



NEWSLETTER August 2013

Welcome to the August 2013 newsletter from the Technology Strategy Board (TSB) Knowledge Transfer Network and the Telecare Learning and Improvement Network. We are grateful to the HealthTech & Medicines KTN and the TSB's Assisted Living Innovation Platform for providing newsletter funding for another year enabling us to continue to provide the most comprehensive newsletter available serving the telecare, telehealth, mobile health, digital health and assisted living communities.

Our free monthly newsletter is distributed to 48,000 subscribers in the UK and worldwide via e-mail and archived at www.telecarelin.org.uk. You can also find highlights on [Prezi](#) (monthly) or [Rebelmouse](#) (daily) or by following Mike Clark on Twitter (@clarkmike). With over 800 news and events links over the last month, we hope that you find this newsletter useful.

August is usually a quiet month for news – except for this year. The Berwick patient safety report was published, £500m is to be made available to address A&E pressures over two years. The Friends and Families Test has commenced for hospitals, so has Care Connect to capture complaints and compliments. There is more funding for research and innovation. There is news of a Surreywide remote monitoring programme, however, the Telehealth Forum survey suggests few people in the UK have heard of 'telehealth'. Videos and presentations from the recent Kings Fund Congress are now available. There are two new systematic reviews of telehealth and reports from the Birmingham OwnHealth programme. There was extensive UK (and worldwide) interest in the recent BBC2 programme on self-tracking called 'Monitor Me' – you can review it on You Tube. Autumn looks to be full of health and care activity with announcements around the integrated care pathfinders, progress on the Integrated Customer Service Platform and development of social care reforms.

There are two supplements this month covering 800 Web links and recent journal articles.

The newsletter contains a list of KTN/ALIP activities, conferences and workshops from the UK and Europe over the coming weeks as well as news from the UK and around the world. For weekly news, updates and information, you can register with the Technology Strategy Board, [ALIP](#) group and the [dallas](#) sub-group. You can follow the dallas programme on Twitter at @dallas_connect. [3 Million Lives](#) is on Twitter at @3MillLives and also at [LinkedIn](#).



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There are two supplements this month:

The links section (over 800 this month) - [doc](#), [pdf](#)

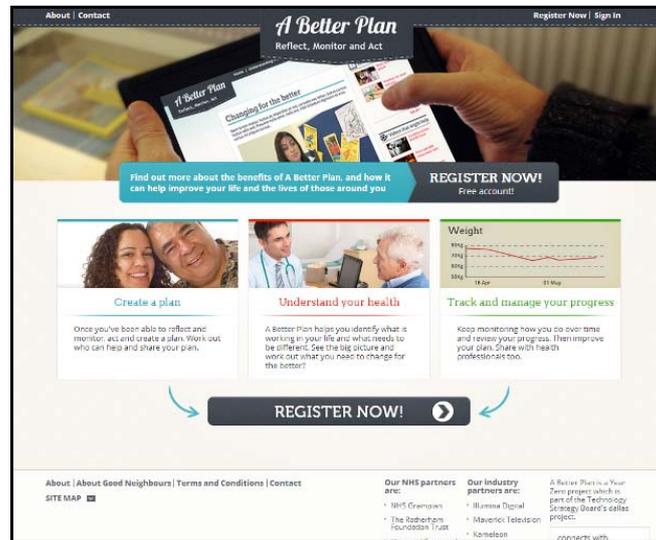
The journals section (Jan to June 2013) - [doc](#), [pdf](#)

The newsletter is Prepared by Mike Clark (Twitter: [@clarkmike](#) and <http://storify.com/clarkmike>) for the ALIP Knowledge Transfer Network and Telecare Learning and Improvement Network.

Item 1 – News from ALIP (Assisted Living Innovation Platform), the Knowledge Transfer Network (HealthTech and Medicines KTN) and dallas

(i) Better Plan – designed for well-being

Andrew Chitty, Founder and Chief Executive of Digital Life Sciences, and Davie McGirr, Director of Product Design, did a presentation on the [A Better Plan](#) app at a recent conference hosted by Birmingham City University on Wednesday 24 July, 2013.



“You don’t need to convince me of the benefits of this app,” said one member of the audience, during the question time, which lasted for more than half an hour and ran into the coffee break.

All the people who asked questions appreciated the concept of people taking control of their health through making their own care plans and being able to share them. Most of their feedback was about how A Better Plan could be developed or applied.

Read all about people’s ideas and more in the up-coming August issue of Digital Life Sciences e-newsletter. If you haven’t subscribed yet for the monthly Digital Life Sciences newsletter to be delivered directly to your email inbox, [sign up now!](#)

(ii) Living it Up

A pop-up Living it Up shop has been set up in Stornoway, Scotland to find out from local residents how health, care and wellbeing services could be improved with the use of familiar technology.

The shop, part of the [Living it Up](#) (LIU) project in the Western Isles, was opened in June and has already engaged with more than 300 local people.

Living it Up, the Scottish [dallas](#) project, is being trialled in 5 regions - Western Isles, Moray, Highland, Lothian and Forth Valley. It is initially aimed at people over the age of 50 and will be of particular interest to carers, people living with long term health and care conditions or those that just want to ensure they keep happy, healthy and safe.



It will deliver new and integrated health, care and wellness services, information and products via familiar technology, enabling people to better care for themselves and others. These technologies will include TV, mobile phones, games consoles, computers and tablets.

LIU Western Isles Project Manager, Mary Sinclair, explained: "NHS Western Isles, in partnership with Comhairle colleagues, is currently recruiting 1,100 local participants to LIU to tell us about the technology they use in their daily lives.

"So far we have engaged with more than 300 people who have come into the shop to discuss, and find out, information on a range of subjects, including finding out what technology products are available and how to use them, information on connecting to local groups or people who share similar interests in crafts, photography, cooking, etc.

"We have also organised a range of technology workshop sessions that local people have asked for. These workshops were really varied and included: Social Media, Introduction to Tablets, Web Browser Settings, Digital Photography and Healthy Eating.

"Through the project, we will be developing solutions to issues, in terms of access to health and social care services, identified by our participants, and will be looking at where technology solutions could be maximised to their full potential. This is all about keeping people connected, which is key to avoiding isolation and the associated problems. The more input people have into developing new ideas and solutions; the better and more appropriate the solutions will be. Solutions will be designed to fit the lifestyles of the users - in their homes, communities or organisations - and will be attractive and usable".

(iii) Ambient Assisted Living (AAL) Forum in Sweden (24-26 September 2013)

As part of the continued Knowledge Transfer activity for the Assisted Living Innovation Platform, the [KTN](#) will be attending and exhibiting at the 2013 [AAL Forum](#).

