

**CONTACT DETAILS:**

**Daniel Warm**  
**Service Transformation Programme Manager**

Daniel.warm@wales.nhs.uk

**Claire Hurlin**  
**Head of Chronic Conditions Management**

Claire.hurlin@wales.nhs.uk

**Sarah Hicks**  
**Clinical Lead for Telehealth**

sarah.hicks@wales.nhs.uk

+44 1267 239 669



# United4Health

## Hywel Dda University Health Board, NHS Wales

**Transforming the Patient experience with telehealth in Europe.  
A Welsh Perspective**

### What is our goal?

The overarching goal of U4H in Hywel Dda is to facilitate redesign and delivery of services for COPD and Diabetes, delivering at scale services to 600 people living in the west of Wales across the counties of Carmarthenshire, Pembrokeshire and Ceredigion. This is a largely rural area comprising approximately 25% of the geographical area of Wales but with only 10% of the population. The aim is to help build a strategic case for the use of Home Health Monitoring and give patients a central role in the management of their disease; this will also assist health professionals in detecting early signs of any worsening of their condition, thus improving patient care. The significant benefit is centred around the empowerment of patients and enabling them to self-manage their condition by helping them recognise their symptoms and giving them confidence to go about their daily lives.

### How will we achieve it?

Our COPD and Diabetes pilots are taking different albeit related approaches. COPD will make use of tablets to allow video-conferencing between the patient and the healthcare professions, and mobile phones for symptom management and health messaging. The diabetes pilot will use mobile phones for symptom management and health messaging. Both pilots will make use of the Florence system ([www.getflorence.co.uk](http://www.getflorence.co.uk)) set-up by NHS England to allow clinicians to monitor patient symptoms with the aim of establishing any potential deterioration in their health status.

### Who are we?

Hywel Dda is one of seven Health Boards across Wales. Health in Wales including the budget, legislation, and organisation form part of the devolved powers from the Central UK Government in London. All Health Boards deliver integrated care in partnership with Local Authorities, the Third Sector and the Independent Sector.

Hywel Dda which includes four acute hospitals from where COPD patients will be recruited and 56 GP Practices from where Type2 Diabetic Patients will be recruited, is acting as the pilot site for Wales and will share learning across the Country.



### NEXT MONTH

ASP Cosenza

*United4Health (2013-2015) aims to deploy and evaluate at scale innovative and targeted telehealth services in 14 regions across Europe concentrating on Diabetes, Chronic Obstructive Pulmonary Disease (COPD), Congestive Heart Failure (CHF) and Hypertension. The goal is to improve the patients experience, giving them a central role in the management of their long term condition with the use of remote monitoring.*

[www.united4health.eu](http://www.united4health.eu)

[united4health@nhs24.scot.nhs.uk](mailto:united4health@nhs24.scot.nhs.uk)

