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The use of technology and communication systems that are used within Care Homes and GP Surgery

Abstract

This study aims to discover technologies and communication systems used in care homes and GP Surgery to provide newer, better, and quicker ways for people to interact, network, seek help, again access to information.

Introduction

The use of technology and communication systems are becoming a driving energy for care homes and GP Surgery to deliver quality healthcare. Nurses

and GPs use of ICT has impacted their practice, modifying the way they plan, deliver, document and review clinical care. The evolution of health and social care technology is likely to play an essential role in the future of the industry, delivering many benefits to employees and service users. While the opportunity to use new and innovative technologies is thrilling, the priority has always been to deliver high-quality, safe and dignified care, and the rights and choices of service users must always be considered when utilizing new technologies.

Rationale

To research the technology and communication systems used in Care Homes and GP surgery that promotes and improve quality, efficiency and patient experience as well as supporting more integrated care and improving the health of a population.

Research Objectives

My research is based on secondary data on my analysis of literature, articles, government statistics, online sources and journals. This is the outcome of my research.

Research Methodology

Three methods were used in the research, they are qualitative method, quantitative method and mixed method. Mixed methods research designs are regularly used to test a thesis or to integrate an activity in a particular theoretical scheme while investigating and searching an exceptional comprehension of an experience or plan. If the research query cannot be responded by analysing qualitative or quantitative data alone, then mixed methods are favoured. This study of research is finally driven by developmental and health settings, as both predominantly involve normally finished specific research from an immense illustrative size. Quantitative information is measurable. It deals with numbers, quantities and values. This structure of data can be demonstrated in numerical form (i.e., quantity, duration, length, price or size). Since quantitative data is advance through statistics, it has a high volume of reliance and is weigh objectively dependable. Qualitative research demand gathering and analysing non-numeric data (such as text, video, or audio) to acknowledge the idea, opinions, or occurrences. It can be used to collect perceptions into an issue or create new research designs. The outcome of my research is based on qualitative research. (Your dictionary n. d).

Literature Review

GP surgery and Care homes has faced some extreme challenges over the past 18 months as doctors and their teams adapt to the restrictions the pandemic has inflicted on them and their patients. As face-to-face contact declines, phone-based counselling became a crucial way to keep lines of communication open — a fundamental switch in that approach nearly overnight. Looking at some real-world data reveals a substantial rise in phone-based GP-patient and Care homes communication. As early as last February, just prior to the COVID-19 lockdown taking effect, a substantive action in London recorded 3,300 incoming calls, taking a total of 95 hours. At the very month, the plan of action brought about 1,200 outbound calls totalling 27 hours. Fast forward to October of this year, and their incoming calls had escalated to 5,560, taking 271 hours—a significant increase, with the grand total time nearly tripling. nonetheless, the substantial switch was in the number and length of outbound calls, nearly 2,540 calls were made for the same method, lasting a total of 94 hours. (GPonline n. d)

With total outbound call time increasing by over 300%, the extension of remote contact and consultations in surgeries like this and many hundreds of others underscore the conveyance in service provision and the immense importance Surgeries and

Care homes now attach to their phone systems. Remote consultations will remain essential. Eighteen months on from the start of the pandemic, GPs and the government remain some interval apart on developing a workable technique for increasing in-person appointment. As a result, the phone remains crucial to the supplying of GP services. In fact, many doctors and patients alike have detected that telemedicine is an effective alternative – for certain conditions and situations – to visiting the surgery in person. Nursing home care technology in use today is mainly focused on remote health and safety monitoring systems that can boost the quality of care and increase the efficiency of care for older adults. The present form of healthcare is inefficient due to changing demographics and advances in technology. Nursing homes use technology to aid in providing, supporting, and managing patient care; assisting with administrative and financial affairs, and assisting patients with self-management. Nursing home resident communication and e-education such as email, texting, and social media are on the upswing these days. (Marak, H.) Connected health, also known as technology-enabled care (TEC), demand the coherence of health technology, digital media and mobile devices. It allow patients, caregivers and healthcare professionals

(HCPs) easily obtain data and information and enhance the quality and result of health and social care.

(Deloitte n. d).

Analysis and Discussion

Due to the growth in technology, the performance of apps and wearables is enhancing. Another disclosure of TEC's growing application is the remote monitoring of changes in patient health (home telemedicine), and the use of digital information to recall patients to adhere to their long-term treatment or course of treatment. Enlargement in the impact of TEC has implications for healthcare providers. For example, there is a growing capability to support the transformation of some "hands-on" treatments in primary care clinics and hospitals into home care using digital communications such as electronic visits, electronic prescriptions, and remote monitoring, and many characteristics of health care delivery - general practitioner practices, residential and nursing homes and hospitals, largely particular sectors such as mental health care - there is a substantial capacity for additional development - but solely if a current barrier can be defeated. Development has been supported by the approach of global tech companies such as Apple and Google into the healthcare merchandise, as well as

the commitment of pharmaceutical companies, (which are in the company of the most active health apps).