We are offering support to the projects working on the Economic and Business Modeling, Social Behavioural Studies areas the opportunity to attend and use our exhibition area to display project activity.

The UK Assisted Living Landscape

In addition to the exhibition we will also be producing a document/booklet which will encompass the UK activity within assisted living including those funded under various streams and other streams. If you are interested in having your organisation and activity included within this document which will be distributed to delegates at the AAL forum please contact sarah.forson@healthktn.org for more information. **The closing date for entries for the document will be Monday 2 September.** For more information on the AAL Forum click [here](#)

European Knowledge Tree Group Meeting

The European Knowledge Tree Group (EKTG) will be holding a workshop during the AAL Forum on 24 September 2013 (1-5pm).

Workshop aims:

- To review the technology of APPS, development, opportunities, appropriateness, costs, and finance?
- Do people understand how APPS work, the opportunities they offer, what they cost?
- Do financiers appreciate the potential market, the size of the older and disabled people's market?
- How can developers meet the financiers?

Let's bring these groups together and make a real mark and formulate proposals at Norrkoping, Sweden, in 2013. For more information on this meeting please click [here](#)

(iv) Accelerator India

The [HealthKTN](#) and [ESP KTN](#) are working with [AcceleratorIndia](#) to support healthtech companies that are interested in getting into the burgeoning Indian market. There are a limited number of places available for which we are able to offer support of up to £1,000 to cover costs of flights to Bangalore. We will also provide all transfers to/from the airport and conference along with two night's hotel accommodation. Further information is [available](#) and interested parties can [apply](#) or contact Richard Cawdell directly at richard.cawdell@acceleratorindia.com

(v) AKTIVE

The next [AKTIVE](#) conference is currently being planned for 8 - 9 April 2014 entitled 'Technology, Care and Ageing: Enhancing Independence'. A number of publications are [available](#). You can follow the project on Twitter at [@AKTIVEProject](#).

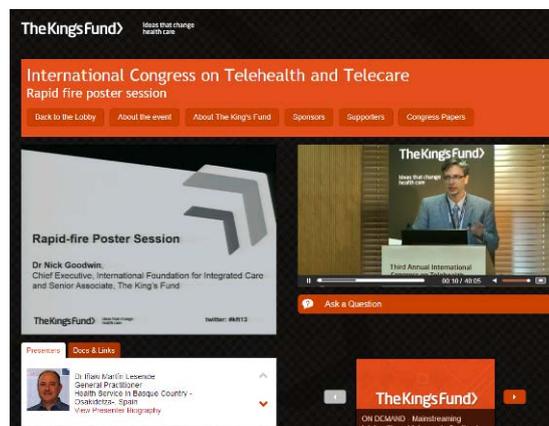
The AKTIVE project aims to explore the use of telecare in the everyday lives of older people experiencing memory problems or who are prone to falls. One part of the project is called [Everyday Life Analysis](#), a research method involving interviews with older people using telecare. Older people are now being recruited into the study (through local authority telecare services and a health trust) in two locations, Leeds and Oxfordshire. It is intended that approximately 30 households will be recruited in each location. **Read the full article [here](#).**

Item 2 – The King’s Fund Telehealth and Telecare Congress



The King’s Fund held its [third annual congress](#) on telehealth and telecare in London in July 2013.

The congress featured a wide range of presentations, discussions and poster sessions that included long term condition management, mobile health, apps and aspects of telemedicine (teleICU and teledermatology). A number of resources are available including videos, presentations, Tweet summaries and LinkedIn discussions.



[Video session 1](#)

- Mainstreaming telehealth and telecare in Scotland
- Implementing telehealth across the UK care continuum: From Guy’s & St. Thomas’ ICU to the home
- Implementing technology in long-term and chronic care: the Dutch case

[Video session 2](#)

- Rapid Fire Poster Session (Day 1)

[Video Session 3](#)

- Keynote address
- Panel debate: Pros and cons of telehealth and telecare - why should we bother?

[Video Session 4](#)

- Chronic care in Spain
- Connected Healthcare - A Global Opportunity
- Embedding telehealth and telecare into reablement, intermediate care and delayed transfers of care services

[Video Session 5](#)

- Rapid Fire Poster Session (Day 2)

[Video Session 6](#)

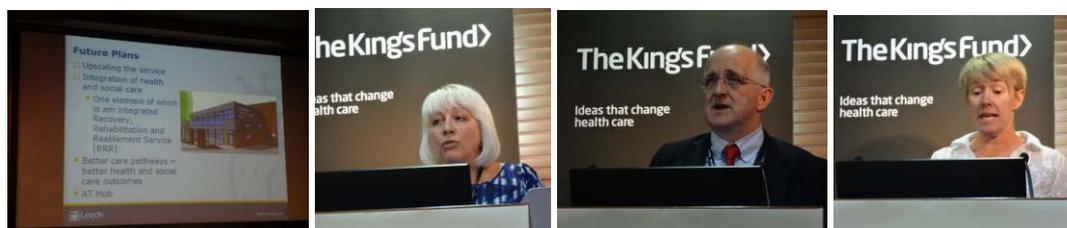
- Participatory design in Denmark
- Panel discussion: User experience of telehealth and telecare



52 Congress presentations are [available](#) to download.

Storified tweets (#kft13) are available via the King's Fund [website](#) and discussions via [LinkedIn](#).

Building Better Healthcare has a summary of the Roy Lilley panel debate (['Digital divide' threatens future of telehealth and telecare](#)).





Item 3 - Kent Care in the Digital Age event



Top Row: [Dr Robert Stewart](#) (Kent CC), [Shirley Ayres](#) (Connected Care Network), [James Lampert](#) (Kent CC)*
 Bottom Row (Centre): [Stuart Arnott](#) (Mindings) and [Gill Phillips](#) (Whose Shoes) Bottom Row (Right): [James Lampert](#) (Kent CC), [Claire Jones](#) (tech4health), [Dominic Campbell](#) (Future Gov), [Dr Robert Stewart](#)

A July 2013 event, Kent Care in the Digital Age (#KentDigiCare) provided an opportunity for 150 people from diverse organisations across the county including users and carers to come together to explore how technology can support and improve care services. The event was organised by James Lampert together with the Connected Care Network. The aim was for every participant to make at least five new connections and learn about five new technology innovations that would enhance care in their communities and take back learning points to share with colleagues in the workplace and community connectors and builders. The event was live streamed and tweeted so that a wider audience interested in the programme could take part in the discussions.



