

**Gwynedd Williams, MPH** 

#### Connecting Health Care (The CHC Project)

SATELLITE ENABLED CARE HOMES, PRIMARY CARE, DIABETES, MENTAL HEALTH SERVICES AND CLINICAL EDUCATION

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## The Partnership



The Connected Healthcare project is contracted under a programme funded by the European Space Agency





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#### Unpaid Carers – mixed method study

- To access and amplify the voices of unpaid carers across Cornwall
- To use natural language processing from data collected via mobile technology for insight and personalised SMS messaging
- To theme common issues in realtime using a web-based dashboard accessed via satellite





## So Far

- 15 participants recruited
- 77 message responses (as of 09/02/22 @ 8:25)
- Rich Data
- Positive identification of help-seeking behaviour in the text
- Personal stories emerging over the weeks / messages are conversational



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### Help-seeking components -

Process				
General Orientation / Attitude	I am having a better week			
	I must try and look after myself.			
	Its given me time to myself which I've enjoyed			
Becoming aware / recognition	So another appointment and journey have to be made. It makes life more difficult.			
Intention / decision to act	Am trying to look after myself and hope to get a face to face appointment with a Dr			
	I must try and look after myself.			
Observable behaviour (past / perspective)	Getting outside for a walk or tidying up the garden has saved my sanity this week.			
Concern				
Awareness / Recognition				
problem / issues focused	Saw a GP yesterday. He did my medicines review and booked my next ,6 monthly blood tests			
	Last contact I requested emergency supply as hubby had been 4/5 days			
	I must try and look after myself.			
barriers to help seeking eg confidentiality / complicated / time	running out of meds no meds. Contact pharmacy and they say hubby is on repeat but I need to contact doctors to ask for it			

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# Help-seeking components Cont..

Type of assistance	
informational	
financial	
transport	
Perscription	running out of meds no meds. Contact pharmacy and they say hubby is on repeat but I need to contact doctors to ask for it.
emotional	
treatment	Spoke on line to a Dr. today and my surgery is going to arrange an appointment for me
	and I've been waiting for a care package
	Saw a GP yesterday. He did my medicines review and booked my next ,6 monthly blood tests
autonomous / independent	
dependent	

## Data Dashboard

	Health Demo 👻	Campai	gns Contacts Reportal IDA My Account Filestore	Ċ	
	Reportal Ashboard My dashboard		Today Wik Mo Qtr Yr	help	
	✓ seen we always waiting good appointment very doctor staff with helpful service time friendly	time doctor with very ""	Doctor / Consultant : Positive       1         Surgery Waiting Time / Efficiency : Positive       2         General Response : Positive       3         Patient Communication : Positive       4         Surgery Waiting Time / Efficiency : Negative       5		
	doctor 1	doctor 1			
	very 2	appointment 2	FLAGGED RESPONSES		
	time 3	time 3	0		
	appointment 4	with 4	X		
	friendly 5	have 5	0		
IDA report	COMMENT LENGTHS	69 Average comment length 255 Longest comment length	98 250	Campaigns	Contacts Reportal IDA My Account Filestore ( <sup>1</sup> )
Chart Heatmap	1 - Extremely likely	IDA report			Today Wk Mo Qtr Yr All
		$\nabla$	Chart	Heatmap	Response value 🗧
GENERALISED RESPONSE > General Response : Positive	37				
GENERALISED RESPONSE > General Response : Negative 1 GENERALISED RESPONSE > General Response : Neutral 2					
SERVICE ACCESS > Surgery Walting Time / Efficiency : Positive	65		0 1 2	3 4 5 6	<i>i</i> 7 8 9 10
SERVICE ACCESS > Surgery Waiting Time / Efficiency : Negative		GENERALISED RESPONSE > General			
SERVICE ACCESS > Access to Specific Practitioner : Positive 1		GENERALISED RESPONSE > General GENERALISED RESPONSE > General			
SERVICE ACCESS > Access to Specific Practitioner : Negative		SERVICE ACCESS > Surgery Waiting Time /			
SERVICE ACCESS > Appointment Availability : Positive		SERVICE ACCESS > Surgery Waiting Time /	Efficiency : Negative		
SERVICE ACCESS > Appointment Availability : Negative		SERVICE ACCESS > Access to Specific P			
SERVICE ACCESS > Admission / Administration : Positive 7		SERVICE ACCESS > Access to Specific Pr			
SERVICE ACCESS > Admission / Administration : Negative		SERVICE ACCESS > Appointment A SERVICE ACCESS > Appointment A			
SERVICE ACCESS > Access / Parking - Positive		SERVICE ACCESS > Admission / Adm	inistration : Positive		
SERVICE ACCESS > Access / Parking - Negative		SERVICE ACCESS > Admission / Admis	nistration : Negative Code: SERVICE ACCESS > P Was applied 1 Times for 3	harmacy Wait Time : Negative	
ENVIRONMENT > Cleanliness : Positive		SERVICE ACCESS > Pharmacy V			
ENVIRONMENT > Comfort : Positive		SERVICE ACCESS > Access			
STAFF & CARE GIVERS > Generalised 'Staff' : Positive	31	SERVICE ACCESS > Access /	/ Parking – Negative		
STAFF & CARE GIVERS > Generalised 'Staff' : Negative			> Comfort : Positive		
STAFF & CARE GIVERS > Nursing Staff : Positive			Comfort : Negative		
STAFF & CARE GIVERS > Doctor / Consultant : Positive 20		STAFF & CARE GIVERS > General	ised 'Staff' : Positive		
	Show All Codes				Show All Codes

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#### Next Steps

- End data collection end of March
- End survey to participants to understand their experience
- Developing data dashboard testing access through satellite at Goonhilly
- Write up findings
- Project close end of May 2022
- Exploring funding options for stage 2