



# *Q Lab UK: Workshop 1*

Tuesday 23 November 10.00 - 14.30

Led by



In partnership with



# *Session 1: Sharing experiences*

## *Key themes across discussions*

- Remote monitoring isn't for everyone. People need to be given choice, and services need to consider how they manage more 'hybrid' models of care.
  - There will always be some people that remote technology isn't the right option for and it isn't possible to know who the technology isn't going to work for until you have the conversation. There will also be a mixed experience of take up for technology depending on demographic factors (such as language and cultural factors, ethnicity, geography, digital literacy.)
- Remote monitoring offers an opportunity for a better model of care – for some – through ownership, improved self-management and an individualised experience.
- But it also has the potential to increase the digital divide, both from a staff perspective and patient access.
- Too often people have experiences of co-production being an afterthought rather than the starting point.
- And there are other systemic issues around integration and alignment of services that lead to a poorer experience, with data sharing mentioned as a common challenge.
  - People discussed how data from remote monitoring will work in the current, disjointed system – with many stating the need for more integration across primary and secondary care, and for those with co-morbidities engaging with different clinicians.

“Tech-enabled remote monitoring can be inclusive for some people and exclusive for others”.

# What new perspective have you heard from your discussions just now?

Patient stories to bring to life the value of remote monitoring

Safeguarding issues around patients using remote monitoring

Real-life examples of positive successful remote monitoring

New perspectives on the value of understanding employee wellbeing

Interesting to hear from people using technology at scale and the benefits and challenges associated with a big project.

Clinician perspective

Carer perspective

The role remote monitoring could play in patient compliance



“Something I hadn't previously thought about - safeguarding issues around patients using remote monitoring!”

## *What was valuable about connecting with others in this way?*

People valued:

- Listening to different perspectives, including those they might not normally hear from
- Sharing ideas and resources with others
- Connecting with others and hearing about different remote monitoring projects currently happening across the UK and Ireland
- Dedicated time to discuss and reaffirm the importance of meaningful co-production.

“Story telling is a great way to connect with another people, hear their standpoints and help grow the ability to relate to them and start including their points in your worldview.”

“It’s been good to be reminded of the digital disadvantage and that some people still want face to face appointments.”

“A reminder of the depth and thinking around patient engagement that we need to do”

“It’s been helpful to have a discussion and think more about the potential harms and risks, as well as the benefits, and share experiences with one another.”