Left - Dr Robert Stewart awards the iPad donated by [Yecco](#) to [Sophie Turley](#) from the Centre for Independent Living, Kent. Centre - [James Souttar](#) (Connected Care Network), Right - [Dominic Campbell](#) (Future Gov)*

“The Kent Care in the Digital Age event created a fantastic environment for engagement, improving understanding and furthering discussion about how professionals can widen their understanding of the digital opportunities that exist. We need to understand how technology can support people to connect with their communities, provide tools for family carers and professional staff and importantly put people in more control of their own lives. One of the key messages coming through from #kentdigiCare was that we need to support people, whenever possible, to use the technology themselves to complement more “traditional” health and social care support. It’s time for health and social care to catch up and enter the digital age.” **James Lampert Commissioning Manager Kent County Council** [@uk_james](#)

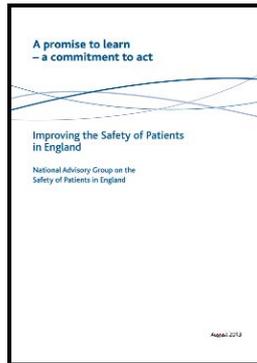
Further information about the event including access to all of the resources is now [available](#).

*Additional pictures courtesy of [Tom Phillips](#) (www.tomphillipsphotos.co.uk)

Item 4 – UK policy announcements

Here is a roundup of UK policy news over the last month. A fuller listing is available in the supplement ([doc](#), [pdf](#)).

(i) [Professor Don Berwick](#), an international expert in patient safety, was asked by the Prime Minister to carry out a review following the publication of the [Francis Report](#) into the breakdown of care at Mid Staffordshire Hospitals. The [Berwick Report](#) highlights the main problems affecting patient safety in the NHS and makes recommendations to address them.



The report ([press release](#) and NHS England [coverage](#)) says that the health system must:

- recognise with clarity and courage the need for wide systemic change
- abandon blame as a tool and trust the goodwill and good intentions of the staff
- reassert the primacy of working with patients and carers to achieve health care goals
- use quantitative targets with caution - they should never displace the primary goal of better care
- recognise that transparency is essential and expect and insist on it
- ensure that responsibility for functions related to safety and improvement are established clearly and simply
- give NHS staff career-long help to learn, master and apply modern methods for quality control, quality improvement and quality planning
- make sure pride and joy in work, not fear, infuse the NHS

(ii) Health Minister, Lord Howe has [announced](#) a £124m investment through the National Institute for Health Research (NIHR) for 13 teams (CLAHRCs) to ensure patients benefit from innovative new treatments and techniques – areas to be covered include dementia, COPD, stroke, diabetes, reducing A&E pressures.

(iii) A new NHS Procurement Development Programme [aims](#) to help the NHS save £1.5 billion by 2015 to 2016.

The programme sets out 4 major actions:

- achieving immediate efficiencies and productivity gains
- improving data, information and transparency
- improving outcomes at a reduced cost through clinical procurement review partnerships
- improving leadership and capability of procurement in the NHS

The report also gives examples of how money can be saved in the main NHS spending areas.

(iv) The UK is [hosting](#) the first G8 summit dedicated to seeking international coordination and an effective response to tackling dementia. In the UK, there are likely to be nearly a million people with the condition by the end of 2020. The government began a national [programme](#) of action through the Prime Minister's Dementia Challenge which launched in 2011. (In addition, Jeremy Hunt [talks](#) about using the G8 summit on dementia to seek further international collaboration).

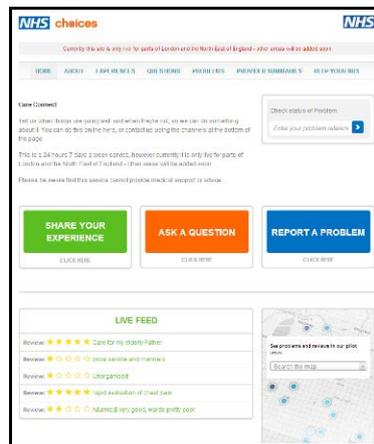
(v) The Department of Health invited local areas to express an interest in becoming integrated care

pioneers in May 2013. A panel of experts will shortly [review](#) over 100 applications received. An announcement is expected in September 2013.

(vi) The Prime Minister has [announced](#) £500 million over the next two years to relieve winter pressures on A&E services in England. The new funding will go to A&E departments identified as being under the most pressure. The aim is for patients to be treated promptly, with fewer delays in A&E, and for other patients to get the care, prescriptions or advice they need without going to A&E (NHS England [coverage](#)).

(vii) [Directions](#) have been issued to the Health and Social Care Information Centre (HSCIC) to develop or operate NHS Choices online services information or communications systems.

(viii) NHS England has launched a new online service in parts of London (16 areas) and North East England (2 areas) called '[Care Connect](#)'. The new system led by Tim Kelsey (@tkelsey1, National Director for Patients and Information) allows people to report a problem, ask a question or share experiences of the health service in England. Comments and observations are sent directly to the organisations concerned for action and improvements. The single point of action response time for questions is an online answer within 24 hours.



Patients can use Care Connect [online](#), by text (the number is 61114), or by Twitter (@CareConnectNHS) or [Facebook](#)

(ix) From 20 August 2013, [legislation](#) came into force in England allowing physiotherapists and podiatrists to be able to independently prescribe relevant medication for their patients following a training course.

Examples include:

Physiotherapists – treatment for pain and inflammation

Podiatrists – treatment for diabetic foot ulcers and arthritic disorders

(x) NHS England is [looking](#) for views on 'Improving general practice – a call to action'. NHS England believes that GP practices will need to transform because of a number of challenges that include:

- (a) an ageing population, growing co-morbidities and increasing patient expectations, resulting in large increase in consultations, especially for older patients, e.g. 95% growth in consultation rate for people aged 85-89 in ten years up to 2008/09. The number of people with multiple long term conditions set to grow from 1.9 to 2.9 million from 2008 to 2018;
- (b) increasing pressure on NHS financial resources, which will intensify further from 2015/16;
- (c) growing dissatisfaction with access to services. The most recent GP Patient Survey shows further reductions in satisfaction with access, both for in-hours and out-of-hours services. 76% of patients rate overall experience of making an appointment as good;
- (d) persistent inequalities in access and quality of primary care, including twofold variation in GPs and nurses per head of population between more and less deprived areas;
- (e) growing reports of workforce pressures including recruitment and retention problems.

The initiative forms part of the wider [‘The NHS belongs to the people: a call to action’](#) that NHS England launched on 11 July 2013. Various resources are available and the survey is open for feedback and comments until Monday 30 September 2013.

(xi) The Local Government Association and NHS England have [published](#) their planning ‘vision’ for how the pooling of £3.8 billion of funding, announced by the Government in the June spending round, will ensure a transformation in integrated health and social care. The ‘Integration Transformation Fund’ is a single pooled budget for health and social care services to work more closely together in local areas that takes full effect from 2015/16. The aim of the fund is to be an important catalyst for change with more preventative and community-based care.

