Digital Wound Imaging: Enhancing Patient Experience and Clinical Oversight Using eKare inSight

Natalie Hancocks, RGN, BSc (Hons), Tissue Viability Nurse Specialist Out of Hospital division at South Warwickshire University NHS Foundation Trust

NHS South Warwickshire University NHS Foundation Trust

BACKGROUND

Accurate wound assessment and consistent documentation are fundamental to effective wound management (Ousey and Cook, 2012). Chronic wounds affect approximately 3.8 million people annually in the UK and place a substantial burden on patients and NHS resources (Wound Care Today, 2023). Consistent wound assessment is essential for monitoring healing and identifying deterioration, yet traditional measurement techniques can be subjective and variable between clinicians (Wound Care Today, 2023).

Digital wound imaging, supported by the eKare inSight® app, enables standardised wound assessment and real-time capture of consistent clinical data along with healing outcomes which were not previously recorded (eKare Inc., 2025). This provides immediate visibility of service activity, supports informed clinical decision-making, and generates robust evidence to inform service evaluation and commissioning across community services where data has traditionally been inconsistent (Charles and Wickens, 2024).

AIM

To describe the impact of implementing the eKare inSight digital wound imaging platform within routine clinical practice, with particular focus on patient experience and feedback alongside clinician oversight of wound healing. This work represents a local service evaluation of using digital wound imaging in routine clinical practice. Patient comments were collected as part of service evaluation and quality improvement activities.

ABOUT eKare inSight

eKare inSight is a secure smartphone-based wound management system that provides standardised wound measurement and documentation with oversight capabilities. It enables objective monitoring of wound healing, supports remote review and multidisciplinary communication, integrates with electronic patient records, and has demonstrated accurate wound measurements, helping to improve consistency and efficiency in wound care (Wound Care Today, 2023).

The application enables clinicians to:

- Capture high-quality wound images
- Generate automated 3D measurements including area, length, width, and volume
- Assess tissue composition
- Track wound progression over time using serial imaging
- Store wound records securely within a digital platform
- Review healing trends through a clinical dashboard, enabling oversight across patient caseloads and supporting timely clinical decision-making



PATIENT EXPERIENCE

Patients consistently reported positive experiences following the introduction of a digital wound app (DWA). Seeing serial wound images through the gallery helped patients visualise improvements that were difficult to appreciate day to day. Visual evidence of healing supported conversations about treatment progress and ongoing management. Patients reported a better understanding of why treatment plans were continuing or changing. Patients reported that visualising wound progress helped them better understand their treatment and encouraged engagement with their care plan.

Theme	Patient Feedback
Confidence	*"It gives confidence that the wound is being monitored properly." "It's good to actually see that it's getting better."*
Innovation	*"I was flabbergasted with the technology." "It's exciting to see how this technology could improve care."*
Speed	*"It was much quicker than I expected."*
Specialist oversight	*"It's helpful that specialists can see all wounds and pick up on changes."*



DISCUSSION

This service evaluation demonstrates the benefits of digital wound imaging extend beyond accurate wound measurement. The technology appeared to improve patient engagement by enabling patients to visualise their own healing progress while providing clinicians with objective data to support clinical decision-making and oversight of complex wound caseloads.

Patients valued the use of innovative technology and reported increased confidence in their care. Patients became more involved in discussions about their wound. Images encouraged questions and conversations about treatment. Some patients expressed greater motivation to continue with dressings, compression or offloading when they could see measurable progress.

Clinicians benefited from rapid image capture, automated measurements and improved visibility of wound progression through longitudinal data and dashboard oversight.

The combination of patient engagement and objective clinical data has the potential to support earlier intervention, improve communication and contribute to improved wound outcomes.

CONCLUSION

Digital wound imaging using eKare inSight has been positively received by both patients and clinicians.

The platform provides rapid, objective wound assessment while improving documentation, monitoring and clinical oversight. Patient feedback suggests that visualising wound healing enhances confidence, understanding and engagement with treatment. Continued evaluation will help determine the impact on healing outcomes, service efficiency and quality of care.

REFERENCE LIST

Charles, A. and Wickens, C. (2024) Community health services explained. The King's Fund. Available at: https://www.kingsfund.org.uk/insight-and-analysis/long-reads/community-health-services-explained (Accessed: 23 July 2026).

eKare Inc. (2025) Transformative Impact 7.5. Available at: eKare PDF (Accessed: 23 July 2026).

Ousey K, Cook L (2012) Wound Assessment made easy. Wounds UK 8(2). Available at: www.wounds-uk.com/made-easy (Accessed: 23 July 2026).

Wound Care Today (2023) eKare inSight. Wound Care Today. Available at: https://www.woundcare-today.com/journals/issue/wound-care-today/article/ekare-insight-2023 (Accessed: 21 July 2026).

FOR MORE INFORMATION

inSight | EKARE