

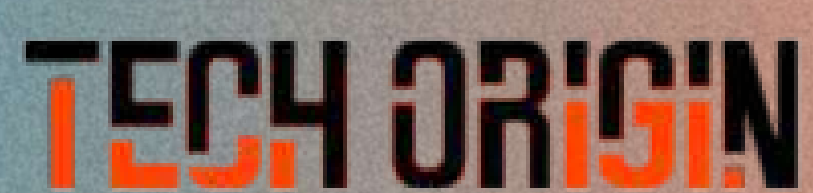
**HALSTON
GROUP**



MEDTECH COLLABORATION SERIES

HALSTON GROUP X ST GEMMA'S HOSPICE

A COMMUNITY APPROACH TO CARE
**ST GEMMA'S HOSPICE'S
JOURNEY TO A DIGITAL
FUTURE**



SUSTAINABILITY
PARTNERSHIPS

WHAT TO EXPECT

1. INTRODUCING ST GEMMA'S HOSPICE
2. PROMOTING MEDTECH ADOPTION
3. ADOPTION BARRIERS
4. ACCESSIBILITY BY DESIGN
5. A CONNECTED COMMUNITY
6. THE LEEDS ECOSYSTEM
7. THE FUTURE



HG In the midst of the digital age, industries worldwide are adopting technology to evolve the way they work or deliver new innovative approaches to the market. For healthcare, MedTech solutions are being invented and embraced to deliver better patient care, for example diagnostics tools for early detection or systems to track and mitigate health conditions. On the other side, healthcare facilities are utilising digital tools that are supporting more of their 'back office' operations that can enable more organised and efficient care delivery.

In this series edition, we speak with Hannah Corne from St Gemma's Hospice in Leeds to understand how they are implementing digitalisation and MedTech adoption across their charity.

INTRODUCING ST GEMMA'S HOSPICE

HG St Gemma's Hospice is a local, independent charity and has been providing expert care to the people of Leeds for 45 years. They provide the best possible care and support for local people with cancer and other life-threatening illnesses. They specialise in pain relief and symptom control to help people live as well as possible, for as long as possible. Beyond this, they also provide care and support for family, friends and carers, as well as training for healthcare professionals. They are one of the leading hospices in the UK.

P R O M O T I N G M E D T E C H A D O P T I O N

HG Attitudes towards digitalisation can differ greatly between, and even within, healthcare facilities, but as technology evolves there really needs to be those change agents who are spearheading process transformation and driving adoption to progress their services. It is said that by 2025, more than 95% of healthcare organisations will have formal cloud strategies, a strong proportion of which will be actively pursuing these strategies.

SGH *We are committed to delivering high quality, end of life care for Leeds and believe that digitalisation forms a key part of this. We have a dedicated Digital Transformation team for the overall development in the Hospice and we sit in the National System One Group for patient care.*

During the Covid pandemic, our models of service delivery were transformed with the innovation and utilisation of digital and virtual technology. The St Gemma's Academic Unit of Palliative Care also delivered education programmes using video-conferencing technology to large numbers of health care practitioners within Leeds and beyond. We ran one online training session to a group in Spain!

ADOPTION BARRIERS

HG Now, whilst there are change makers who are actively seeking to embrace digitalisation and emerging medical technology, the cost and resources available may not be able to support this. This is especially prevalent when you are a charity, whose resources are reliant on public donation.

SGH *The running costs of St Gemma's Hospice were around £12.6 million in 2022/23. The majority of this was raised from the generous local community, through donations, gifts left in Wills, fundraising initiatives, a lottery and our chain of charity shops. Last year, 30% of our income came from our core grant from the NHS.*

ACCESSIBILITY BY DESIGN

HG A discussion rightfully emerging in the MedTech development space is accessibility. When considering digital care, patients must be at the front and centre of the design, and St Gemma's Hospice wholeheartedly supports this view.

SGH *St Gemma's founding values are based on providing palliative and end of life care for all people, regardless of ethnicity, gender, age, sexual orientation, disability, faith or ability to pay. We recognise that not all those who would benefit from our care are always aware of or offered the opportunity to access St Gemma's services, and that many parts of our community experience significant inequity in healthcare services. As part of the strategic review of clinical services, our teams identified the need for further work addressing these inequalities, which began earlier this year. MedTechs should consult with the service users and clinical staff in order to develop solutions that are as accessible as possible to all users. Consultation with clinical staff is key, including running pilots where possible.*

A CONNECTED COMMUNITY

HG Whilst much of their services take place in their Leeds location, a significant proportion involves the external effort of supporting patients in their own homes. Last year, for example, doctors visited 4,873 patients at home and made 10,981 telephone calls.