(xii) Over 760 applications (total over £650m) have been [received](#) for the Safer Hospitals, Safer Wards Technology Fund which offers NHS Foundation Trusts and NHS Trusts access to a £260 million technology pot of money to support rapid progression from paper-based systems for patient notes and prescriptions to integrated digital care records and the development of ePrescribing.

(xiii) NHS England’s Tim Kelsey and Beverley Bryant are holding a further [event](#) on 11 September 2013 for health technology start-up companies and SMEs. The aim is to provide an opportunity to meet the NHS England team and find out how NHS England is supporting entrepreneurs. It includes a briefing on the new Academic Health Science Networks (AHSNs) and whether there will be funding for health technology innovations.

xiv) The [NHS Innovation Challenge Prize for Dementia](#) in Collaboration with Janssen Healthcare Innovation closes midday 4 September 2013. Health and care professionals are invited to demonstrate the delivery of a comprehensive integrated service across health, care and support for people with dementia to win £150,000.

(xv) The NHS England website has an Interesting [article](#) by [Alistair Burns](#) on ‘The number of people with dementia in England: turning the tide’.

(xvi) [Registration is now open](#) for anyone with an [interest](#) in the work of the Specialised Services Clinical Reference Groups (CRGs). CRGs have been established to cover the range specialised services defined within NHS England’s mandate. These services are generally provided by specialist hospitals, serving a catchment population of more than one million people. The programmes of work for specialised services are structured around 74 CRGs under five Programmes of Care:

- Internal Medicine
- Cancer and Blood
- Mental Health
- Trauma
- Women and Children

(xvii) NHS England is currently [reviewing](#) the local allocation of resources across the full range of its responsibilities, covering both allocations to CCGs and the budgets available for direct commissioning functions in area teams – four regional workshops are planned for September 2013. ([Press release](#))

(xviii) NHS England has [published](#) details about a new £50m innovation evaluation fund, specifically focused on those prescribed specialised services which it is responsible for directly commissioning. The Specialised Services Commissioning Innovation Fund (SSCIF) will transform the way that new innovations are identified, tested and adopted. The fund will open for business on 2 September 2013. It is anticipated that innovations will cover a diverse range of areas including care pathways, workforce, technologies, devices and diagnostics. Applicants are expected to include manufacturers, patient groups, voluntary sector organisations, commissioners, NHS frontline staff and non-NHS service providers.

(xix) NHS England has a new You Tube [video](#) called ‘Putting Patients First’.



(xx) In this [article](#), Tim Kelsey explains why NHS England is launching a TripAdvisor for patients (see also [first results of the Friends and Family test](#)).

(xxi) NHS England is to [oversee](#) the transition to new providers of NHS 111 services as NHS Direct gradually withdraws from contracts.

(xxii) Do you have ideas about how to improve care for vulnerable older people? – The DH [consultation](#) runs until 27 September 2013.



(You can follow the Department of Health in England, Jeremy Hunt and Norman Lamb on Twitter at @dhgovuk, @jeremy_hunt and @normanlamb. In Scotland, you can follow the Scottish Government's Health Department on Twitter @scotgovhealth and Alex Neil @AlexNeilSNP (also @NHS24). In Wales follow @WelshGovernment)

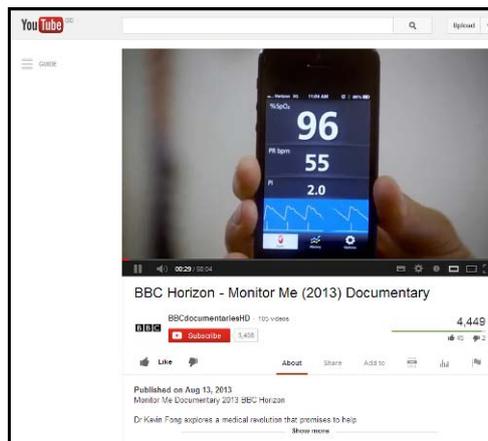
Item 5 - Other news

Here is a roundup of other news over the last month. A fuller listing is available in the supplement ([doc](#), [pdf](#))

(i) The Summer [Newsletter](#) from London Telecare is now available.



(ii) BBC2's recent Monitor Me programme on self-tracking is now [available](#) via You Tube. There is a [BBC feature](#) and mHealth Insight has [identified](#) the products featured.



Interested in the quantified self? Here are some more links:

[The intersection of the quantified self movement and big data](#)

[The Rise of the 'Quantified Self' in Health Care](#)

[Your Body Is The Computer](#)

[Tracking the Self-Trackers: Growth of the Quantified Self Movement, Part 1](#)

[Growth of the Quantified Self Movement, Part 2: Going Mainstream](#)

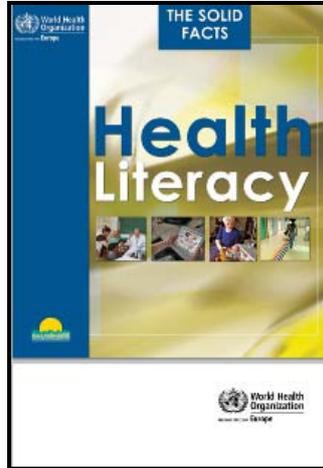
(iii) Issue number 42 of Telehealthcare Times is [available](#) from Tunstall Healthcare (@TunstallHealth).



(iv) Surrey County Council has commissioned a major telehealth programme from Medvivo (@Medvivo news) covering all six clinical commissioning groups and up to 1500 COPD and heart failure patients over three years ([Pulse](#), [EHI](#) and [MedVivo Press Release](#)).

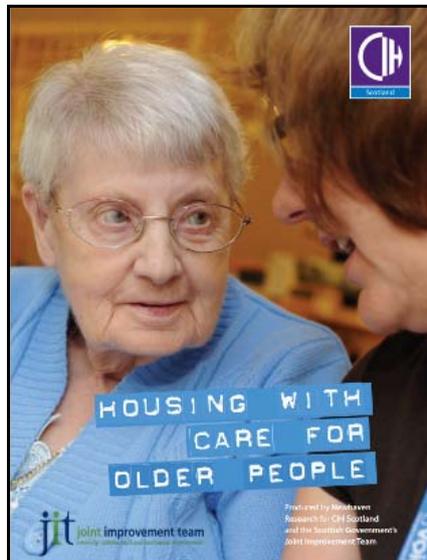
(v) There is further [coverage](#) (from Pulse) for the Airedale Hospital Telehealth/Telemedicine Hub and its support for patients in their homes as well as in residential and nursing homes. (Also, more from the [local press](#) on Airedale Hospital meeting A&E targets).

