022 we will be introducing the use of **wearable headsets** to evaluate their effectiveness in **enhancing the care that we provide to you**. These headsets will be used by your **Podiatrist** to allow them to contact another **podiatrist or specialist health professional** via video link to **seek advice** on how to best treat you. This will **avoid delays** in your care and provide you with **swift treatment**.

find out more...

For further information, please speak to your podiatrist.

provide.ccc@nhs.net
0300 1310 111

Podiatry Service

LAURA


Provide community partnerships


Project methods cont.

 Funding from NHS England issued to Provide for Realwear Headsets

 **38 headsets** issues to **district nursing team** to improve care


 Contact made with DN lead to offer an **integration** between Podiatry and their service


 **Agreed outcome measures** for DN service - 1 year trial


 **Training** for team leads and set up of virtual appointment slots on SystemOne

 **Evaluation**

 Internal case put into Provide from **Podiatry department**

 **Accepted** - worked in partnership with head of digital innovation

 **Agreed outcome measures** for Podiatry service - 1 year trial for project, no cost

 **Training** and role out of headsets with clinic

 **Evaluation**

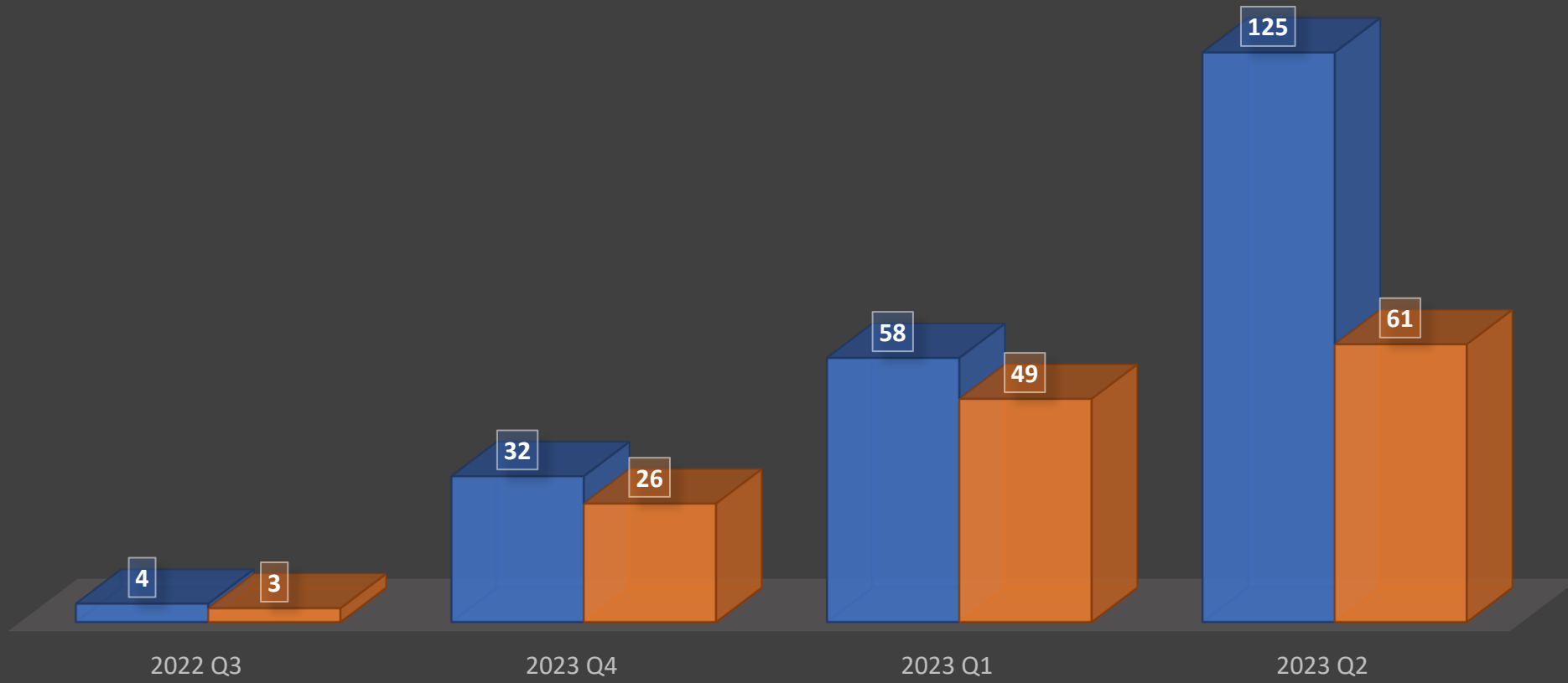
Measuring Success

Benefit title	Metric	Unit of measure	Data Source	How is it measured	Benefit target and end date	Benefit type
Reduction of cancelled clinics or unsupported clinics.	Number of cancelled clinics/ unsupported clinics.	Number of cancelled clinics/ unsupported clinics.	TPP SystemOne records	By looking at cancelled rota's for band 5 staff on S1 - filtered to show cancelled appointments due to staff sickness and availability.	Mar-23	£NCR
Improving patient outcomes	Number of care plans changed due to realwear headset intervention	Number of care plans changed due to realwear headset intervention	Excel spreadsheet documented by senior clinicians	Whether there is a difference between band 5/6 original plan and the final outcome after the realwear headset intervention	Mar-23	£NCR
Improving patient and staff satisfaction within podiatry	Improved patient and staff satisfaction scoring.	5 point likert scale	Microsoft forms survey.	Comparing results from survey results pre and post headset deployment	Mar-23	Qualitative