SGH *The St Gemma's Community Specialist Palliative Care Service provides specialist advice and support seven days a week, either at home or in our Out-Patient Clinics. The team is made up of clinical nurse specialists, doctors, staff nurses, palliative care support workers, occupational therapists, physiotherapists and complementary therapists. The Community Team also works closely with the Family Support Team and Spiritual Care Team who are able to support patients and families.*

Our Community Team are all equipped to be able to work remotely with SIM enabled laptops that allow them to connect to all systems they can access onsite. This gives access to shared patient electronic records, hospital results (bloods, scans, appointments, clinic letters). This also allows them to communicate with GPs and other colleagues through the patient shared electronic record.

We do not use any remote monitoring technology to support care at the moment, although this is something that may be useful in the future. We expect that our Rapid Response Pilot will give us valuable insight in to how this may be useful to support care in the future. This pilot will aim to respond to patients within 2 hours, where they develop an urgent or severe palliative care problem which cannot be sufficiently met by existing services.

THE LEEDS ECOSYSTEM

HG Leeds has a deep-rooted heritage in the healthcare industry, being home to leading Universities, teaching hospitals, NHS Digital, and of course our contributors, St Gemma's Hospice. Hannah explains how St Gemma's is driving further collaborative in the region.

SGH *St Gemma's Hospice hosts the Leeds Palliative Care Network (LPCN). The purpose of the LPCN is to help organisations work together to plan and deliver care, in the best possible way for palliative and end of life care patients, their families and carers. A significant project led by the LPCN as part of its longer-term strategy is Dying Well in the Community, the aim of which is to adopt a collaborative approach to supporting patients at the end of life. We also sit and lead on many more local and national groups*

In 2021 St Gemma's Hospice led on an innovative project aimed at improving access to palliative and end of life care for people experiencing homelessness in Leeds. The pilot project, which has now evolved into a city-wide Inclusion Service, has gone from strength to strength. It has made such an impact and is an integral part of community palliative care across the city.

THE FUTURE

SGH *In 2018 we launched a Hospice strategy outlining our ambitions for the next 10 years (2018-2028.) The strategy was developed with a clear understanding about the strategic direction for palliative and end of life care from both a national and local perspective. The Hospice strategy fits within the wider context and direction of travel for our health and social care economy, local community and reflects current research findings.*

AVAILABLE HERE

HG *As part of their efforts to further enhance their services, St Gemma's Hospice hopes to incorporate technology into their practices.*

Technology will play an important part in transforming and strengthening our clinical services to serve the whole community.

- *Alongside this, The Leeds Palliative Care Network's (LPCN) website www.leedspalliativecare.org.uk continues to be a forum for sharing guidance, new service responses and materials for virtual training with all partners across the system. The LPCN is hosted by St Gemma's Hospice and brings together health, social care and academic professionals across Leeds.*
- *Over the coming year, the Hospice will align its incident assurance and improvement programme. with the new Patient Safety Incident Response Framework, as outlined in the NHS Patient Safety Strategy.*

ST GEMMA'S HOSPICE IS SO INGRAINED WITHIN THE LOCAL COMMUNITY AND UNDERSTAND THE IMPORTANCE OF DIRECTLY HEARING ABOUT WHAT MATTERS TO LOCAL PEOPLE AND THEIR EXPERIENCE OF HEALTH AND CARE SERVICES, AS WELL AS ACTIVE ENGAGEMENT WITH HEALTH AND CARE PROVIDERS ACROSS THE CITY.

ST GEMMA'S HOSPICE PUT THEIR PATIENTS FIRST AND THEY ARE CENTRIC TO ALL THAT THEY DO, SO AS TECHNOLOGY EVOLVES TO IMPROVE PATIENT CARE, THEY WILL EMBRACE THE CHANGE TO (AS THEY ALWAYS DO) DRIVE THE BEST POSSIBLE CARE FOR THEIR PATIENTS.



A COMMUNITY APPROACH TO CARE
**ST GEMMA'S HOSPICE'S
JOURNEY TO A DIGITAL
FUTURE**