(vi) WHO Health Literacy – new report



“The recent European Health Literacy Survey found that nearly half of all adults in the eight European countries tested have inadequate or problematic health literacy skills that adversely affect their health literacy. Weak health literacy competencies have been shown to result in less healthy choices, riskier behaviour, poorer health, less self-management and more hospitalization. They significantly drain human and financial resources in the health system.” The WHO [report](#) addresses the issue.

(vii) There is a new Charter Institute of Housing [report](#) on Care for Older People commissioned by the Joint Improvement Team in Scotland.



(viii) Mick's House – find out more about one man's [insight](#) into telecare ([additional photo](#)).



(ix) What will be the key trends in the mobile health market over the next four years – some [insight](#) from 324 opinion leaders.

(x) The Pew Research Center's [Internet & American Life Project](#) has been studying online adults' social networking site use since 2005, and has seen substantial growth since then. Today, 72% of online adults use social networking sites. How are using social media to raise awareness, share news and good practice around telehealth and telecare services?

(xi) A recent [survey](#) commissioned by [Invicta Telecare](#) showed that people aged over 65 feel that the terms 'old' and 'elderly' have become both negative and offensive and believe that their generation is sometimes ignored or treated disrespectfully because of their age. 65 per cent of older people interviewed also admitted that they have not seriously thought about the type of care they might need as they get older, and worry about becoming a burden to friends and family members in the future.

(xii) [Plans](#) to transfer community alarm services run by housing associations to One Connect Limited have been scrapped by Lancashire County Council.

(xiii) Want to know which AHSN is covering your area – here is a [map](#). Never heard of an Academic Health Science Network – [here](#) is an explanation. Of course there are also [CLAHRCs](#) and here is a Guardian [map](#) of the 211 Clinical Commissioning Groups in England.

(xiv) Alzheimer's Society has published a booklet to provide information and advice to all people diagnosed with dementia and their families or carers.



The [dementia guide](#), which is part-funded by the Department of Health, is designed for healthcare professionals to offer to people recently diagnosed with dementia.

(xvi) The FDA has [issued](#) 'Radio Frequency Wireless Technology in Medical Devices' - Guidance for Industry and Food and Drug Administration Staff.

(xvii) There are continuing [issues and concerns](#) over Australia's eHealth and electronic health record arrangements.

(xviii) There is [speculation](#) that Samsung will announce their smartwatch on 4 September 2013.

(xix) If you are looking at predictive risk modelling for local populations, Nuffield Trust is always a good resource – here is a [video](#) from a recent conference.

(xx) Pulse [reports](#) on the GPC warning that the Telehealth DES (21p per patient) reporting requirements could lose practices money.

(xxi) Is the Dementia rate falling? – Forbes looks at recent studies in England and Denmark to try and understand what is happening.

(xxii) It remains unclear whether or not smart metering will have other features (eg telehealth/telecare/internet) as the programme gets rolled out across the UK but contracts are being awarded for the nationwide roll out ([announcement](#)).

(xxiii) A great resource for health and social care information – latest from the King's Fund:

[Integrated Care Bulletin for August](#)

[Exploring the system-wide costs of falls in older people in Torbay](#)

[Ageing, Opportunity or Challenge – Richard Humphries Blog](#),

[Commission on the future of health and social care in England](#)

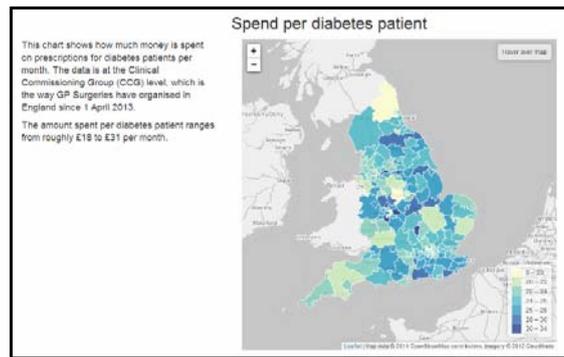
[What does good coordinated care look like – Lara Sonola Blog](#)

More at <http://www.kingsfund.org.uk/> or follow on Twitter @thekingsfund

(xxiii) Med City News [reports](#) on Medtronic's acquisition of Cardiocom's Telehealth service – a significant development in the U.S.

(xxiv) The implementation of the Government's new social care policies will be a major piece of work over the next few years, Mithran Samuel at Community Care has an excellent Care Bill [reading list](#). Also from [Community Care](#), councils will have to protect access to social care to access £2bn in transferred funding from the NHS designed to promote integrated care. The DH is working with LGA and NHS England to work out the arrangements.

(xxv) Making sense of public data - "Over 2.4 million people in England or about **5.5%** have diabetes. On average £24.45 is spent per diabetes patient per month on prescriptions to treat their condition" – the CDEC [Open Health Data Platform](#) is leveraging data from a number of sources. Analysis of big data could be very important for management of health and wellbeing in local populations.



(xxvi) on 3 September 2013, Contour Homes in conjunction with Trafford Housing Trust and Tunstall Healthcare are running an all day drop-in event that will include a series of workshops and a keynote speech delivered by Rt Hon Hazel Blears, MP for Salford and Eccles and vice chair of the All Party Parliamentary Group on Dementia. Find out [more](#).

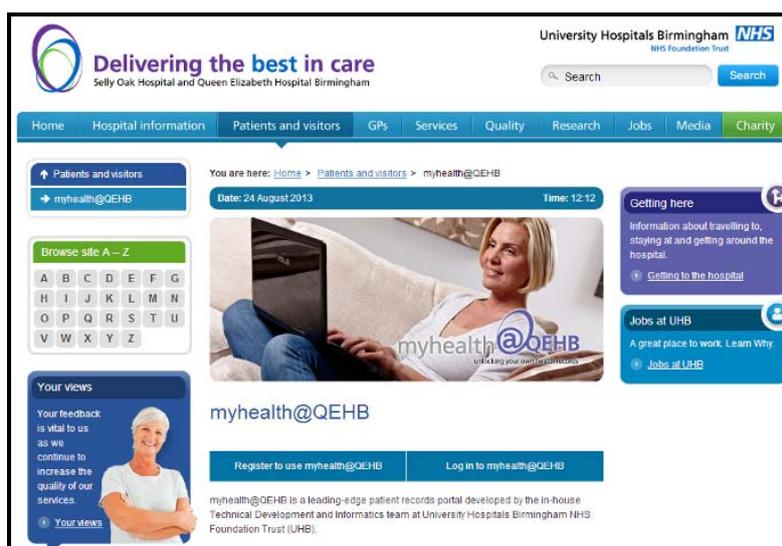


(xxvi) Richard Vize in the Guardian [writes](#) on how bringing together every part of a community can boost quality of life for people coping with dementia – [creating](#) a dementia friendly Crawley. He also has a Guardian [article](#) on telehealth and the Whole System Demonstrator Programme reports.

