



South Tyneside 
NHS Foundation Trust

Technology Enabled Care in Maternity Services

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Facilitator

Providing a range of NHS services in Gateshead, South Tyneside and Sunderland.



Overview

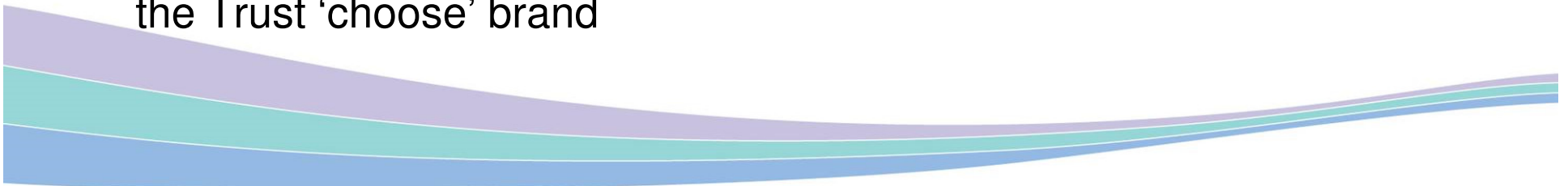
- South Tyneside NHS Trust is a diverse organisation providing care for patients in hospital and within the community
- The workforce includes 5500 staff providing care to 685,000 population across three Local Authority and CCGs areas
- The Trust has been a technology enabled care (TECS) pathfinder for several years
- Initially used first generation technology before moving to Florence simple telehealth which uses a web based tool and SMS texts



Rationale and Context-Project Aim

To introduce 3 new Florence maternity pathways

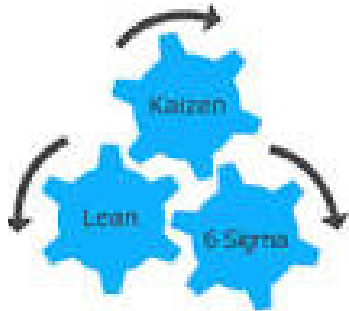
1. Universal pathway to provide information and reminders of critical planned appointments, relevant timely advice and messages of reassurance to pregnant ladies
2. Support self-care monitoring of gestational diabetes and mild pregnancy induced hypertension
3. Improve the patients experience of maternity services supporting the Trust 'choose' brand



Planning and Deliverance

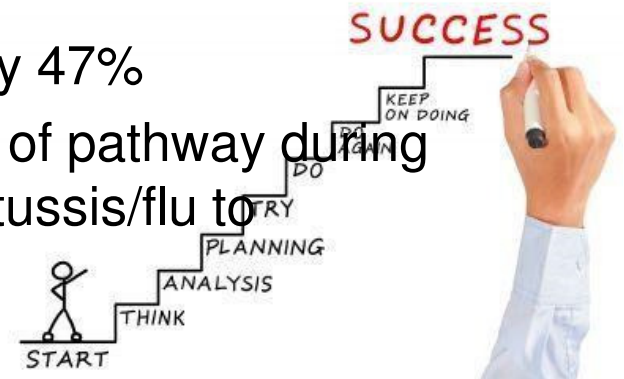
- Multi disciplinary partnership team
- Services user and staff consultation to agree content and timing of messages
- NICE guidance to agree standards for content
- Development of standardised flexible length pathways to support the wide range of gestations at booking
- Staff training and support
- Roll out from January 2014 and more than 1200 ladies now using Florence





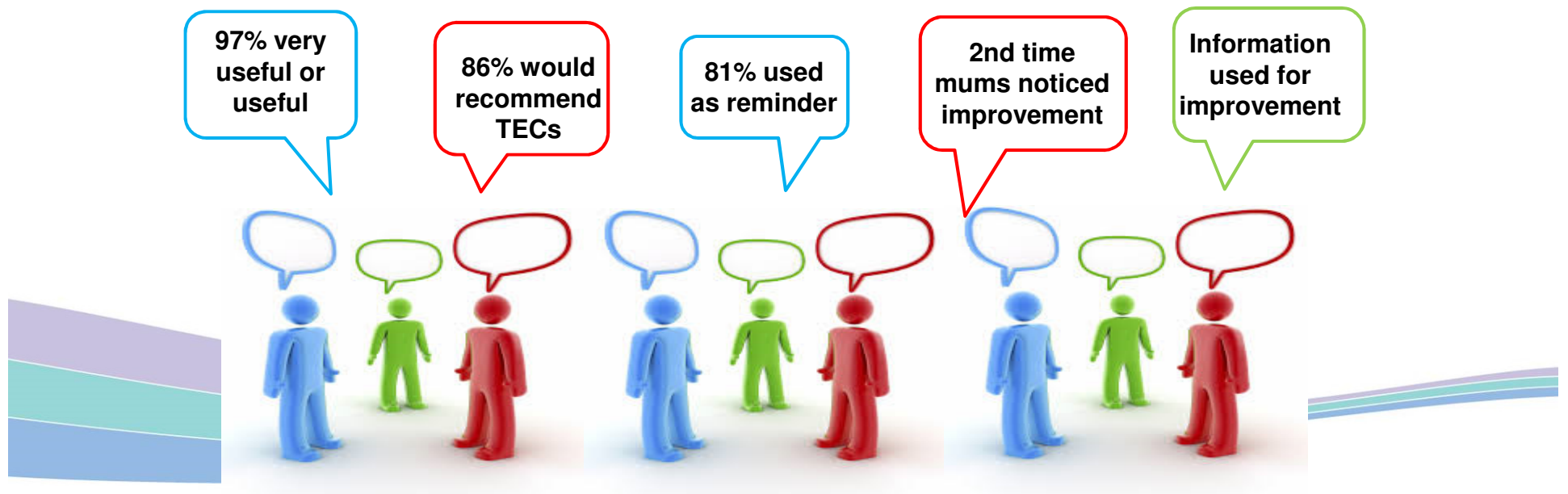
Impact and Results

- A range of quantitative and qualitative information has been collected and used to develop a benefits matrix to show outcomes
- Specialist nurse reports her time saved as now able to manage patients remotely rather than by outpatient appointments for gestational diabetes
- DNA rate for community midwives dropped by 47%
- Continuous quality improvement and change of pathway during roll out including adding in reminders for pertussis/flu to improve compliance




Patient Experience

- Positive user feedback from patient survey of 113 patients collected over 3 days in the ante natal department



Future Success

- Develop new maternity pathways e.g., twins, early labour, diminished fetal movements
 - Expand universal service approach to a range of other services including health visiting, school health and child and adolescent mental health services
 - Incorporating evidence based guidance to pathway development
 - Developed tools to support roll out including TECs assessment tool, staff workbooks, patient information leaflets and website
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Share and Spread

- Learning from this project has influenced the trusts approach to other pathways and spread within the organisation
- TECs steering group and strategic approach to introducing TECs
- Training and on-going support for clinicians and staff
- Sharing via Academic Health science Network



Key Learning Points

- Patient experience and user involvement supported content and timing of messages
- Need very strong emphasis upon how to integrate technology into existing patient pathways to support improvement
- Need baseline benefit information as a starting point to support re-measures to show improvement



Questions?



Further Contact

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