

Telehealth

and long term conditions

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CASE STUDY

Jacqueline Corbett, Harrogate

“Telehealth has changed my life. It's given me the peace of mind I needed and I would recommend it to anyone who has a long term condition like me.”

Fifty two year old Harrogate resident Jacqueline Corbett was diagnosed with Asthma from a young age. Over the past 15 years this developed into brittle asthma. Jacqueline also has heart disease and hypertension. After needing frequent visits to hospital and her GP, Jacqueline felt she had no control over her condition. Telehealth was installed into her home in October 2010.

How did you first hear about telehealth?

I first heard about telehealth from my community matron. She showed me a patient case study and asked me if I would consider having it. After reading how telehealth had helped the patient I thought it would be a good idea for me too.

What were your first thoughts on telehealth?

At first I was nervous, but I liked the idea of being able to manage my condition from home. Before telehealth I felt like I was in and out of hospital almost every other week. I had very little confidence and felt I had no control over my condition. Originally my telehealth was a three month trial, but I liked it that much I decided to keep it.



Telehealth was first installed into my home in October 2010. The engineer only had to show me how to use it once and I was away - it's a lot easier than I first anticipated, it's really simple and I'm sure everyone would think the same.

How has telehealth helped improve your quality of life?

Since having telehealth I have only been in hospital twice overnight. Whilst there I explained that I have telehealth at home and feel confident about monitoring my condition along with the help from my community matron. I have everything I need here and I would much rather re-cooperate in my own home where I feel I can get better quicker and I am much more comfortable.

Telehealth has given me so much confidence. I feel as though I have a new lease of life and am much more at ease. I really like being able to manage my condition from home it has lots of benefits. There is nothing I don't like about telehealth it has helped me a lot over the past four months.

What do you like most about telehealth?

I particularly like the fact that I can monitor all the different parts of my condition, like my weight for example. I need to reduce my weight to be healthier and to help my heart. Taking my readings three times a week means I can't slip out of a routine. This really helps motivate and encourage me to stay on track and work towards a goal.

If any of my readings are high, I get a call the same day either to take a re-test or to ask if I am okay. Telehealth is great because it enables me to have independence and manage my own health but I still have a really close relationship with my community matron. If my readings are okay but I feel ill in myself I can still get in touch with my community matron and she will come straight down, she is always on the other end of the phone.

My goal is go back to swimming once a week, this will help with my heart and asthma and I really enjoy it, 'that's my goal and I know I'll get there now with the help of telehealth.



What would you say to other patients who were considering telehealth?

Telehealth has changed my life, it's given me the peace of mind I needed and I would recommend it to anyone who has a long term condition like me.

CLINICAL CASE FILE:

WENDY LINEGAR, COMMUNITY MATRON

Why did you refer the patient?

Jacqueline is a regular caller and user of Primary Care and has had several admissions to hospital prior to telehealth. Her condition is fragile, mainly due to anxiety and severity of disease.

What are you hoping to see by referring the patient?

I am hoping that Jacqueline's anxiety is reduced by using telehealth and any changes in her condition can be noted earlier saving her a call to the GP or admission to hospital.

Do you have any future plans for the patient using telehealth?

Hypertension has been identified since usage of telehealth and Jacqueline is now taking appropriate medication. Jacqueline's medication has been altered frequently so it is now easier to monitor how this is affecting her medical status.

Any further benefits you think telehealth will give you in the management of your patient?

It will be useful in the future to liaise more closely with her GP about medication and its effectiveness using the telehealth readings as a guide. Giving Jacqueline the means of monitoring her own condition hopefully will enable her to take more control of her life and go out more, she particularly would like to go swimming again.

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