(xxvii) The [question](#) about whether diabetes test strips are being restricted has come up again in the NHS in England (also covered in [Telegraph](#)). Meanwhile, some test strips have been [recalled](#) over concerns about false readings.

(xxviii) From [eHealth Insider](#), NHS England has issued a tender worth up to £2m to train 100,000 people - the 'Health Online Programme' aims to improve the way people interact with health services. Another programme, Code4Health will be launched later this year to support patients and doctors on coding and app development.

(xxix) eHealth Insider [reports](#) on the development of the '[myhealth@QEHB](#)' patient portal at University Hospitals Birmingham NHS Foundation Trust. The portal allows patients to view and update their own medical records such as medication, test results, discharge letters, and details provided in clinical appointments online. The trust also plans to connect the portal to telehealth devices which will direct questionnaires to patients to monitor their symptoms, vital signs and treatment compliance.



(xxx) From [eHealth Insider](#), Health secretary Jeremy Hunt has asked the Health and Social Care Information Centre to provide a plan “for reducing bureaucracy and burden that diverts valuable resources away from the delivery of safe, and compassionate care.” The Centre is launching a ‘Let’s Bust Bureaucracy Together’ campaign in October 2013 including establishing a single dataset and moving towards an electronic patient record. Meanwhile an [expanded set](#) of social care data is due to be collected and published annually by the Health and Social Care Information Centre – councils will get an additional £11.8m to fund collection of the new dataset.

(xxxii) EHI also [reports](#) that Northern Devon community health staff are using Samsung tablets to electronically record more than 9,000 patient contacts a week. More than half a million appointments have been created to date, with 9,000 contacts entered by more than 130 teams weekly.

(xxxiii) Expectations are that the [integrated customer service platform](#) (ICSP) being developed by NHS England could save more than £1 billion by encouraging online self-care, so reducing face to face and paper transactions. ICSP would be the main portal for health, public health and social care using phone, texts and online content. A November 2013 launch is planned to include a symptom checker (linked to NHS Choices) GP appointment booking, a health apps library, web chat, tools to find the nearest urgent care provider and GP and online ordering of repeat prescriptions.

(xxxiv) A You Gov [survey](#) commissioned by Telehealth Forum suggests that only one in ten people have heard of telehealth and less than half of this group know what it is.

(xxxv) The Commons health select committee [suggests](#) that deprivation of liberty safeguards which are supposed to ensure dementia sufferers are protected are not working because some care providers simply ignore them.

(xxxvi) There’s controversy again over NHS health checks – In a recent GP Online [survey](#), less than a quarter of GPs think the NHS should offer health screening and one in ten will refuse to offer the checks this year.

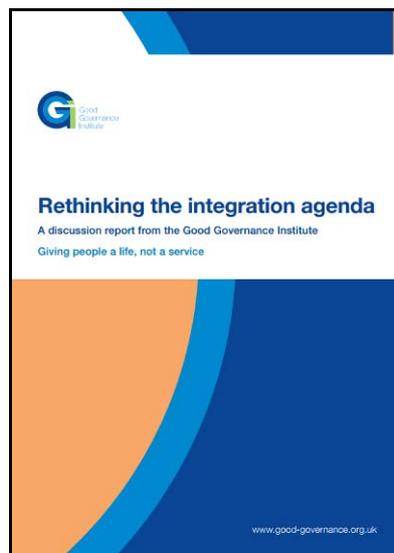
(xxxvii) Fitness devices and apps are now big business with a new \$43m funding round – but so has some of the competition such as Withings (\$30m) and MyFitness Pal (\$18m) – Tech Crunch has the [story](#).

(xxxviii) In the Journal of General Practice, Professor Trisha Greenhalgh [sets out](#) five biases of new technologies in medicine

1. Pro-innovation bias
2. Subjunctivisation bias
3. Bells and whistles bias
4. Connectivity bias
5. Human substitution bias

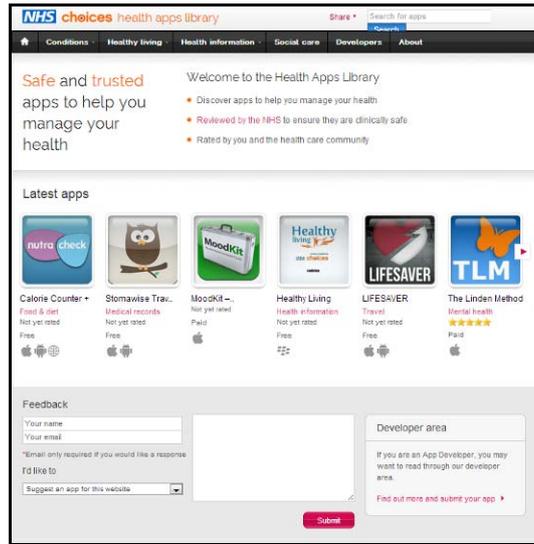
(xxxix) A new [report](#) (Rethinking the Integration Agenda) published by the Good Governance Institute (GGI) highlights how the successful integration of health, housing and social care services is crucial to the creation of sustainable care models for the future. The report draws on the experience of 16 leading experts and sets out three barriers to overcoming barriers to integration:

- ‘Living Well’ pathways should inform attitudes towards care services
- Developing new cultures of care
- Investment in new enabling technologies



(xl) From [Pulse](#), GPs will be allowed to use home BP monitoring instead of having to invest in ambulatory monitors under a redrafted QOF indicator recommended by NICE.

(xli) Looking for health apps relevant to the UK from the thousands in the app stores? The NHS has a [Health Apps Library](#).



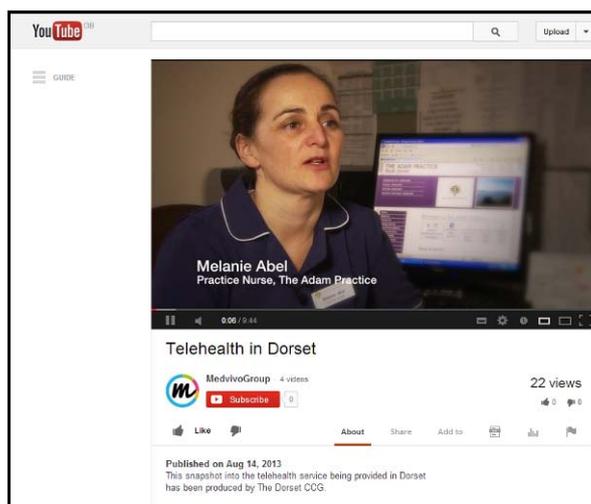
(xlii) ex-care services minister Paul Burstow is leading a [commission](#) to investigate the future of residential care. The Commission is looking to answer a number of questions - How do you define residential care? Do you see extra care, retirement villages and other “housing with care” options as different by definition? What makes them different?

