

Case Study



Provide Community: Empowering expert supervision in podiatry

About SimplyVideo

SimplyVideo is the world's first Extended Reality (XR) cross-platform collaboration solution that can be integrated with both Google Meet and Microsoft Teams natively.

SimplyVideo delivers low-bandwidth collaboration capabilities across the medical sector, with secure, data sovereign video collaboration - to ensure healthcare organisations and teams can achieve better patient outcomes and operational efficiency, whilst delivering enhanced learning and training through see-what-I-see Assisted Reality and Augmented Reality (aR) collaboration technology.

About Provide Community

Provide Community is a Community Interest Company (social enterprise), who deliver a broad range of health and social care services in the community.

They are committed to delivering a safe, responsive and high-quality service within their communities across 40 different services - including community hospitals, community clinics and care homes for adults, children and families.



The Project

The initial pilot emerged from a request from the District Nursing team at Provide Community and it quickly emerged that there was a clear need for the technology within the podiatry team.

Due to challenges in recruiting experienced Podiatrists, this meant that newly-graduated or deployed podiatrists would be faced with working in a high-risk environment and would need close supervision from more senior podiatrists to provide detailed observation.

The requirement was born out of the need for real-time assessment and consultation to prevent care delays and improve patient outcomes, which weekly team meetings through Microsoft Teams did not fulfil as they could not incorporate real-time assessment.



The Solution

Connected Worker deployment with SimplyVideo and Assisted Reality wearable technology

Provide Community deployed a **Connected Worker solution** on the SimplyVideo platform, engaging their Assisted Reality wearable devices to provide their community staff and junior podiatrists with on-demand, real-time access to senior podiatrists. The successfully piloted solution was tasked with reducing the cancellation of clinics or unsupported clinics, improving patient outcomes and patient and staff satisfaction within podiatry.

The success of SimplyVideo's solution was dependant on the following outcomes:

1. Reduction in cancellations of clinics or unsupported clinics

By looking at junior podiatrists rota availability - filtered to demonstrate when they were in-clinic on their own, with senior podiatrists availability. Senior podiatrists would need to be available to provide treatment, otherwise a clinic would be cancelled or rearranged. Previously it would be required for senior podiatrists to be at a physical location to be deemed 'available'.

2. Whether patient outcomes were improved

Measuring whether there is a difference between the original care plan and the final outcome after the Realwear headset intervention.

3. Whether patient and staff satisfaction within podiatry were improved

Comparing results from staff survey results pre and post-wearable deployment and whether Assisted Reality enabled remote support improved this.



Using software agnostic headsets enabled us to find and implement a solution that best meets our service needs. Simplicity was key to ensure adoption due to varying IT skills. Image annotation and low bandwidth support were also important. Adaptability to our needs and the support provided by SimplyVideo have been excellent.



Stephen Woodford

Project Manager (Digital Innovation), Provide Community



Reduction in cancellations of clinics or unsupported clinics...

Remote teams were able to engage with patients directly, hear their feedback, and initiate real-time image capture. Provide Community met their initial metrics of success from the outset.

- In Q1, over **90 hours of appointments** were executed through remote supervision during clinics.
- In Q3, a total of **394.5 hours worth of appointments** would have required rescheduling without the wearable devices.
- In Q4, a total of **401.5 hours worth of appointments** were saved from rescheduling.
- The gains over this period display a reduction of cancellations of clinics or unsupported clinics, due to increased senior podiatrist availability.



Patient outcomes improved...

- Provide Community experienced **significant growth** in the number of care plans changed as a result of SimplyVideo and wearable device deployment.
- 3 care plans had **increased to 26** in Q3.
- By Q4, **49 care plans** had been reached.



Patient and staff satisfaction within podiatry improved...

- The solution provided a **targeted 10% uplift** to 76.6% for staff and patient satisfaction.
- Q3 delivered an **increase of 80.5%**, which saw a further increase in Q4 to **81.8%**.
- In summary, this detailed how **both patients and staff were experiencing the benefits** - improving patient outcomes and staff satisfaction by deploying Assisted Reality wearable technology for remote collaboration purposes.

Where next?

Provide Community's forward thinking approach in addressing the deployment of SimplyVideo's technology to implement their Connected Worker Solution has paid dividends.

Appointment cancellations and unsupported clinics have been greatly reduced, whilst at the same time, patient outcomes and patient and staff satisfaction have increased. At SimplyVideo, we're proud to be collaborating with this innovative Social Enterprise and look forward to working with them on future projects.



Working with an innovative and forward thinking team like Provide Community to deliver an effective remote collaboration solution has been fantastic. Their detailed and effective approach towards Assisted Reality implementation has paid off, and has seen them deploy the solution with success across their Podiatry team.

I am looking forward to seeing what the future holds, and how we at SimplyVideo can continue to add value to improve their workflows.



James Bolger
Partnerships Lead, SimplyVideo



Provide's forward thinking approach to community care, and their effective deployment of Assisted Reality for remote collaboration is something we are incredibly proud to be a part of at SimplyVideo.

It's clear that Provide are change-makers in this space, and we look forward to helping them achieve their goals and further improve patient outcomes by using SimplyVideo in the future.



Alex Deighton
CEO, SimplyVideo