

FUTURE TRENDS FOCUS

The King's Fund, London
Thursday December 8, 2011

Chaired by Dr Michael Dixon, Chairman, NHS Alliance

Hosted by The Doctors Laboratory, Appello and Salix Consulting



THE DOCTORS
LABORATORY



AGENDA

Arrivals and coffee: 10.15 for a prompt 10.45 start

Round Table 1: 10:45 – 12:45

Focus on diagnostics and pathology

Questions from the chairman:

1. What do we mean by pathology? Is it an end-to-end service or simply a diagnostic testing service?
2. How will pathology be commissioned in the future?
3. Should pathology services for the NHS be provided by the NHS?
4. Are there lessons to learn from the independent sector?
5. What influence will the 'no decision about me without me' patient have over commissioning services like pathology?

Chairman's conclusion

12.45 Close

12: 45 – 14:00 Buffet Lunch in the Treasurer's Room

Round Table 2: 14:00 – 16:00

Focus on long term conditions, self care and telehealth

Questions from the chairman:

1. Do you think there is a strong enough evidence base yet for telehealth?
2. Do you think there is a robust business case for telehealth?
3. What sorts of patients would benefit from telehealth?
4. Where does telehealth fit with the self care agenda?
5. Is telehealth a social support tool or a clinical tool?
6. What evidence would you like to see in order to consider commissioning telehealth?
7. Do you expect the results from the whole system demonstrators to make a difference to your decision making?

Chairman's conclusion

16:00 Close

HOSTS

The Doctors Laboratory

The Doctors Laboratory is the largest private medical laboratory in the UK, providing customers in the NHS and the private healthcare sector with laboratory information required for the diagnosis and treatment of medical disorders.

The Doctors Laboratory is run by doctors, for doctors. Each of its clinical divisions (pathology, genetics and clinical trials) is consultant-led, with over 70 consultant pathologists throughout the UK. Its medical director is Professor Sam Machin, who is also a consultant haematologist at the University College London Hospitals NHS Foundation Trust and head of University College London's Haemostasis Research Unit. David Byrne has been CEO since 2002. Its customers range from NHS teaching hospitals and NHS PCTs through to some of the largest private hospital groups in the country.

Its main laboratories in London and Manchester are among the most advanced in the UK with highly automated, IT-driven systems to handle tens of thousands of tests a day rapidly and reliably. All of its labs are Clinical Pathology Accreditation (CPA) accredited.

The scale of its operation means it is extremely efficient at delivering high-volume testing services, while its access to scientific and medical expertise among its own staff and in the wider medical community allows it to maintain an innovative edge. All NHS patient testing is carried out in the UK by its own staff or those of NHS partners who work in laboratories.

Appello

Appello provides nurse-led, home-based, personal monitoring, advice and support without the need for a large capital outlay. Unlike current telehealth products on the market, Appello provides a complete service for a cost-effective, monthly 'pay-as-you-use' charge. Appello comprises the largest telecare and telehealth monitoring provider

in the UK, CarelineUK, health record provider CentriHealth, control centre infrastructure provider Volt Delta and telehealth home hub and remote monitoring supplier Numera Health. At present the industry has tele-services that are often additional to existing provision rather than an alternative. Individuals end up receiving the same interventions as they previously received, such as home visits or admissions to hospital, and the technology has merely added another step and cost in to the process.

The Appello service will address this gap in the market and is targeted at monitoring Long Term Conditions including diabetes, asthma, heart disease, hypertension and COPD.

Appello centres on the service provided to empower an individual to live independently, rather than focussing on expensive technology.

The service provides one-to-one personalised advice and guidance over the telephone from qualified nurse advisors along with access to self-management tools for individuals via a web-based personalised assistive care record portal.

Salix Consulting

Salix provides a fresh approach to market access for the health, education and social sectors; one that is supported by in-depth research, sector insight, excellent networks and audience understanding. Our core team and extended associate network all have experience in communications and strategic development, with backgrounds in government policy, healthcare and respected academic and third sector organisations.

