



## Welcome

The aim of this newsletter is to keep everyone aware of the many exciting innovations in Telemedicine and Telehealth within NHS Wales. With the wholehearted backing of the Welsh Assembly Government, enormous strides are being made in using technology for the benefit of patients and clinicians.

The Welsh Assembly's Telehealth programme is improving healthcare delivery and reducing waiting lists throughout Wales. A key component is the successful introduction of Polycom video conferencing solutions by the Welsh Health Video Service (WHVS) with the assistance of MultiSense Communications, specialists in medical conferencing solutions and Computacenter.

In a country as geographically diverse as Wales where travel can be difficult and slow, video has enormous advantages in terms of saving time and costs.

Clinical services supported by video so far include burns, paediatrics, cancer, cardiology, trauma, A&E/MIU, dermatology and genetics counselling.

There are several projects currently being implemented including one which will allow rural GPs to access specialist services remotely, enabling faster diagnosis and treatment.

I look forward to keeping you abreast of developments in future issues.

### Ken Pile

All Wales Telehealth Implementation Manager, Welsh Assembly Government



## Minister Visits WHVS



Dr. Brian Gibbons, Minister for Health and Social Care, Welsh Assembly Government recently visited the Welsh Health Video Service (WHVS) Management Centre at Health Solutions Wales in Cardiff to see for himself the progress of the NHS Wales Telehealth Programme. He was welcomed to the Centre by Stuart Nash, WHVS Centre Manager and Ken Pile, Implementation Manager - All Wales Telehealth.

During the visit the Minister participated in remote meetings via the WHVS with the Chief Executive of the Ceredigion Local Health Board, Consultants from Bronlais and Glan Clwyd Hospitals and Nurses from Colwyn Bay Community Hospital.

Dr. Gibbons commenting, said: "NHS Wales has been at the forefront of developments in high bandwidth telecommunications, video conferencing

and Telehealth activities for a number of years and is one of the leading European health communities using video conferencing facilities. These facilities are already enabling us to provide patient care earlier through remote consultations and the sharing of medical expertise, especially in areas that were previously difficult to reach due to location or restricted access. Video conferencing technology is playing a crucial role in helping us to reduce waiting lists."

Following his visit, the Minister was involved in the British Irish Council on Telemedicine. Dr. Gibbons said that the visit to the WHVS would enable him "to provide a valuable contribution to the discussions, having seen the huge benefits that can be achieved by an effective Telehealth Programme."

## The team



The Welsh Health Video Service (WHVS) support team are the ones who are there on the end of the phone and on video providing support to users of the network. The team comprises (front) Stuart Nash, WHVS Centre Manager and

(left to right) Bernard McCarthy, Senior Telecoms Consultant, Christopher Barber, Senior Telecoms Consultant, Christopher Teasdale, Senior Telecoms Consultant and Matthew Hill, Senior Telecoms Consultant.

## Move it!

The practitioner cart is a fully featured remote consultation and diagnosis system providing high quality audio and video conferencing. Many Trusts have problems installing video because they simply do not have a dedicated room available. The practitioner cart provides the ideal solution as it can be quickly and easily moved to where it is needed.

Clinicians can consult directly with a remote patient and GP or nurse enabling a large number of patients' problems to be diagnosed immediately rather than have the patient referred to a specialist or hospital at a later date. Facilities such as image transfer and access to patient records are available 'live' during the remote consultation. A major feature of



the system is a medical grade battery back-up, capable of up to 50 hours run time in the event of a mains power failure. The battery also allows the cart to be used in an area without a mains power socket.

## Back to school

When you have a video conferencing system installed, initial training is provided to get everyone up and running. Later on, however, you may find that there are new members of staff or additional applications with which users are unfamiliar. To cover this eventuality, a range of training options is available:

Course Type	Duration
New users	2 sessions
Refresher course	2 sessions
New user/refresher course by video	1 session

For price details and to book training please contact MultiSense Communications on 01494 461949 or email [gill.dover@multisense.co.uk](mailto:gill.dover@multisense.co.uk).

## Over the bridge

The bridging service which forms part of the infrastructure of the Digital All Wales Network (DAWN2) has been enhanced with the addition of a new multipoint conferencing bridge. MultiSense Communications' conferencing solutions are the only ones fully approved for connection to DAWN 2.



The new bridge has many benefits for users of the network:

- Multiple location conferences between 5, 6 or more locations
- Mix of telephone and video conferences
- Sharing of information and PC data
- External access to non-DAWN2 locations via a shared ISDN in Cardiff
- Ability to record meetings or consultations with recordings instantly available on-line

## Make a note

RSM Telemedicine and eHealth '05  
- Meeting health care challenges  
28th -29th November.

This is an international conference which examines the potential for e-health applications to improve the quality of care for those with chronic conditions. Further information and booking details at [www.rsm.ac.uk](http://www.rsm.ac.uk).

If any of your colleagues would like to receive their own copy of the newsletter please email their details to [health@multisense.co.uk](mailto:health@multisense.co.uk) and they will be placed on our mailing list.