Measuring Success

REALWEAR USAGE

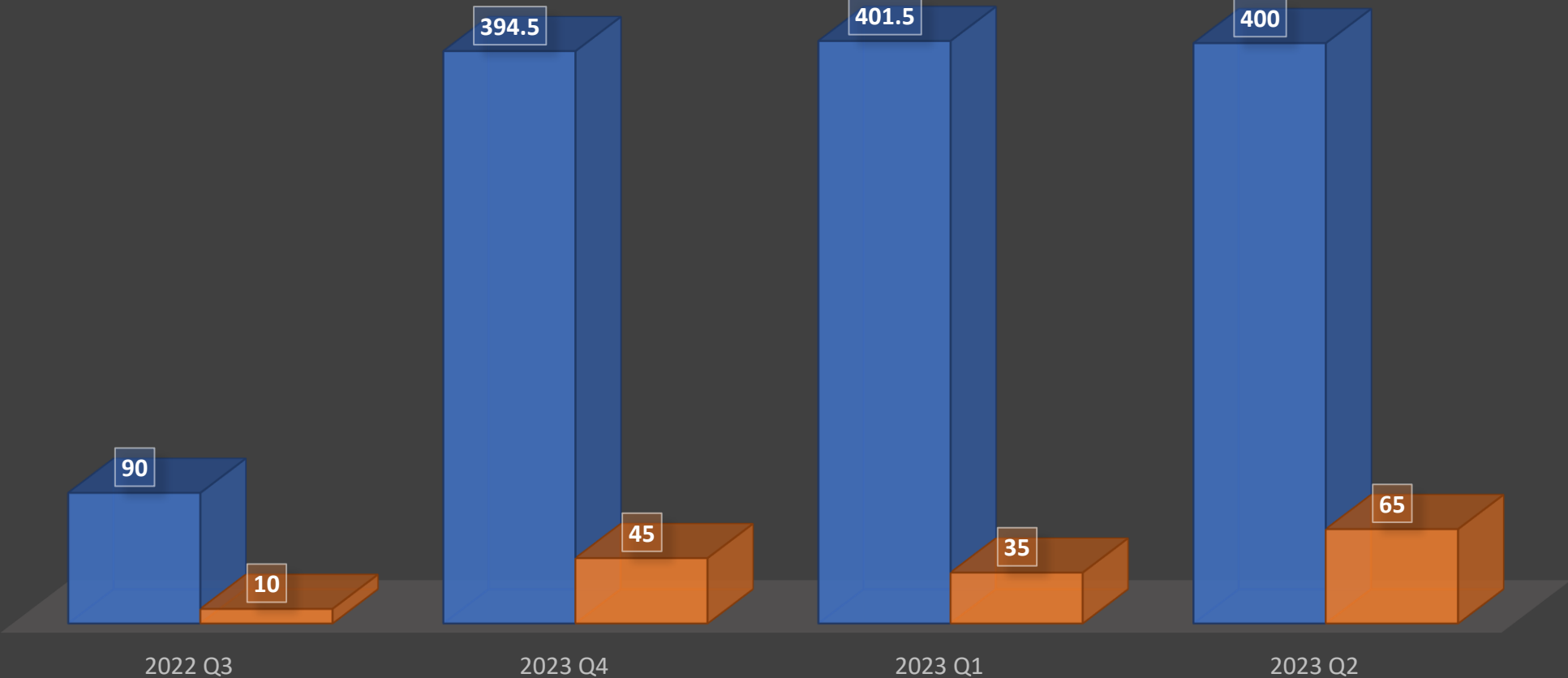
■ Total realwear contacts ■ Total care plans changed



Measuring Success

ACCESS TO REMOTE SUPPORT VIA REALWEAR

■ NQP's access to remote support via headsets in hours ■ Clinic hours that would have to be cancelled due senior staff sickness



Challenges faced

- If the devices are not used regularly, people can lose confidence in how to use them
- Technology can let you down
- Difficulty in the senior clinician always being free to join calls

Top tips –

- Start small then grow
- Work on staff engagement
- Seek support from IT team
- Link with key stakeholders

Where to we go from here?

- Really enjoyed the project from start to finish
- Enhanced personal development for projects in service development
- Thermal camera
- Video recording function
- MDT working in the acute setting
- Student placement support



Questions?



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