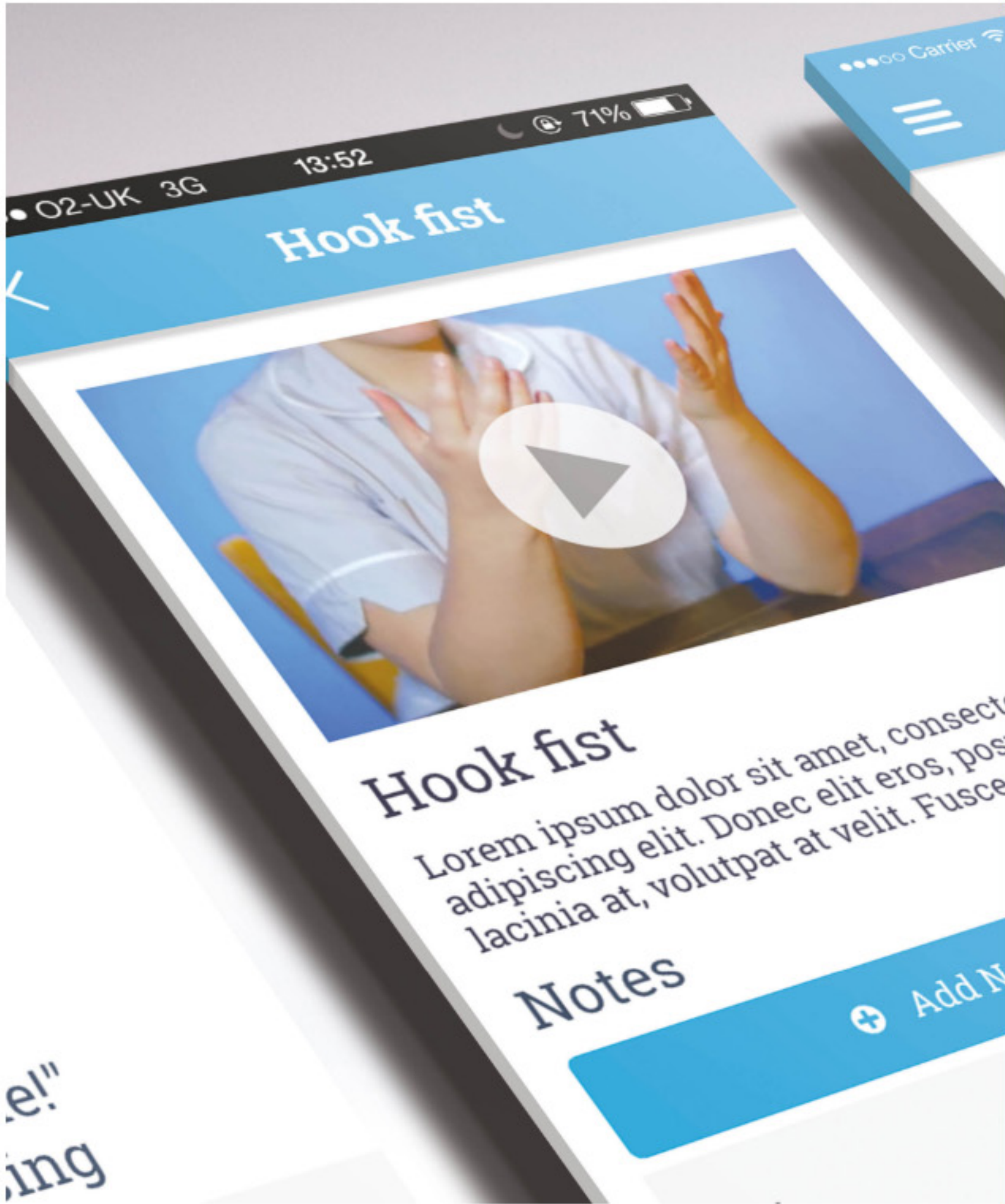




NHS remote care health app to support patients following hand surgery or injury

From its base at Chelsea and Westminster Hospital, CW+ is a charity that exists to make care better for patients and their families.



4,800

hand injury patients seen every year by the trust

90+

instructional videos showing patients how to perform prescribed hand exercises

1m

patients cared for by Chelsea and Westminster Hospital NHS Foundation Trust every year

“We are truly delighted with the app. As a clinician it has been brilliant to be able to use this in situ with patients as it’s quick and easy to download and prescribe exercises. It making a real difference to the patient and therapist experience. Thanks for all your hard work and dedication to this project.”

Hayley Fay

Senior Occupational Therapist,
Hand Therapy Department,
Chelsea and Westminster
Hospital NHS Foundation Trust

Before we landed

CW+ invests in financially sustainable innovations, facilities and technologies that improve clinical outcomes for patients at Chelsea and Westminster and beyond. One such project is to support its 4,600 patients recuperating from hand trauma or surgery each year.

The challenge we were set

CW+ commissioned IE to build a hand therapy app, to enable healthcare professionals to prescribe a programme of hand exercises appropriate to the individual to aid recovery – reducing the need for face-to-face appointments and improving patient outcomes. Importantly, the app needed to be based on reusable components, providing a framework for future apps to be built more efficiently.

The difference we made

IE Digital built a rapid prototype using Telerik, before evolving the product in the build phase. This enabled CW+ to quickly see what they were getting, give feedback and make changes as needed.

The app features a library of over 100 new instructional videos showing how to perform hand exercises specific to a person’s hand injury. The clinician uses an intuitive ‘favourites’ system to prescribe relevant content, which is supplemented with notes for each patient. Built-in reminders help patients meet their recommended exercise times and frequency.

IE took care to build in efficiencies so that, where possible, components are reusable for future CW+ apps. We built versions of the app for both iOS and Android devices.

Although the project is primarily aimed at supporting staff and patients at Chelsea and Westminster, CW+ intends to keep it open to help other areas of the health service.