Our work is often in the public interest with innovative campaigns that measurably improve outcomes. We don't have all the answers but have invested many years getting to know the people who do and this intelligence is always shared with our clients. What sets us apart is a passion for making a difference.

WITNESSES

Round Table chair: Dr Michael Dixon, Chairman, NHS Alliance



Dr Michael Dixon has been a GP in Cullompton, Devon for 26 years. He has been Chairman of NHS Alliance, representing primary care, PCTs and practice based commissioners, since 1998. His national roles also include chairing the National Life Check Board and being a member of the National Stakeholder Forum. He is a Senior Associate of the King's Fund and Honorary Senior Fellow in Public Policy at HSMC (University of Birmingham).

Other appointments include Visiting Professor to the University of Westminster (Integrated School of Health), President of the Health Writers Guild and Honorary Senior Lecturer in Integrated Health at the Peninsula Medical School.

Carl Atkey, Head, CarelineUK

Carl joined Cirrus, CarelineUK's sister company, in 2001 and became the Technical Director in 2006. He was appointed Head of CarelineUK in 2010 having developed strong operational partnerships with many of CarelineUK's customers.

David Barrett, Nurse Lecturer in Telehealth, University of Hull



David works as a Nurse Lecturer in Telehealth, focusing on developing education, research and service delivery in this fascinating area of practice. He has carried out telehealth service evaluations for NHS and local authority organisations in the North of England, has developed a suite of educational resources, and regularly speaks at conferences on topics related to technology-enabled healthcare. David is also a member of the Centre for

Telehealth.



Dr Amit Bhargarva, Chairman, Crawley Commissioning Consortium

Amit has been a GP in Crawley, West Sussex since 1991. His current roles include Chair of the Crawley Commissioning Consortium, South East Coast SHA Primary Care lead for IAPT, South East Coast SHA Clinical Advisor for Staying Healthy work stream, member of the NHS National Stakeholder Forum and member of the DH Primary Care and Community Strategy Clinical

Advisory Group.



David Byrne, Chief Executive, The Doctors Laboratory

David is chief executive of The Doctors Laboratory. He has worked there for 15 years.



Daloni Carlisle, Salix Consulting

Daloni has a BSc honours degree in biochemistry and is a highly experienced health journalist. She has worked with Salix since its inception and latterly worked closely with Sarah during her time at the NHS Working in Partnership Programme. She has excellent understanding of telehealth, having been involved in recent feature-writing on the subject. Daloni writes regularly for *Health*

Service Journal, *E-Health Insider* and *The Guardian*.



Dr John Chisolm, Director, Concordia Health

John Chisholm has a background in general practice, healthcare reform and the representation of doctors. He is a member of the Councils of the Royal College of General Practitioners and a past member of the General Medical Council, and has served on numerous professional and Government advisory bodies. Whilst Chairman of the BMA's General Practitioners Committee he led the

negotiation of the new GP contract. His role in Concordia Health covers strategic business development, new business opportunities and governance.

Andy Davey, Managing Director, Peverel Group

Andy is the Managing Director for the Peverel Building Technologies Division comprising;

- CarelineUK Monitoring Ltd
- Cirrus Communication Systems Ltd
- Instant Fire Protection Ltd
- Appello Telehealth Ltd

Originally a qualified engineer with over 25 years of experience and a HND in Electrical and Electronic Engineering gained with distinction. Andy is a member of the Institute of Electrical and Electronic Engineers with a Business Diploma in Management Studies (NVQ5) from Bournemouth University and the Dorset Business School. In addition to this, Andy has 15 years of experience in delivery of large communication systems having previously worked for Siemens Defence Systems, BAE Systems and the European Aeronautic Defence and Space (EADS) organisation in project, engineering and business management roles.



Dr Toby Davies, Chairman, Sarum NHS Alliance

Dr Davies has been a partner at the Castle Practice since 1994. He is a committee member of the LMC and chair of Sarum NHS Alliance.



