

# Telecare, Telehealth and Telecoaching

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## Overview

Questmark have many years of providing supported solution into clinical, teaching and support applications across all areas of the NHS in both primary and secondary care. Applications of our solutions have been applied into several areas including multidisciplinary team meetings, cancer care, mental health, teleneurology, foetal scanning, paediatric cardiology and teledermatology. We support many deployments in medical education as well as organisational and administrative services. The following are a selection of projects we have been involved with over the last 10 years

### • Home Monitoring- Paediatric Cardiology -

Working closely with the Clark Clinic at the Royal Victoria Hospital for Sick Children in Belfast, Questmark continues to develop and deploy a world leading home monitoring system for children with heart conditions.

### • Teleneurology -

Professor Victor Patterson pioneered the use of videoconferencing technology at The Royal Victoria Hospital in Belfast to enable diagnosis of neurological conditions across Northern Ireland. His work pioneered the uptake and use of videoconferencing as a clinical tool across the Northern Ireland Health service in general and he is a recognised expert in the use of teleneurology.

### • Cancer Networks & Video Enabled

#### Multidisciplinary Team Rooms -

Questmark has worked with many health trusts across the United Kingdom to develop videoconferencing solutions for cancer networks for administrative applications and the delivery of care. Questmark has developed state of the art multidisciplinary team rooms that integrate High Definition video solutions with medical equipment such as PACS systems, microscopes and visualisers.

### • Medical Education -

Questmark has deployed many systems into medical education scenarios, enabling an integrated approach to the delivery of CPD and induction programmes. Increasing access to specialist trainers in certain fields, the application of videoconferencing has widened the reach of training and expanded the number of training sessions that can be delivered in a single day. With the use of multipoint conferencing, the training can be delivered to more staff at the same time compared with traditional methods and sessions can be recorded for use at a later date or to be streamed and viewed when convenient to the student.

### • Stroke -

Questmark has been working with a number of trusts to apply telehealth technologies at the secondary care level to support consultant and improve access to patients in remote locations.

### • Cystic Fibrosis -

Questmark has supported a project which has enabled sufferers of Cystic Fibrosis to have video communications with fellow sufferers of the condition as well as a direct video communication back to the trust.

### • A&E -

In several locations we have installed High Definition video solutions to enable medical professionals to link into other facilities within their trust or region. This provides access to specific clinic support on decision making, consultation and interaction with patients to improve clinical outcomes.

### • HDU and ICU -

In several smaller acute hospitals a video based solution has been installed to link the HDU ward with the ICU department in the larger acute facility in the trust to give access to consultants located in this facility and communicate with a neighbouring trust to help facilitate patient transfer.

### • Neo-Natal Services -

For several years, Questmark has been supporting a regional based project to enable the deployment of clinical network for neo-natal services. This involves mobile ward based video systems which link into the specialist regional services and give locally based medical practitioners access to the specialist advice and services which would normally have involved a journey of up to 3 hours. The solution also enables foetal scanning and the transfer of this information, as well as the coordination and transfer of patients between the regional units.

### • Clinical Training -

Questmark has supported and facilitated a programme to enable GPs and medical staff based in the UK to assist colleagues in remote areas within countries such as Romania. This has included delivering training to primary care professionals based in these remote locations focussed on delivering the culture and expertise needed in palliative care in the community.

### • The Efficiency Agenda -

Questmark has been working for over 10 years with one of the largest integrated trusts in Northern Ireland to establish an embedded and integration approach across both clinical, support and administrative services. This has resulted in the introduction of an imposed reduction of 30% on the trusts travel expenses budget.



## About us

Questmark have retained complete independence from any specific manufacturer to ensure we can offer the most appropriate solution to fulfil our customers' needs. We are a top tier accredited service partner for the major manufacturers; these accreditations ensure that risk is mitigated for our customers in buying and using videoconferencing applications. The use of telemedicine can offer huge improvements to the NHS and its patients. With our managed services, we offer a more cost effective and more expedient route to achieving the benefits. Services include:-

- Product Selection
- Project Management
- Network Services
- Installation
- Training & Support
- Usage and Adoption Programmes
- Conferencing services including recording, streaming and virtual meeting rooms.

## Testimonials

Here are a few of our NHS customer testimonials:-

### Clark Clinic- Royal Belfast Hospital for Sick Children

Dr Brian McCrossan, Clinical Research Fellow in Paediatric Cardiology at the hospital.

*"The success of the service has proved that videoconferencing can provide major assistance in the post-operative care and monitoring of babies and small children with major congenital heart conditions,"*

Dr Frank Casey Consultant Paediatric and Foetal Cardiologist in response to the ward of Videoconferencing project of the year 2010 for Telemedicine in Paediatrics.

*"Thanks for sharing that good news. I think the award is due recognition for a unique collaboration between our department and Questmark."*

Toni Kelly University of Birmingham, judge for the 2010 AV Awards Videoconferencing project of the year.

*"This is innovative applying HD videoconferencing for patient care and monitoring in the as well as existing medical applications"*

### South West Midlands Health Authority

Mike Marchment, when in position as Chief Executive, South West Midlands Health Authority

*"Video-conferencing is a powerful communications tool which is adding to our efficiency and cost-effectiveness. I can see its growth increasing within the Health Service particularly with the advent of broadband allowing clinical applications."*

### Palliative Care in Romania

Dr Aine Macneill, General Practitioner, Templepatrick, Northern Ireland.

*"The videoconferencing system and connection performed perfectly. We were able to zoom in to show the driver and its controls in detail and undertake an interactive discussion session afterwards. Through videoconferencing we will be able to deliver this course three or four times over the next year and enable Romania to introduce and develop its own palliative care programme."*

### Teleneurology Northern Ireland

Professor Victor Patterson

*"There is no doubt that clinical videoconferencing is making a major contribution to delivering a neurology service throughout Northern Ireland,"*

### Pan-Birmingham Cancer Network

Dr Raji Ganesan Consultant Histopathologist at the Women's Hospital, Birmingham

*"Apart from saving consultants lots of time, the systems have enabled us to make more timely patient management decisions through improved liaison. It has meant, for example, better oncology input into management thereby helping us to meet the Cancer Peer Review Guidelines. In addition there has been more input from the specialists from other sites who might ordinarily been unable to attend."*

Mr Richard Steyn, Consultant Thoracic Surgeon and National Clinical Lead Cancer Modernisation

*"Videoconferencing allows for earlier meetings and therefore quicker care," he says. "It can also improve treatment by permitting more consultations which, in the past, may have been impossible."*

### Nottingham University Hospitals

Rob Hall, when in position as IT Manager

*"The support we have received from Questmark in demonstrating possible uses for High Definition videoconferencing within the Trust and working with the many clinical disciplines to help determine the viability of using this technology in new ways represents the partnership approach we at NUH prefer from our suppliers".*

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