



**A concordat between the  
Department of Health and the  
telehealth and telecare industry**

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### Introduction

1. The Whole System Demonstrator programme, a randomised control trial funded and run by the Department of Health, demonstrates how system change alongside assistive technology can achieve a better quality of care for people living with long term conditions and social care needs.
2. Substantial reductions in mortality and fewer admissions to hospital all lead to a situation where people are more in control of their conditions and not the other way around. They can plan, make decisions, choose the support that suits their needs, and retain their independence, avoiding unnecessary admissions to hospital.
3. Professionals monitoring vital health signs remotely using telehealth can intervene at the right time to prevent exacerbation. Using telecare, people can remain independent in their homes for longer, safe in the knowledge that someone is on hand to help them through remote monitoring as and when it is needed.
4. In all cases, the immediate carer and family are also re-assured of support and assistance when they need it.

### The Concordat

5. This Concordat has been entered into by the Department of Health in England with the UK telehealth and telecare industry<sup>1</sup> as a demonstration of the commitment from both sides to work together to accelerate the use of telehealth and telecare. We want to move beyond the current situation where a few thousand people are benefiting from telehealth to one where millions of lives can be improved with the help of these technology assisted services, and contribute to the mainstreaming of telecare.
6. The Concordat sets out the ambition for a unique way of working together which will improve the lives of millions of people through the integration of telehealth and telecare services into everyday practice.
7. The Concordat is an enabling framework. It signals a commitment towards planning the adoption and use, at scale and pace, of assistive technologies to improve the lives of people with long term conditions, on a more proactive longer term basis where this offers demonstrable value for money and high standards for patients.
8. It signals an intention and commitment to work together under the banner of 3millionlives.

### Working Together

9. The aim of 3millionlives is to enhance the lives of three million people over the next 5 years by accelerating the roll-out of telehealth and telecare in the NHS and social care and in turn reduce the burden on acute hospital inpatient use and increase the cost effectiveness of care.

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<sup>1</sup> In this context “the UK telehealth and telecare industry” includes organisations from the medical technology industry

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10. Government alone cannot make this happen, nor can Industry, without the help of the NHS and social care services. Yet together there is substantial interest, commitment and expertise to overcome the existing barriers to scale these services for the benefit of millions of people.
11. So working together over the next five years, we will seek to establish and deliver a campaign that creates the right environment to support large scale adoption of telehealth and telecare.
12. This Concordat should be seen as an enabling framework. It leaves detailed decisions about service delivery to be made locally by those who understand the needs and interests of patients.
13. Industry will be leading the way in developing the market, raising awareness and providing credible support to health and social care professionals as they make decisions about making the service changes needed.
14. Government will continue to promote the findings and evidence base from the Whole System Demonstrator programme and work with the NHS and social care to create the macro environment that helps this technology to thrive and transform the way health and care services are delivered in England.

### **Benefiting Patients and Users**

15. Telehealth and telecare technologies have been shown to save lives and improve the care delivered to people with long term conditions and social care needs. It is important now, with this knowledge, that Government and Industry work together to make these technology assisted services accessible to the millions of people that can benefit.
16. With more people using telehealth and telecare, there should be fewer unplanned admissions to hospital, reduced admissions to care homes, more people satisfied with the care they are receiving and improved clinical outcomes.
17. This can only be achieved if telehealth and telecare technologies are integrated into the services provided by NHS and social care organisations. By working together, and with other partners, Government and Industry can achieve transformational change so that patients benefit from safe and high quality services.

### **Conclusion**

18. This Concordat is the start of an ambitious plan to bring the benefits of telehealth and telecare technologies to three million people with long term conditions and social care needs over the next five years.
19. It is a clear signal that Government and Industry will work together to deliver changes in the way the health and care services are delivered to people in England using telehealth and telecare services.

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19<sup>th</sup> January 2012

Gateway reference number: 17136



A handwritten signature in black ink, appearing to read 'Paul Burstow'.

Paul Burstow MP  
Minister of State for Care  
Services



A handwritten signature in black ink, appearing to read 'Trevor A Single'.

Trevor Single  
Chief Executive



A handwritten signature in black ink, appearing to read 'P. Ellingworth'.

Peter Ellingworth  
Chief Executive



A handwritten signature in black ink, appearing to read 'Jon Lindberg'.

Jon Lindberg  
Head of Healthcare



A handwritten signature in black ink, appearing to read 'Tony Davis'.

Tony Davis  
Chair