Andrew Donald, Director of Commissioning and Development, NHS North Staffordshire

Prior to working with NHS North Staffordshire, Andrew was acting CEO of Birmingham East and North Primary Care Trust. Andrew led the introduction of the first telephone-based care service in

the UK, Birmingham OwnHealth, which supports people over the telephone to manage their long term condition and increase people's ability to care for themselves. Andrew is a passionate supporter of self-care.

Deborah Evans, Director of Pharmacy, National Pharmacy Association

Deborah is director of pharmacy for the National Pharmacy Association and will be leading the training, service and information teams in addition to leading the national Healthy Living Pharmacy pathfinder project on behalf of the national pharmacy bodies and the Department of Health.



Mo Girach, Associate Consultant, King's Fund and Special Adviser, NHS Alliance and New Economic Foundation

Mo was chief executive of South East London Doctors Co-Operative (SELDOC), one of the largest GP co-operatives in the UK with some 500 principal GP members for over ten years. Mo was instrumental in changing the structure and governance of SELDOC and with the new corporate platform diversified the organisation into a number of subsidiary businesses.

Mo has a BSc (Hons) in podiatric medicine and a masters in business administration (majoring in strategic management) and has just completed the chartered director programme at the Institute of Directors. He has spent a varied career in the NHS first as a podiatrist, followed by time on the NHS management trainee programme, which led to senior posts in mental health, primary care and community services, commissioning and performance management. Mo is an accredited assessor for Investors in People, special advisor on social enterprise to the NHS Alliance, an adviser to the New Economic Foundation and an associate consultant at the King's Fund. Mo has twice been awarded the Inner City Entrepreneur Award.

Suzanne Jones, Senior Marketing Executive, Appello

Suzanne is responsible for the ongoing development of the strategic plan for telecare and telehealth businesses, Cirrus, CarelineUK and Appello. Suzanne successfully launched the new unique telehealth service, Appello to the market earlier this year.

Dr Rachael Liebmann, Registrar, Royal College of Pathologists

Dr Rachael Liebmann is registrar of the Royal College of Pathologists, RCPATH consulting lead and clinical director of the Kent and Medway Pathology Network.



Victoria Mayman, Salix Consulting

Victoria manages a number of Salix accounts including The Doctors Laboratory, the PAGB's Self Care Forum and Appello Telehealth.



Mike McKevitt, National Services and Development Manager, British Lung Foundation

Mike joined British Lung Foundation in his current role as National Services Development Manager for England, in July 2010. Mike is responsible for the BLF's network of 195 Breathe Easy patient support groups across England and his team of regionally based staff are tasked with effectively influencing service provision to ensure the best possible services are commissioned for people with a lung disease.

Carol McPaul, Practice Manager, Surrey Docks Health Centre

Carol has been a Practice Manager at Surrey Docks Health Centre since 2002, previously having worked in the City with a background in trading. She was Chair of Southwark Practice Managers' forum for 3 years between 2006-2009. She is also a founding Director of QHS CIC a social enterprise, comprising 22 practices in North Southwark and is currently co-opted on to the Southwark LMC.

Dr Mark Newbold, Chief Executive, Heart of England NHS Foundation Trust

Mark Newbold was appointed chief executive of the Trust in August 2010. He was previously chief executive of Kettering General Hospital NHS Foundation Trust, a post he took up following a 20 year career as a hospital doctor. Mark played a lead role in developing the National Bowel Cancer Screening Programme and was Managing Director of Rugby St Cross Hospital before leaving medicine to begin a career as a Chief Executive. He has particular interests in clinical leadership, patient safety, and public engagement.



Pulse.

Dr Ishani Patel, GP, Staverton Road Surgery and North West London Cancer Network

Dr Patel is a GP at Staverton Road Surgery. She is an RCGP CPD E-learning Fellow, and is part of the North West London Cancer Network. She also writes a 'Surviving the First 5' blog in



Dr Ray Prudo, Executive Chairman, The Doctors Laboratory

Dr Prudo co-founded The Doctors Laboratory. Previous to this he was a medical doctor and academic professor of psychiatry for 15 years.



