**Story Board Care Home Case Study relating to the Telemedicine Service (TMS)**

***Please do not include any patient identifiable information and return to*** [***louise.keighley@bradford.nhs.uk***](mailto:louise.keighley@bradford.nhs.uk) ***by 30th August 2021***

***This does not need to be completed by a manager and if you prefer you can call Louise on 01274 237369 and she will populate the template whilst on the phone***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Patient** | **Situation** | **Initial contact** | **Assessment** | **Advice/intervention** | **Outcome for patient** |
| [Image result for Old People Cartoon Characters](https://www.bing.com/images/search?view=detailV2&ccid=f5XoCtlg&id=B53AC3893D9365C8D187C89DCFEE76AC770BE347&thid=OIP.f5XoCtlgES38E3fvs6kb5wHaFx&mediaurl=https://cdn1.vectorstock.com/i/1000x1000/74/95/group-of-old-people-cartoon-characters-happy-vector-17627495.jpg&cdnurl=https://th.bing.com/th/id/R7f95e80ad960112dfc1377efb3a91be7?rik%3dR%2bMLd6x27s%2bdyA%26pid%3dImgRaw&exph=780&expw=1000&q=Old+People+Cartoon+Characters&simid=608043996280877020&ck=BD4C9F35FFF794EEDA7FDB5AF3489071&selectedIndex=0&FORM=IRPRST) | See the source image | [Image result for Make Phone Call Cartoon](https://www.bing.com/images/search?view=detailV2&ccid=W5ROBqWh&id=4A1A42FCF2A7EA679877F370ADE15E55367E261F&thid=OIP.W5ROBqWhfwwhc1WkF94BiAHaHa&mediaurl=https://webstockreview.net/images/employee-clipart-phone-call-2.jpg&cdnurl=https://th.bing.com/th/id/R5b944e06a5a17f0c217355a417de0188?rik%3dHyZ%2bNlVe4a1w8w%26pid%3dImgRaw&exph=1200&expw=1200&q=Make+Phone+Call+Cartoon&simid=608000758846590736&ck=84D7D06BDC7F10C19460DFDC6F14E4EE&selectedIndex=13&FORM=IRPRST) | See the source image | See the source image | See the source image |
| *Please provide brief information about the patient e.g. age, medical condition*  **Please do not include any patient identifiable information** | *Please provide brief*  *information about what happened that made you call the TMS* | Please provide brief information about what happened when you called the TMS | Please provide brief information about what happened next (questions asked, assessments undertaken) | Please provide brief information about what advice/support/interventions were offered by the TMS | Please provide brief information of the outcome for the patient how did using the TMS benefit them |