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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

Value-Based Healthcare at CTM

- Pre-clinic and Post-clinic Patient Key Messages**

Report your health online from home

Tell us about your symptoms and quality of life from home. This helps us monitor your health and provide better care.

Digital assessments help paint a clear picture of your health in between appointments.

We'll send you a text message with a link when you have a new digital assessment to complete.

These online forms ask you about your symptoms, physical health, and quality of life. Your care team will review your answers online.

We have partnered with DrDoctor to provide this service.

Why are we introducing digital assessments?

It's not always easy to tell your care team how you've been feeling over time

Regular monitoring of your health at home helps us:

- ✓ Better understand your health before and after your appointments
- ✓ Give you a more active role in your health care
- ✓ Improve our understanding of treatments and any side effects
- ✓ Use data to make better decisions around delivering care

How to complete your Digital Assessment

1. We'll send you a text message when you have a new digital assessment to complete
2. Click the DrDoctor link in your text message to go to your secure patient portal
3. Log in with your last name, date of birth and postcode
4. Fill in the form as accurately as you can and click 'Submit'
5. View a summary of your answers online at any time

Want to use a different device?

You can view and complete your assessments on any device by visiting drdoctor.thirdparty.nhs.uk/CTMUHB, logging in as usual and navigating to 'Online Care'.

Where are we using Digital Assessments?

Digital assessments provide your clinical team with real time valuable information to enable them to support your care journey. It also provides information which you can access to track your health and help us improve your care/experience that will lead to a better all-around health service for the future.

We are initially piloting this project in Cardiac Disease services.

Patient experience

Cwm Taf Morgannwg University Health Board aims to deliver the best care and treatment that we can whilst making sure that your experience of our service is as good as it can be. We welcome all your opinions and want to learn from your experiences, good or bad.

Through our All Wales patient experience survey we can make sure that you;

- Were listened to
- Were treated with dignity
- Were treated and seen in a clean and safe environment
- Were involved as much as you wanted to be in decisions about your care
- Were given the opportunity to speak in Welsh

Your feedback will also help us improve the care we give which provides valuable first hand information about your care.

The doctor won't know the feedback is from you. They will get a summary of the feedback that all patients have given.

Your doctor will use the feedback to identify things they're doing well, so they can keep doing them and how they can improve.

They'll look at how they can make changes to the way they work to give better care to their patients.

Your information will also contribute towards national NHS statistics, research and audit, helping the health service to better review and improve care.

An All Wales procurement process was undertaken to acquire a service user feedback system for implementation with NHS Wales. Following a successful tender exercise, Civica was awarded the contract. Implementation of the system has commenced within Cwm Taf Morgannwg University Health Board.

These are best added as drop-down questions

How do I get involved?

If your Doctor or Nurse has identified you as a suitable patient to complete the assessment, you will automatically receive a text message asking you to complete at home prior to your appointment. Talk to your care team for more information.

I've received a digital assessment, but I can't log in with my details?

If you cannot log in with your correct details, we probably have the wrong details for you on our system. Please contact your heart failure specialist nurse or clerical support (contact details can be found on your appointment letter) and check we have your most up-to-date:

- Last name
- Date of Birth
- Postcode
- Mobile number

I've logged in but I can't access my Digital Assessment, what should I do?

Occasionally when you try to complete an assessment you might see a message in red saying that unfortunately there is a problem with your assessment. If this happens, please try again the next day and your assessment should be up and running. If the problem persists, please advise your health care professional.

How can I complete my Digital Assessment on my tablet or computer?

1. Go to drdoctor.thirdparty.nhs.uk/CTMUHB
2. Enter your last name, date of birth, and postcode and click 'Let's go'
3. Select the phone number you would like us to send your one-time code to
4. Enter the one-time code you receive and click 'Let's go'
5. Go to 'Online care' in the top left
6. Find the assessment you want to complete and click 'Complete Assessment'

I would like to receive email notifications how can I do this?

You can update your contact details at drdoctor.thirdparty.nhs.uk/CTMUHB in the settings menu.

1. Login to the patient portal drdoctor.thirdparty.nhs.uk/CTMUHB
2. Go to 'Settings' in the top right
3. Click the 'Add new' button
4. Click 'Email'
5. Type in your email address
6. Click 'Add'

Does it cost me to reply to a text message?

Text message replies will be free if you have a text message bundle with your provider otherwise you will be charged at your provider's standard rate.

You can change your digital letter setting online for free by following the link in your text messages or using drdoctor.thirdparty.nhs.uk/CTMUHB.

Who will review my answers?

Your doctor or specialist nurse will review your answers. In the future you and your team will be able to see how your answers change over time and make note of your progress.

How often will I fill in the form?

Depending on your type of treatment and its duration. We will send you a text message when you have a new Digital Assessment to complete.

What questions will I be asked?

The questions you will be asked depends on which specialty you are being seen by, but most include questions about: Diagnosis and treatment, Pain and its management, Mobility, Symptoms, Quality of life, Daily Living, Social Activities, Well-being, Other medical conditions

What if there is a problem?

If you have any queries regarding the completion of your assessment or any questions in relation to this work, please email:
CTM.Civica.Feedback@wales.nhs.uk

What should I do if I need medical care?

Please note, the form does not replace medical care. Seek medical advice immediately if you feel unwell in any way or are concerned about your symptoms. Please call 999 for life threatening emergencies.

How is my data handled?

Anonymous information (i.e. no one will be able to identify you) will be used at a future date to help us improve the quality of the local services we are providing to you. It will be used to support researching how effective treatment is. By returning this form, you are consenting for the information to be used in this way.

Data required to deliver this service and product developments will be shared with our service provider, DrDoctor, who will not have access to utilise any personal data. DrDoctor is accredited to the highest standards set by the NHS for protecting the healthcare information of UK citizens as certified here www.dsptoolkit.nhs.uk/OrganisationSearch/8HY91. DrDoctor's Privacy Policy can be found at my.drdoctor.co.uk/privacy.

By submitting a Digital Assessment, you are consenting for the information to be used in this way.