Dr Ashwin Shah MBE, GP Lead, Newham Health Partnership

Dr Ashwin Shah has worked in the health service in Newham since 1975, and has been a GP since 1981. He practices at Stratford Village Medical Centre, in partnership with his wife Dr Sudha Shah. Ashwin is the Interim Chair of NHS Newham's Professional Executive Committee, and also takes a special interest in Primary Care Development.

Mark Stevens, CentriHealth

Mark began his career with a 12 year stint in the NHS, before taking a role as one of the founders of CentriHealth. As part of Appello, Mark and his team are taking telehealth into a new era of intelligent care and wellbeing.



Kate Storzaker, Account Manager, Salix Consulting

Kate leads on Salix accounts, NHS Professionals, National Eye Health Week and Numera Health.



Sue Summers, Assistant Director of Quality Assurance and Self Care at NHS North West Strategic Health Authority

As SHA lead and avid champion of self care, she has led and delivered many exciting initiatives including extending the Working in Partnership Programme Self Care for You project across five spearhead PCTs; design and delivery of the NW Self Care Challenge; established the North West Self Care Forum, a regional network of PCT self care leads; and most recently supported and contributed to the development of the RCGP Self Care Aware e-learning programme.



Jonathan Thorpe, Telehealth Project Manager, University of Hull

Jonathan is project manager for the University's Centre for Telehealth. Hull already has a world-leading telehealth service and the new Centre will bring together key staff from the University, NHS, public and third sector organisations to create a truly integrated telehealth consortium. Jonathan is also a member of the Centre for Telehealth.

Dr William Tong, Lead GP, Bracknell and Ascot Clinical Commissioning Consortium

Dr Tong is Lead GP for Bracknell and Ascot Clinical Commissioning Consortium, a first wave pathfinder. The CCG has already taken on responsibility for a £9m budget for orthopaedics, including hip replacements and physiotherapy. The CCG is committed to cutting avoidable hospital visits and bringing more services closer to home.



Patricia Wilkie, President, National Association for Patient Participation

Patricia Wilkie has been president of NAPP for three years and is currently the chairman. She established patient groups in several medical Royal Colleges including the Royal College of Pathologists as well as other national organisations. Until recently she was the first lay co-opted member on the Academy of Medical Royal Colleges and chairman of their lay committee. She was one of the first of two lay members of the Committee on Safety for Medicines and chaired the working group on patient reporting of adverse drug reactions. Patricia is currently a member of several Department of Health committees and Dr Foster Ethics Committee. She has an Honorary Fellowship of both the Royal College of Radiologists and the Royal College of General Practitioners.



Angus Wrixon, Salix Consulting

Angus has a background in corporate film production and direct marketing, working for many years in top ten marketing communications agencies looking after clients such as Orange, BT and the British Army. Since then he has delivered strategic and operational communications services within the health sector, formerly in the Independent Sector Treatment Programme for the Department of Health and latterly as director of communications in the its Medicines, Pharmacy and Industry Group where he liaised with national clinical directors and wrote ministerial speeches.



Sarah Wrixon, Salix Consulting

Sarah is a highly motivated and experienced communications professional with extensive knowledge of the NHS, DH, media, politics and government, She is a strategic thinker with a hands-on attitude and a proven track record in leading communications within complex organisations and dealing with multiple stakeholders. Formerly national communications director for the

NHS Working in Partnership Programme she and Angus founded Salix in 2008.



Lynn Young, Primary Health Care Advisor, Royal College of Nursing

Lynn has been the Primary Health Care Adviser, RCN since 1991. Before that she was a district nurse in West London. Current work includes all issues relating to Transforming Community Services and the White Papers (England), 'Liberating the NHS'. She continues to facilitate work following the Working in Partnership

Programme (WiPP) which had 13 projects, two of which were the development of nursing and health care assistants in general practice. In November 2004 Lynn was awarded an Honorary Fellowship Royal College General Practitioners FRCGP (hons) and has a seat on the RSM General Practice Council. She is a trustee of the National Heart Forum and Acton Care Centre.