(xliii) Information week has an [article](#) on Remote Patient Monitoring: 9 Promising Technologies



(xlv) ONS data [indicates](#) that there is No internet access in 17% of UK homes. Three-quarters of the UK's adults access the web daily, with mobile browsing growing most quickly. Just over half of all adults accessed the internet on their phones - more than double the total in 2010. The ONS data suggested that more than a third of over 65s are now online, but Age UK has warned there is still crucial work to be done in this area. ONS data also [indicates](#) that the UK has the fastest growing population in Europe.

(xlvi) There is a new MedVivo telehealth [video](#) from Dorset on YouTube.



(xlvii) Indications are that the [final version](#) of the Telescope Code of Practice on telehealth will be available in September 2013.

(xlviii) [Entry](#) is now open for this year's Crystal Award to be announced at the Telecare Services Association's annual conference in November 2013.

(xlix) A scheme based at the Royal Free Hospital allowing people to go home even when they are still acutely ill is being extended to more patients – find out [more](#).

(l) There will be a shortfall in the number of people able to provide vital unpaid care to frail elderly people in the coming years, a [report](#) says. The LSE analysis suggests the gap will start becoming evident by 2017 in England and by 2032, 160,000 elderly people will be left without the support they need - about one in seven of those who will need help. Meanwhile, Jeremy Hunt says there must be a change of attitude among employers offering flexible working if the country is to cope with the 'dementia time bomb'.

(i) Pulse [reports](#) that it is looking as though the Department of Health could be handing back a significant underspend on the 2012/2013 account back to the Treasury

(ii) Accenture has [published](#) an eight country survey of Doctors that shows a significant increase in healthcare IT usage.

(iii) KPMG has published a new [report](#) 'An uncertain age: Reimagining long term care in the 21st century that covers approaches considered in a number of countries.

(iv) Communities Minister Don Foster has [announced](#) proposals to simplify confusing housing standards. Essential safety and accessibility rules will not be changed, but locally applicable requirements will be reduced from over 100 to fewer than 10 with a reduction in guidance from 1500 pages to fewer than 80 pages.

Catch up with these proposals and all of the latest [news](#) from Housing LIN (@HousingLIN) in the upcoming September 2013 newsletter.



Item 6 – Summary of recent journal articles and evaluations

Each month, our supplement ([doc](#), [pdf](#)) provides a comprehensive list of recent journal articles. Trying to establish the latest position from recent academic articles is not easy as they appear to often come to different conclusions.

(i) The [University of Salford](#) has carried out a [systematic review](#) of the literature to research the effectiveness of telehealth on clinical outcomes, cost effectiveness and patient experience. Meanwhile the University of Edinburgh has carried out a [review of reviews](#) -The Impact of Telehealthcare on the Quality and Safety of Care: A Systematic Overview. Full downloads are available of both articles for readers to draw their own conclusions.

(ii) There are also two articles available that look at the Birmingham Own Health telephone based service for people with long term conditions. Again, full downloads are available of both articles for readers to draw their own conclusions.

[Effect of telephone health coaching \(Birmingham OwnHealth\) on hospital use and associated costs: cohort study with matched controls](#)

[Analysis of the Impact of the Birmingham OwnHealth Program on Secondary Care Utilization and Cost: A Retrospective Cohort Study](#)

(iii) Also from the UK this month:

[Ethical implications of home telecare for older people: a framework derived from a multisited participative study - Mort - 2013 - Health Expectations - Wiley Online Library](#)

(iv) Additional articles of interest:

[Principles and Framework for eHealth Strategy Development](#)

[A Review on Telemedicine-Based WBAN Framework for Patient Monitoring](#)

[A telehealth service model for the treatment of hypertension](#)

[A Telephone Coaching Intervention To Improve Asthma Self-Management Behaviors](#)

[Alternative models of cardiac rehabilitation: a systematic review](#)

[Annals of Internal Medicine Self-Measured Blood Pressure Monitoring in the Management of Hypertension: A Systematic Review and Meta-analysis](#)

[Blood Pressure Control in a Hypertension Telemedicine Intervention: Does Distance to Primary Care Matter? - Bowen - 2013 - The Journal of Clinical Hypertension - Wiley Online Library](#)

[Blood pressure self-monitoring lowers BP in meta-analysis](#)

[Connecting with patients and instilling realism in an era of emerging communication possibilities: A review on palliative care communication heading to telecare practice](#)

[Established users and the making of telecare work in long term condition management: implications for health policy](#)

[Exploring the role of ICT in the provision of integrated care-Evidence from eight countries](#)

[Facilitators and barriers to safe emergency department transitions for community dwelling older people with dementia and their caregivers: A social ecological study](#)

[Free Full-Text Care Networking: A Study of Technical Mediations in a Home Telecare Service](#)

[Internet-based interventions for smoking cessation](#)

[JAMA Study Shows Telemonitoring With Pharmacist Management Improves Blood Pressure Control](#)

[Journal of Mobile Technology in Medicine - new edition](#)

[Meta-analysis and meta-regression of telehealth programmes for patients with chronic heart failure](#)

[mHealth Identified as Critical Strategy in Medication Adherence Programs](#)

[Public has fewer worries about sharing health information than other personal data BMJ](#)

[Relationship between quality of care and choice of clinical computing system: retrospective analysis of family practice performance under the UK's quality and outcomes framework -- Kontopantelis et al. 3 \(8\) -- BMJ Open](#)

[Specific Health Status Has an Impact on the Willingness to Use Telemonitoring: Data from a 2009 Health Survey in North Rhine-Westphalia, Germany](#)

[Staff acceptance of a telemedicine intensive care unit program: A qualitative study](#)

[Synchronous telehealth technologies in psychotherapy for depression: a meta-analysis](#)

[Tablet-Based Strength-Balance Training to Motivate and Improve Adherence to Exercise in Independently Living Older People: A Phase II Preclinical Exploratory Trial](#)

[Technology acceptance and quality of life of the elderly in a telecare program](#)

[The effect of diabetes complications on health-related quality of life: the importance of longitudinal data to address patient heterogeneity](#)

[The organising vision for telehealth and telecare: discourse analysis](#)

[Unusual utilisation of mobile technology in medicine](#)

[The cost-effectiveness of smoking cessation support delivered by mobile phone text messaging: Txt2stop](#)

Item 7 – Learning and Events

Upcoming event – [The European Telemedicine Conference](http://telemedicineconference.eu/)

With speakers from USA and across Europe joining local experts in telemedicine from Scotland, the conference offers three tracks themed: Living well with telehealthcare; Telemedicine – from research and documentation to best practice; Telemedicine – experiences from the clinical reality.