Their beneficence increases the likelihood of new healthcare provider pattern and approaches to health research changing the patient experience.

Technological innovations today will transform healthcare tomorrow in sectors such as middleware, digital imaging and intensify digital sensors. At the present time, the speed of technological networking is growing rapidly, but the question remains either the evolution will only supply marketing for the healthcare industry, or will they transform healthcare? (Deloitte n. d).

Conclusion and recommendations

Threats to cybersecurity are one of the significant confrontations facing health systems during the swift digitization of the past few years. Healthcare facilities have been one of the peak targets of ransomware ambush since the pandemic began and are most likely to persist due to the collection of sensitive personal data. With consumers at the centre of digital transformation attempt, the privacy and security of patient information is one of the brink digital priorities for health systems. During my research, I learnt that cybersecurity is one of the brink three investment

priorities today and in the next 3 years. Informants also debated on how their cybersecurity departments are working jointly with digital transformation teams to guarantee substantial transparency and ownership. Without equal observation to the network, health systems expand themselves to additional threats as they enlarge digital activities. The impact of digital revision will be felt afar all directions of healthcare, granting easier access, improved quality, and lower healthcare costs. Consumers can rapidly and simply link with their preferred suppliers. In addition to strengthen consumer relationships, digital transformation can be of use to enhance operational and financial productiveness and commerce health system long-term master plan to existence.

Explore the Technology and Communication Systems that are used in Care Homes

Device Location and Usage

These perceptions allow IT leaders to work out maintenance, schedule downtime, increase or decrease inventory, enhance systems, or progress to new systems as required. Provided with this information, equipment downtime can be reduced, and medical equipment can be productively organized based on usage patterns. For healthcare delivery

organizations, these welfares convey into cost savings and enhance care delivery. (Amis n. d).

Virtual Reality (VR) and Augmented reality (VR)

Another interesting type of technology used in the industry, most exceptionally to impart employee training as it is as close to real life scheme as possible. The technology can also be applied to soothe pain and anxiety in patients, or as an inclusion to psychotherapy such as disclosure therapy. (Highspeed training, 2021).

Apps for Healthcare The applications accessible to the public are constantly expanding, differing and countless. They differ from mental health support and health trackers to image analysis such as mole checking apps. While some apps lack reliability, there are still numerous apps that can be utilised and conform to an eminent medical devices and aid people to monitor and manage their medical conditions more productively. (Highspeed training, 2021).

Emergency Call Systems

Utilising emergency call systems install in senior care centers or at home, liable populations, as well as seniors, can enlarge their independence and obtain peace of mind being aware that caregivers are on call in an emergency. (Ublox n. d).

Fall Detection Systems

In the United States only, over 3 million seniors recorded falls, resulting in more than 3 million injuries and over 30,000 deaths. Fall detection systems use wireless communications (including Bluetooth, Wi-Fi and cellular technology) to instinctively alert and caution emergency services in the incident of a fall. (Ublox n. d).

Sleep Apnea Monitors

Connected sleep apnea monitors permit patients to be diagnosed in their own beds, in lieu of requiring them to go through the night in a medical sleep lab. Direct transmission of data to healthcare professionals through cellular networks or local assisted living gateways reduce the risk of carelessness and render diagnosis. (Ublox n. d).

Explore the Technology and communication Systems that are used within the GP Surgery

GP Cloud Voice was designed with information from surgery managers, receptionists and doctors, creating it recognisably pleasant explication for conveying the demand we face on daily basis. Additionally, as a cloud service, GP Cloud Voice is automatically updated by our builders and engineers to ensure you always are

working with the up-to-date modern technology. (VTSL 2021).

Better Patient Access

One of the notable patient complaints are that they cannot make an appointment for surgery. Premier Patient Line can assist enhance communication between surgery, staff and patients. (VTSL n. d).

Telephone Systems

Essential communication and telephony are particularly vital to contemporary GP surgeries and practices of all proportions but uncovering the accurate result can sometimes be quite demanding. Premier Patient Line has been assisting surgery for nearly two decades and will construct solutions around all requirements. (PremierpatientLine n. d).

Unified Communications

In the age of remote and flexible working, unified communications (UC) supply surgical staff the finest link from regardless of where they work without negotiating the patient experience. It also assists extra covering of disaster recovery! (PremierpatientLine n. d).

Flexible Working Permit doctors and receptionists to work from home as if they were in an operating room.

They can make use their mobile phones to call and receive surgery numbers and make use of extensions for transfers and conference calls. (VTSL n. d)

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