

Reference Number: FOI202223/047
From: Private Individual
Date: 10 May 2022
Subject: Digital Communication Tools

Q1 Do you use any applications or tools to communicate with your patients digitally? I am interested in all aspects of patient communication, but particularly:

- a. Pre- and post-operative communication
- b. eConsent
- c. Outpatients
- d. Emergency Care
- e. Patient engagement at home
- f. Patient satisfaction

A1

- a. Healthcare Communications
Bardy DX
Boston Scientific Latitude
Care Orchestrator
Isla Care Digital Wound Surveillance
Encore Anywhere Remote CPAP
Medtronic Carelink
ProtonMail Wound Surveillance
Technomed
- b. eConsent - Currently in development not yet implemented
- c. Attend Anywhere
NuvoAir CF Telemedicine
Rehab Guru
Visionable Stroke Telemedicine
Video Interpreting
- d. Information not held - Liverpool Heart and Chest Hospital is a specialist adult cardiothoracic centre and does not provide Emergency Care Services
- e. Digital Inclusion (IPad loans)
FamGenix
My COPD
My Mhealth
My PCI Buddy Care
Polar Bluetooth App
- f. Friends and Family Test
National Inpatient Survey

Q2 Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.

A2 Leila Brown, Associate Director- Digital Transformation

Q3 Also, do you have performance targets for monitoring patient satisfaction?
a. If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets.

- A3 We don't currently have an overall satisfaction target as we measure patient satisfaction through many different channels. However, this is something that the Trust is considering.
- a. Not applicable – we don't currently have one person responsible; it has been incorporated with existing admin, clinical and operational roles.