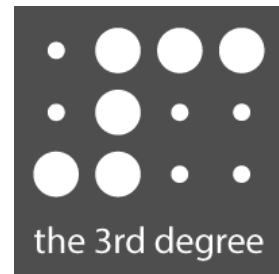


Gwynedd Williams, MPH

Connecting Health Care (The CHC Project)

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

The Partnership



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



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 real-time 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

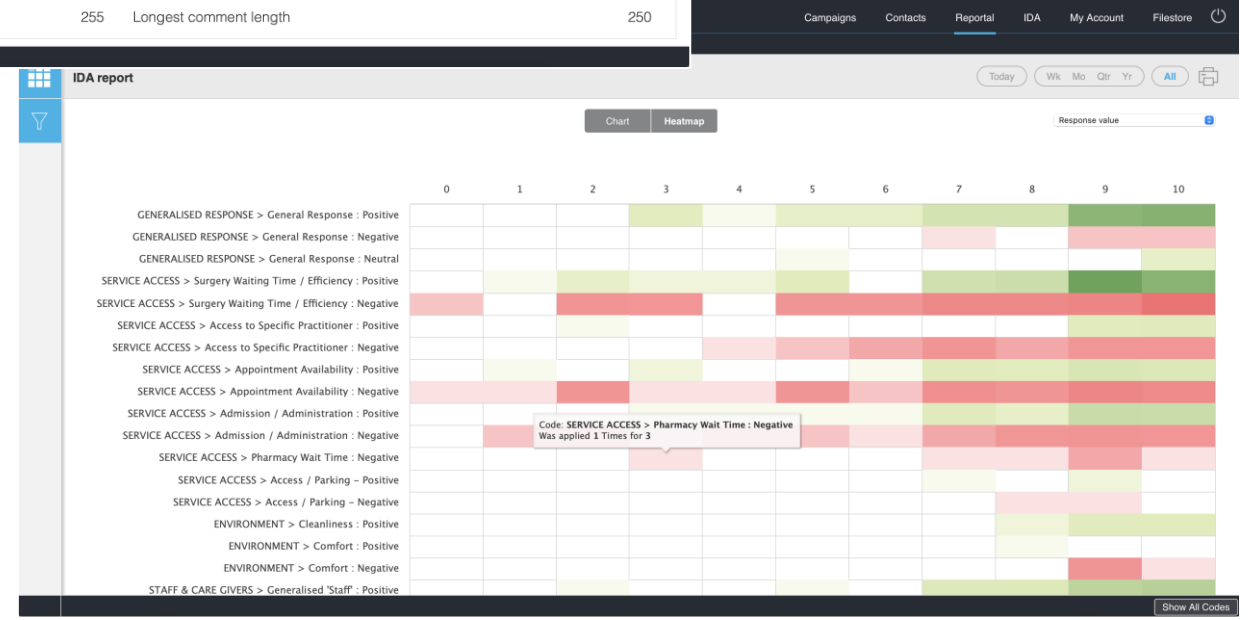
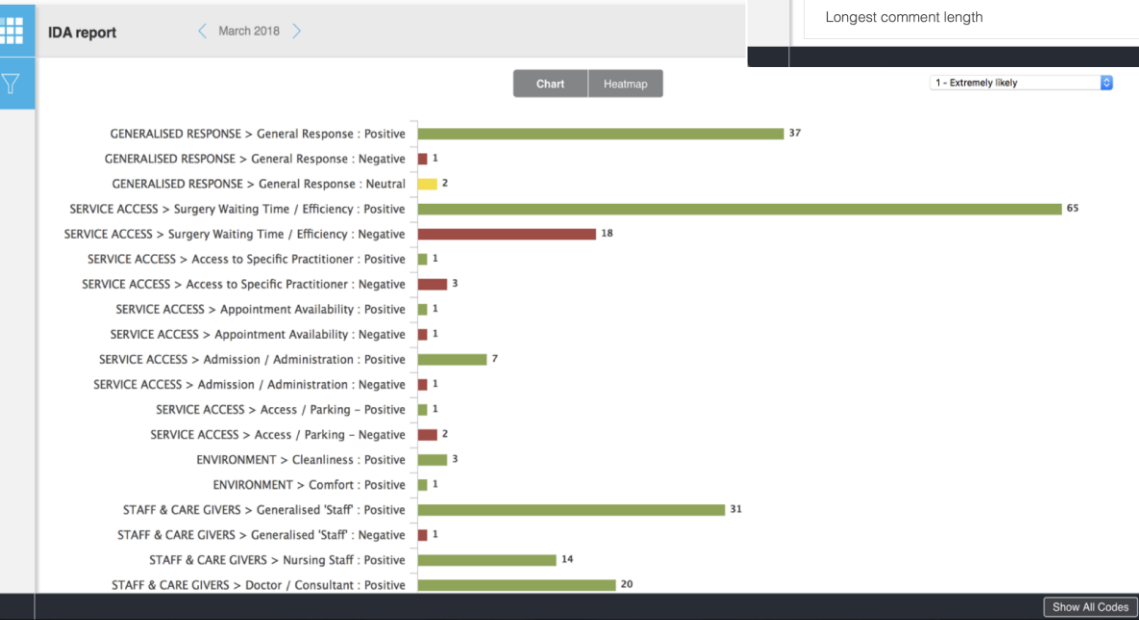
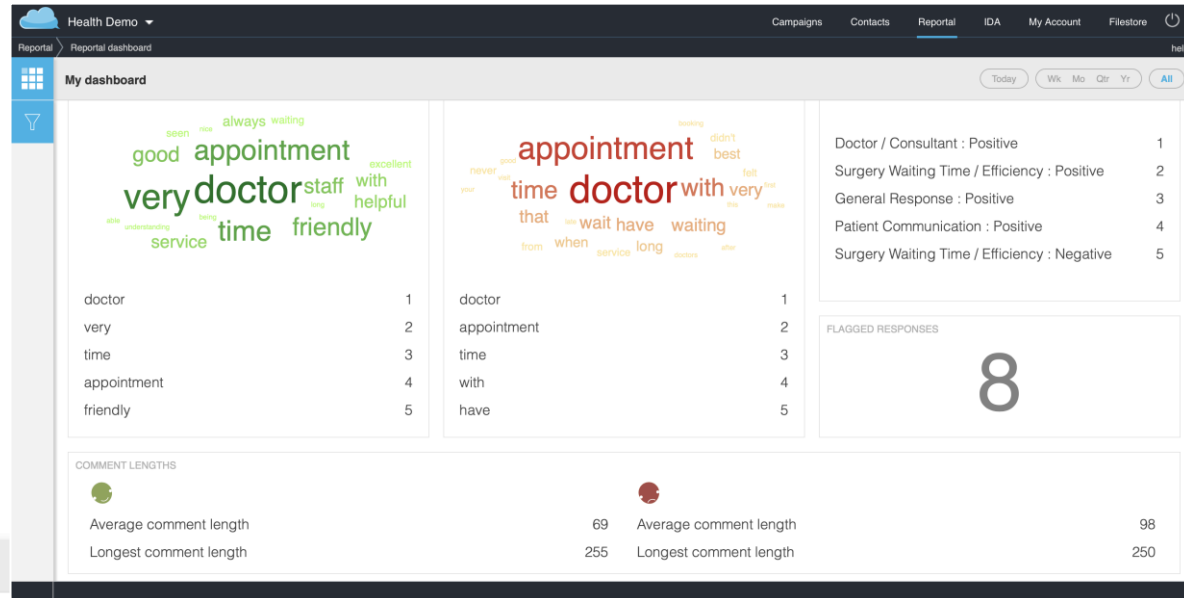
Help-seeking components -

Process	
General Orientation / Attitude	<p>I am having a better week</p> <p>I must try and look after myself.</p> <p>Its given me time to myself which I've enjoyed</p>
Becoming aware / recognition	So another appointment and journey have to be made. It makes life more difficult.
Intention / decision to act	<p>Am trying to look after myself and hope to get a face to face appointment with a Dr</p> <p>I must try and look after myself.</p>
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	<p>Saw a GP yesterday. He did my medicines review and booked my next ,6 monthly blood tests</p> <p>Last contact I requested emergency supply as hubby had been 4/5 days</p> <p>I must try and look after myself.</p>
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

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



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