Introduction

MRC Industrial CASE PhD studentship (started 2012)
Partner: Philips Research UK

Aims
1. Explore barriers to telehealth in COPD from a user perspective
2. Work with [potential] users: develop solutions to feed into future telehealth design

N.B. ‘users’ = health professionals (HPs), patients and their informal carers
Methods

Sampling
- 6 NHS sites: NW England
- Different settings/HP roles

Data collection
- 21 HPs
  - 2 focus groups
  - 11 Semi structured interviews

Analysis
- Thematic approach
- advisory group help shape research
Results: health professional perspectives

Considering patients in context and identifying patients’ needs

1. Need for ‘personalisation’ of telehealth
2. Need for range of technology solutions
3. Importance of treating individual not disease
4. Need for ‘step down’ approach from ‘heavy touch’ to ‘light touch’
Conclusion

Barriers identified:

- Previous ‘generic’ implementation
- Telehealth failed to consider holistic needs
  - Fundamental to quality care/safe care
- Need for personalised and tailored telehealth
  - Consistent with holistic approach
  - Aligns with professionals’ values and professional identity
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