

## Sharing best practice for implementing BP@Home powered by Viso



### Overview

BP@Home powered by Viso, a product developed by Omron to manage hypertension (HTN), is being implemented across Dorset primary care settings with the support of the Dorset Digital Access to Services @Home (D@SH) team.

To support further onboarding across all primary care networks (PCNs) within Dorset, Health Innovation Wessex (HIW) has collated this overview to identify learning and share best practice.

This case study is based on implementation in Weymouth and Portland PCN, where an iterative GP practice by GP practice approach to implementation was taken by the six GP practices, and in Mid Dorset PCN who implemented BP@Home at a network level across their nine GP practices. At the time of writing, 457 patients were using BP@Home in the Bridges Medical Practice in Weymouth and Portland PCN, and Mid Dorset PCN had 397 patients using BP@Home.

### Key patient outcomes from using BP@Home

- Practice and PCN staff reported more accurately controlled blood pressure readings
- Patients reported faster and more efficient action from the GP practice
- Patients found the platform easy and convenient to use

### Key GP practice and PCN benefits from BP@Home

- Practices and PCNs felt that the platform saves time for managing patients with hypertension
- Using the platform saves unnecessary practice appointments as reviews are done remotely and medication changes sent through the app
- The practices and PCNs all report that BP@Home helped to identify new patients with hypertension who were previously unknown.

## What are the benefits and challenges for implementing BP@Home?

Benefits	Challenges and Barriers
<b>Blood test reminders</b> through BP@Home with a SMS link sent to enable booking. This is easier for both the patient and GP practice staff, and reduces time taken to book a test.	Some practices feel they have <b>already identified patients</b> with HTN so are not engaging with BP@Home. To overcome this, best practice sharing and outcomes are being presented to help realise the benefits of engaging with BP@Home.
<b>More patients used the app instead of paper diaries</b> to report blood pressure readings which are more accurate and timely for clinical staff to review and act upon.	<b>Belief</b> amongst some staff that <b>face-to-face is better than digital</b> . To help overcome this, we are presenting the benefits which includes time saving for the practice and a better experience for the patient.
<b>More accurate</b> blood pressure data <b>through BP@Home</b> enables clinical decisions to be made to optimise the patient with target levels.	Despite education about getting good blood pressure control through the app, some staff <b>still want to use paper BP diaries</b> . To help overcome this we are emphasising the improved accuracy delivered by the BP@Home platform.
<b>Quicker review, decision making and medication changes</b> can be made with real time information from patients - a better experience for patients and reduces the need and wait for an appointment.	<b>Evidence needed</b> to support <b>efficiency savings</b> for the practice by using BP@Home. The Omron team and D@SH team are developing a set of calculations to show the achievable savings for practices and PCNs.
<b>Identification of new HTN patients</b> previously unknown to the practice enables intervention to help avoid cardiac related events.	<b>Resource required</b> for case finding and patient reviews. To help overcome this, the ICS is reviewing how to use resources for proactive not reactive care, to reduce demand for urgent appointments and release time for case finding and patient reviews.
There is <b>emergent data starting to show the cost savings and reduction in other practice appointments</b> ; a return on investment for using the platform and reduced demand on practice appointments.	Patients over <b>80 years old - sign-up to BP@Home is low</b> . To help overcome this, practices and PCNs are running BP events to help educate patients in the benefits of the platform for any age and digital support is provided through the digital champions and through Omron.
<b>Positive patient feedback</b> received from those using BP@Home shows that patients are having a good experience of how their care is managed.	There is <b>variable patient engagement</b> with some HTN patients engaging with BP@Home whilst others have not. To help overcome this, practices and digital champions are working with patients to support them to use the platform, and Omron also have a support team available to answer user enquiries.

Please note: this learning is not based on a formal evaluation of BP@Home.

## Sharing best practice and top tips for GP practices and PCNs

### 1. Appoint a trained clinical champion and dedicated team

A clinically trained champion alleviates the need to allocate tasks to others and is ultimately time saving and more efficient. Having a dedicated team is beneficial to running this platform

### 2. Ensure staff are trained and have support

It is important to ensure staff have:

- knowledge of managing hypertension and medication
- trust in the platform and the information provided
- standard messages ready to use – this makes it easier and quicker to respond consistently to alerts.

### 3. Agree with your team an approach to patient onboarding

Ensure you have a clear and structured approach to patient onboarding and involve the whole practice / PCN team.

### 4. Try different patient engagement approaches such as open evenings or drop-in days

When holding events, consider conveniently located venues accessible to your patients. Focus on the benefits of using the platform and why controlling hypertension is important, rather than a focus on medication and its side effects. A more informal approach gains greater patient sign-up.

### 5. Identify digital volunteers

When organising events include digital volunteers to benefit from their support.

### 6. Agree a cross-team approach for managing the platform

Clinical oversight of the platform from a stable staff group is advised. The Bridges Medical Practice allocated GP partners; this was key to sustainability and gave senior support to the project implementation.

All staff within the practice (including the reception team) need to know about BP@Home, including how to manage queries and encourage patients to sign up.

## Quotes from BP@Home users:

"People with hypertension are at increased risk of atrial fibrillation, stroke, heart failure and chronic kidney disease. We hope that by supporting patients to take their blood pressure readings at home, they will better understand and manage their condition, improving their health in the long term."

We know that not everyone feels confident using new technology. The app has been trialled across other areas of Dorset and it has been positively received by patients. We have had a 45% reduction in patient appointments relating to blood pressure, saving time for both them and their GP. We know that this can make a real difference to people's lives. Patients who have been trialling this technology have told us that using this app has encouraged them to make improvements to their health."

Advanced Clinical Practitioner

"It has contributed to the meeting of our QOF targets."

General practitioner

"It is brilliant... it is not having to attend the surgery for appointments."

Community partner

"Patients are meeting their blood pressure targets quicker than using a face-to-face approach or paper-based systems."

Trainee Advanced Clinical Practitioner

## Additional Resources:

- [Dorset's BP@Home service and app - Patient Stories \(youtube.com\) – NHS Dorset](#)
- [BP@Home Showcase Follow Up \(office.com\)](#)