Welsh Ambulance Services University NHS Trust

Remote Patient Monitoring (RPM)

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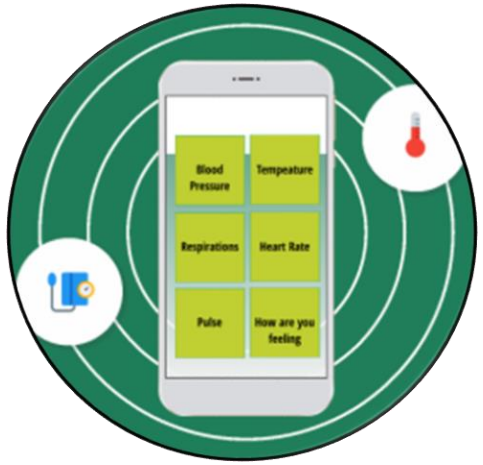
Ymddiriedolaeth Brifysgol GIG
Gwasanaethau Ambiwlans Cymru

Welsh Ambulance Services
University NHS Trust



What?
The Welsh Ambulance Services University Trust had an opportunity to test remote monitoring technology (RPM) within a Remote Clinical Care environment

Where?
Care Homes and the Community

Why?
To enable clinicians to remotely case manage and support delivery of the ***right care, in the right place, every time***

What impact did the introduction of an RPM solution have within an Ambulance Service Remote Clinical Care environment?

What were our objectives?

- Identify early learning
- Understand the impact of RPM technologies on patient outcomes and clinical decision-making

What physiological observations were we measuring?

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National Early Warning Score (NEWS) Wales

	Physiological Parameters	3	2	1	0	1	2	3
A	Respiratory rate (bpm)	≤ 8		9-11	12-20		21-24	≥ 25
B	O2 Saturations (%)	≤ 91	92-93	94-95	≥ 96			
	Any supplemental oxygen?		Yes		None			
C	Systolic BP (mmHg)	≤ 90	91-100	101-110	111-219			≥ 220
	Pulse (bpm)	≤ 40		41-50	51-90	91-110	111-130	≥ 131
D	CAVPU C= New confusion				Alert			CVPU
E	Temperature (°C)	≤ 35.0		35.1-36.0	36.1-38.0	38.1-39.0	≥ 39.1	

Concern about a patient or difficulty obtaining any single parameter should lead to escalation, regardless of the score.

What did we find?

PDSA cycle date range:

October 2025 to

January 2026

61% of patients from Care Homes

19% of patients from the Community

17% of patients did not require RPM

3% incomplete data sets

67% of patients required on scene assessment post remote assessment

29% of patients were on ‘held’ to seek alternative method of care delivery

4% of patients required an interim on scene response

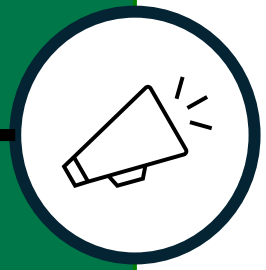
What did people think of RPM?

In **70%** of incidents, clinicians strongly agreed or agreed that remote monitoring **influenced their clinical decision-making**

"We can do our bit, the ambulance service can do their bit, and it means that we can get to a **better decision together"**

~ Care home manager

Key Takeaways



1. There is potential to utilise remote monitoring technology within an ambulance setting

2. Early information suggests that remote monitoring enabled more tailored ambulance responses

3. Further exploration is required to understand the impact due to limitations in data

4. Delivery of community-based management of care requires a systems approach

Any questions?

Diolch yn fawr!

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