

Implementing Wearable, Enabled Technology within the Welsh Ambulance Services NHS Trust, to Support Patients Accessing 999 Unscheduled Care

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Context and Approach:

- To examine the effectiveness of wearable, enabled technology to assist in the remote consultation of patients within the care home/community setting. Assess the use of digital platform to coordinate the care of patients when waiting (through a care planning function).
- How might wearable/enabled technology and remote monitoring of clinical dashboards, improve opportunities for remote assessment and support discharge at scene.



Progress to date:

Research:

Service evaluation completed examining linked data from August– January 2025 (examining clinical/quality outcomes).

Leadership:

- Attended conference in Amsterdam– LUSCII remote monitoring conference. Represented the Welsh Ambulance Services NHS Trust with our team
- Mentored 2 x people in QI methodology (National Projects) in relation to remote patient assessment and management
- Developed a Power BI Dashboard to present data in relation to project for internal/external partners. Secured funding through Welsh Government for continuation of funding.
- Press release in October 24: <https://ambulance.nhs.wales/news/nhs/2024/the-technology-enabling-the-ambulance-service-to-deliver-care-closer-to-home/>
- Commenced new role as Head of Service Integrated Care (Nationally leading Integrated Care/Operational aspects of remote assessment).
- Continued development of the new Clinical Model for Transformation (WAST), changing remote patient assessment for patients across the 999/111 system.
- Development of Pan-Wales volunteering role (Community Welfare Responders).

Education/teaching:

- Completed Dissertation during Q4 23/24 (MSc Health and Public Service Management)
- Attended Safe Care Collaborative Quality Management System Event
- Facilitated internal workshop with 20+ clinicians looking at the Rapid Integrated Clinical Assessment development (Remote clinicians supporting patients in an alternative way to an ambulance response).

Future Activity:

- Publish in BMJ Open/Journal of Paramedic Practice
- Develop internal full-service evaluation
- Work with Health Technology Wales to determine effectiveness of technology within the pre-hospital environment.
- Work with Bevans Exemplars as part of their project to develop links across the organisation.

Reflections:

- Enablers: Welsh Government National Priorities, system wide transformation (Clinical Model for Transformation–WAST), SBRI Welsh Government funding.
- Barriers: Operating pressures, recruitment.
- Links with other projects: Clear links with Bevan's exemplar projects and National opportunities for scaling up project.

