

WM5G Colon Capsule Endoscopy (CCE) Managed Service Overview

The **WM5G Colon Capsule Endoscopy (CCE) Managed Service** provides a full end-to-end or modular delivery model designed to expand diagnostic capacity and improve patient access to minimally invasive gastrointestinal investigation. The service supports Trusts and GPs to transition activity into community settings, reduce backlog pressure, and implement a sustainable, digitally enabled diagnostic pathway.

Service Scope & Core Components

- **Service Integration & Local Alignment:** Full support to integrate CCE into existing Trust and GP diagnostic pathways, ensuring alignment with local procedures, clinical governance, and operational capacity.
- **Pathway Redesign:** Assistance in redesigning pathways to shift activity into community settings and reduce demand on acute diagnostic services.
- **Resource & Infrastructure Planning:** Identification and optimisation of clinical and non-clinical capacity, equipment, community sites and staffing models required for safe CCE delivery.
- **Programme & Change Management:** Full programme management support for mobilisation, training, capability uplift, adoption and continuous improvement.
- **Read & Report Services:** A remote clinical hub model enabling clinical read and reporting of CCE images to reduce reporting delays, with options for local hub configuration and clinician training.
- **Patient Preparation & Triage:** Pre-prep consultation, bowel prep prescribing, appointment booking, image collation and clinical liaison functions.
- **Patient CCE Delivery:** Run and manage community-based clinics, fully staffed with endoscopy trained nurses to deliver CCE to appropriately referred patients

Delivery Model Options

- **End-to-End Managed Service** where WM5G provides complete delivery outside the acute hospital setting.
- **Modular Services** where Trusts select pathway components (e.g., read and report only, patient prep service, community site mobilisation).

Benefits

- Reduces hospital-based diagnostic demand.
- Decreases wait times via remote reporting.
- Flexible, scalable and configurable around Trust needs.
- Supports energy efficiency and reduced environmental footprint.

- **WM5G Digital Discharge Service (DDS)**

- The **WM5G Digital Discharge Service (DDS)** is a technology-enabled discharge pathway designed to support medically optimised patients to leave hospital safely and recover at home with short-term digital monitoring and wrap-around support. The service aims to reduce discharge delays, prevent avoidable readmissions, and strengthen continuity of care across acute, community and primary care teams.

- The DDS supports patients for up to six weeks post-discharge and integrates directly with Integrated Discharge Teams (IDTs), community services, and commissioned partners across the system. It is aligned with the **NHS Long Term Plan, Discharge to Assess (D2A)** pathways and **DHSC digital health strategies**.

- **Service Scope & Eligibility**

- DDS is designed for:

- Patients who are medically optimised for discharge but require structured community support and monitoring to maintain safety at home.

- Patients who would benefit from remote monitoring, environmental & home readiness support, or short-term digital intervention to prevent readmissions or escalation to other community services.

- **Core Service Components**

- **1. Digital Technology Prescription & Remote Monitoring**

- DDS provides a simple, accessible digital technology package (such as home sensors) to enable remote monitoring teams to track patient health status, identify early signs of deterioration, and initiate timely interventions.

- Monitoring teams maintain virtual oversight and collaborate with community partners to escalate as required, significantly reducing the risk of readmission.

- **2. Home Readiness Service**

- The Home Readiness Service supports patients transitioning from hospital to home by ensuring the home environment is safe, equipped and appropriate for recovery.

- **Key functions include:**

- Assessing the home environment prior to or immediately following discharge.

- Ensuring essential equipment, basic provisions or safety considerations are in place.

- Supporting medication pick-up, basic set-up tasks or wellbeing checks where required.

- Acting as a bridge between hospital discharge teams and community services, preventing delays or failed discharges.

- Undertaking in-person wellbeing checks on a weekly basis (as individual needs indicate)

- This component enhances patient safety and gives referring teams confidence that patients discharged to home have the practical and environmental readiness required for a smooth transition.

- **3. Standardised Operational Model & Governance**

- DDS is delivered through a structured Standard Operating Procedure including:
- Referral workflow
- Clinical and non-clinical roles
- Consent and information governance
- Issue and recovery of technology
- Communication templates (GP discharge letters, patient introduction forms, consent forms, technology instructions)
- All documentation ensures auditability, consistent delivery, and a clear chain of clinical responsibility.

- **4. Workforce & Delivery Model**

- WM5G has developed a scalable DDS delivery model, including regional operational structures. Which includes defined roles such as:

- Regional and national WM5G delivery leads
- Digital health & care navigators
- Service delivery coordinators
- Clinical and social care remote monitoring devices
- Clinical and care observation and escalation services
- Technical support and logistics teams
- Home Readiness personnel
- This model allows systems to choose the configuration best suited to local demand, capacity and commissioning strategy.

- **Benefits**

- **Faster, safer discharge** by enabling earlier home return with structured support.
- **Reduced readmissions** through continuous monitoring and rapid intervention.
- **Improved patient experience** supporting independence and confidence at home.
- **Strengthened multidisciplinary collaboration** between acute, community and voluntary sector teams.
- **Operational efficiency** through reduced length of stay and improved discharge flow.

WM5G Technology Enabled Care (TEC) Managed Service

The **WM5G Technology Enabled Care (TEC) Managed Service** supports participating local authorities in commissioning, scaling and governing digital care technologies to enhance independence, safety and wellbeing for adults with care needs. The service builds on the successful 5G Innovation Region (5GIR) programme and provides a regional operating model for scalable deployment.

Service Scope & Core Components

- **Programme Delivery & Governance:** WM5G acts as delivery partner responsible for programme oversight, contract management, implementation quality, financial and technical reporting, and assurance across participating councils.
- **Local Authority Collaboration:** Supports councils to manage referrals, assess local TEC needs, and validate solutions in partnership with suppliers.
- **Device Management:** Full lifecycle management including issue, return, inspection, decontamination, refurbishment, repair, maintenance, and re-issue of TEC devices.
- **Scalable Deployment:** Expansion of TEC solutions across multiple councils using standardised processes, shared learning, and regional governance.

Governance

- Monthly board reviews with WM5G, local authority representatives, providers and partners to monitor progress, lessons, finance, delivery and benefits.

Benefits

- Evidence-backed improvements in independence, safety and outcomes for TEC recipients.
- Increased efficiency and cost-effectiveness through recycled/refurbished devices.
- Improved cross-council standardisation and regional alignment.