<http://telemedicineconference.eu/>

Click on the following links for further conferences and learning events over the coming months.

North West Telecare Event, Salford 3 September 2013

<http://pinterest.com/pin/454230312387713382/>

Vulnerable Older People's Plan (VOPP) engagement event: Manchester 5 September 2013

<http://www.eventbrite.co.uk/event/7609198317/efblike>

HSJ Telehealth 2013, London, 11 September 2013 <http://www.hsj-telehealth.co.uk/home>

Mobile technology and mental health conference Manchester 11 September 2013

<http://www.clahrc-cp.nihr.ac.uk/archives/6256>

London Telecare Marketplace Event, Crawley 11 September 2013

<http://www.londontelecare.com/latestnews.asp>

The NHS is opening up to health technology entrepreneurs – find out how Leeds 11 September 2013

<http://www.england.nhs.uk/2013/08/14/entrep-event/>

Vulnerable Older People's Plan (VOPP) engagement event: London 11 September 2013

<http://www.eventbrite.co.uk/event/7648913105/efblike>

From 'Big Data' to Collective Wisdom? Portsmouth 11 September 2013
<http://www.chmi.port.ac.uk/sihi/sihi2013/index.htm>

Italia Project Launch 18 September 2013 Aylesbury <http://italia-project-launch.eventbrite.com/>

Digital HNS – Delivering 21st Century Healthcare London 19 September 2013
<http://www.publicserviceevents.co.uk/programme/261/digital-nhs>

Medicine 2.0 London, 23-24 September 2013
<http://www.medicine20congress.com/ocs/index.php/med/med2013>

Ambient Assisted Living (AAL) Forum – Impacting individuals, society and economic growth 24-26 September 2013 Norrköping, Sweden (#AALForum) <http://www.aalforum.eu/>

Social Media Week 23-27 September 2013 <http://socialmediaweek.org/london/>

Building Future Healthcare - Radical Approaches (HACIRIC) – London 25-26 September 2013
<http://www.haciric.org/events/2013/09/25/HaCIRIC-International-Conference-2013?>

EDE Congress Let's network our care! – Technology in care – opportunities and limits, Tallinn 26-28 September 2013 <http://www.ede-congress.eu/en/program/programme/>

CUHTec telecare strategy course: telecare in Mental Health, Newcastle University - 26 September 2013 <http://www.cuhtec.org.uk/courses/>

CUHTec telecare training course: Using Activity Monitoring, Newcastle University - 27 September 2013 <http://www.cuhtec.org.uk/courses/>

Technology adoption in healthcare: What's the problem? Manchester 1 October 2013
<http://www.mbs.ac.uk/about-mbs/news/view/?guid=8d37d120-1b6d-458d-85b8-98162e5e5c7e>

Horizon 2020 for Health – Funding and Collaboration, the opportunity for SMEs and UK Health sector, London, 2 October 2013, London https://connect.innovateuk.org/web/healthktn/events-view/-/events/6885117?p_p_auth=LeZZK8bz

Health 2.0 London: Digital Health: How do we avoid 'Digital Exclusion' in society?, London 9 October 2013 <http://www.meetup.com/Health-2-0-London/events/123909182/>

Quantified Self Global Conference, San Francisco 10/11 October 2013
<http://quantifiedself.com/2013/08/conference-preview-kostas-augemberg-and-the-quantified-summer/>

A New Dynamic of Ageing: The NDA Programme & Age UK research showcase of the decade, London 21 October 2013 <http://www.newdynamics.group.shef.ac.uk/showcase.html>

Making health and care services fit for an ageing population, London 22 October 2013
<http://www.kingsfund.org.uk/events/making-health-and-care-services-fit-ageing-population>

Centre for Connected Health Symposium, Boston 24-25 October 2013 <http://symposium.connected-health.org/>

Healthcare innovation: medicines, technology, service delivery and regulation, London 29 October 2013 <http://www.westminsterforumprojects.co.uk/forums/event.php?eid=606>

European Telemedicine Conference Edinburgh 29-30 October 2013
<http://telemedicineconference.eu/>

FutureMed San Diego 3-6 November 2013 <http://futuremed2020.com/>

EHI Live 5-6 November 2013 Birmingham <http://www.ehilive.co.uk/>

8th Annual UK Dementia Congress Nottingham 5-7 November 2013 <http://www.careinfo.org/2013-events/uk-dementia-congress/>

Successes and Failures in Telehealth – Brisbane, 11-12 November 2013
<http://www.icebergevents.com/sft13/#.UcdN4jvuvWR>

The International Telecare & Telehealth Conference 11-13 November 2013 Birmingham
<http://bit.ly/14T8FIO>

Health 2.0 Europe Conference, London 17-19 November 2013
<http://www.health2con.com/events/conferences/europe-fall-2013/>

RAatE 2013 Coventry 25 November 2013 <http://www.raate.org.uk/>

Telemedicine & eHealth 2013: Ageing Well - how can technology help? London 25-26 November 2013
<http://www.rsm.ac.uk/academ/tee01.php>

Digital evolution: Making good things happen London 4 December 2013
<http://www.communityhowto.com/news/digital-evolution-making-good-things-happen>

mHealth Summit Washington DC 8-11 December 2013 <http://www.mhealthsummit.org/>

4th International Conference on Wireless Mobile Communication and Healthcare Washington 11-13 December 2013 <http://mobihealth.name/2013/show/home>

CUHTec telecare strategy course: Learning disability services Newcastle 20 March 2014
http://www.cuhtec.org.uk/wp-content/uploads/2013/04/20140320_LD.pdf

CUHTec telecare strategy course: moving to digital and mobile telecare Newcastle 21 March 2014
http://www.cuhtec.org.uk/wp-content/uploads/2013/04/20140321_mCare.pdf

eTELEMED 2014 - The Sixth International Conference on eHealth, Telemedicine and Social Medicine
Barcelona 23-27 March 2014
<http://www.iaria.org/conferences2014/eTELEMED14.html>

Item 8 – Other useful links

dallas_Connect Sub Group - Join the Sub Group at: <https://ktn.innovateuk.org/web/dallas>

Housing Learning and Improvement Network www.housinglin.org.uk Now on Twitter: @HousingLIN

Telecare Learning and Improvement Network www.telecarelin.org.uk

King's Fund web site – http://www.kingsfund.org.uk/topics/technology_and_telecare/index.html

Telehealth and Telecare Aware – daily news and comments www.telecareaware.com

Three Million lives - <http://www.3millionlives.co.uk/> Twitter: @3MillLives and now on [LinkedIn](#)

Newsletter prepared by Mike Clark (@clarkmike) and brought to you by the Telecare LIN on behalf of the Technology Strategy Board and Healthcare KTN.

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