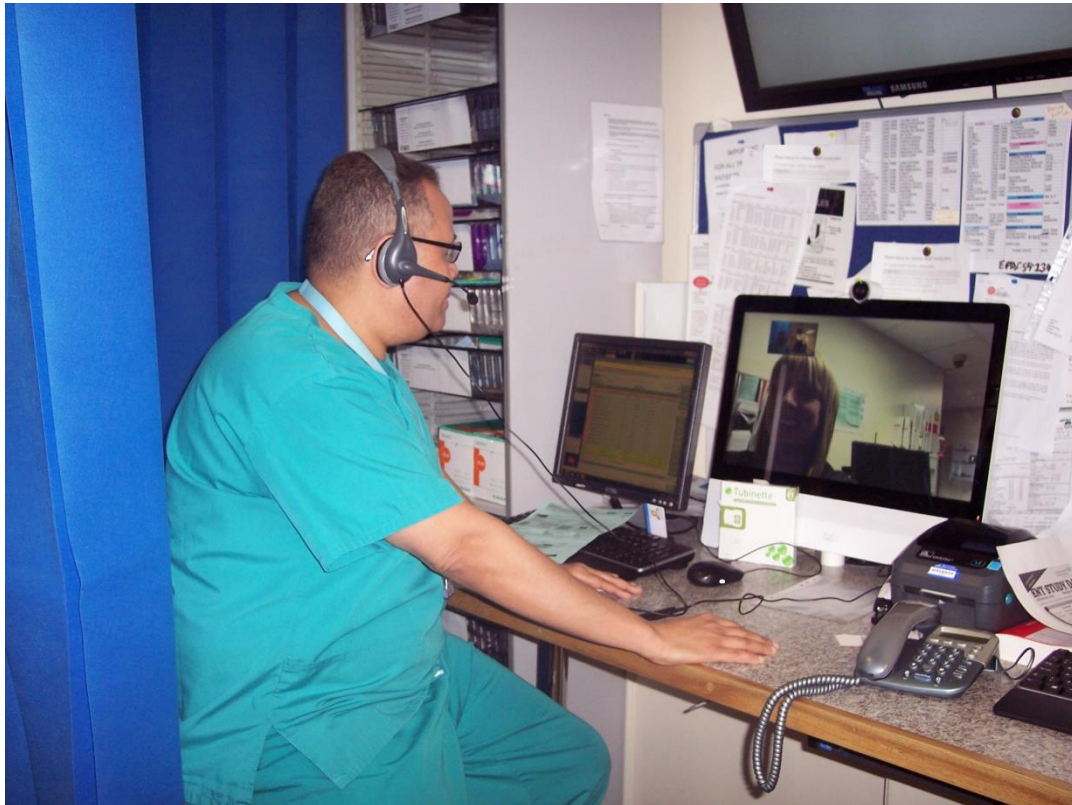


Case study: Millom Telehealth



**Purpose:**

Technological developments are helping service improvements in remote geographical areas of Morecambe Bay. In Millom (which is a 50 minute drive from the nearest A&E department, at Furness General Hospital - FGH) a scheme is being piloted which aims to cut down on unnecessary journeys undertaken by both the public and the ambulance service every year. Millom, which has a population of just 8,500, generates over 22,900 journeys to Furness General Hospital, which is over 1,000,000 miles travelled per year.

The scheme, which is currently being tested, will see an integrated approach from various health providers working together for the benefit of the patient. GPs will be supported by the North West's first Community Paramedic based in Millom and be in contact with the A&E department at FGH via a secure, high definition video link which will enable a clinician to triage patients remotely. It is hoped that this process will allow more patients to be treated in the community, thereby avoiding patients travelling unnecessarily and the additional stress this can cause on patients and those close to them.

**How it works:**

A triage room in Millom Community Hospital is equipped with a High Definition camera and monitor, with a similar facility at the A&E department. When a patient presents in Millom, who is not in an immediate life threatening condition, the team is able to call on expertise from A&E to remotely triage a patient. If travel is still required, this can then be

	arranged.
<b>Success so far:</b>	<ul style="list-style-type: none"> <li>• The scheme is still in testing phase, looking to enter a limited pilot programme before the full roll out.</li> <li>• Strong commitment from colleagues involved in A&amp;E at Furness General Hospital, Millom GPs and Information Technology colleagues</li> <li>• Secured funding for this project, with view to extend over entire Morecambe Bay geography</li> <li>• Improved the joint working across organisations and partnerships</li> </ul>
<b>Lessons learnt:</b>	<p>This is currently being trialled and the impact will be evaluated</p> <p>Lesson learnt will inform the programme to aid replication across other areas</p>
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