

India and the UK: Partners in healthcare



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Dr T S Ravikumar, (Director of JIPMER) and Howard Lyons, (Managing Director of Healthcare UK) signing the agreement witnessed by (l to r) Lord Kakkar (Professor of Surgery, University College London and UK Business Ambassador for Healthcare), Dr Prathap C Reddy, (Chairman and Founder, Apollo Hospitals Group) and Mike Nithavrianakis, (Deputy High Commissioner)

Since Healthcare UK was launched at the beginning of 2013, I have been privileged to visit India on a number of occasions to help develop partnerships between Indian and UK public and private sector healthcare organisations. These partnerships are supported by our Secretary of State and the Indian Minister of Health and Family Welfare under a Memorandum of Understanding between the UK Department of Health and the Indian Union Health and Family Welfare Department.

Other UK organisations have signed MoUs with Indian private and public companies paving the way for increased trade between our two countries. At the launch of Healthcare UK in India in Chennai in December 2013, I was able, for example to sign a MoU with Jawaharlal Institute of Postgraduate Medical Education & Research (JIPMER) in Pondicherry which identified a number of areas for collaboration aimed at strengthening partnerships between our respective health systems.

India and the UK share many goals. These include providing high quality healthcare for all citizens, planning and delivering services for the rapidly growing elderly population, and adapting services to manage the rising burden of non-communicable diseases, including diabetes, respiratory conditions, cancer and dementia. The changing healthcare needs of our respective populations are placing enormous demands on our health systems and infrastructure.

The healthcare reforms initiated by the Indian government seek to expand the reach of health care and work towards the long term objective of establishing a system of Universal Health Coverage (UHC) in the country. This means that each individual would have assured access to a defined essential range

of medicines and treatment at an affordable price, which should be entirely free for a large percentage of the population. To achieve this, the aim is to increase health sector public expenditure from 1 to 2.5% of GDP. This is complemented by a rapidly growing private sector which accounts for more than 80% of total healthcare spending in India.

Many of the areas of focus for the reforms such as improved and accessible service delivery, more effective public health interventions, better hospital management, correspond with areas of expertise within the UK's National Health Service (NHS) and its commercial healthcare sector.

Since the formation of the National Health Service (NHS) in 1948, the UK has invested billions of pounds in constantly upgrading the quality of healthcare for the people of Great Britain. The UK's primary care system is internationally renowned for providing the best possible care of families in a cost-effective way. What the NHS and its commercial partners offer is unique in both its quality and breadth, drawing on this long experience of running the world's largest integrated health system. Now, through Healthcare UK, state governments and organisations in India are able to access the know-how this investment has created for the benefit of patients and their families.

The British Government signalled its ambition to foster strong international partnerships by creating Healthcare UK, a joint initiative between UK Trade & Investment, the Department of Health and the NHS in England. Healthcare UK was established to link UK expertise with the healthcare requirements of countries around the world such as India.

It aspires to provide an overview of what the NHS, UK industry and academia as a whole can practically offer to India in order to deliver high-quality care. It is already helping UK healthcare organisations to work effectively with Indian national and state governments and a wide range of local healthcare providers.

This short brochure summarises the UK's capabilities and innovative approaches relevant to India, including primary and elderly care provision, training and development for healthcare professionals, and advances in hospital infrastructure and digital health.

I trust you will find this brochure of interest. I also hope it will encourage you to explore areas for cooperation. Our professional advisors at the British High Commissions throughout India are at your service.

Healthcare UK, on behalf of the British healthcare sector, is looking forward to the opportunity of building on our existing relationships and agreements in India to create further value-added collaborations of enduring mutual benefit.

Howard Lyons,
Managing Director, Healthcare UK

Developing world class hospital infrastructure



India has stated that a priority for 2012-2017 is to improve quality of healthcare and central to this is the provision of hospitals and their efficient use.

It is recognised that the healthcare infrastructure in India is in need of expansion and upgrading. At the same time, India's health needs are changing. Conditions that have traditionally been common in the West, but not in India, are increasing. Cancer, obesity, diabetes, heart disease and the growing elderly population in India are all placing great demands on the existing healthcare infrastructure.

India is seeking to achieve its goal of delivering high quality healthcare infrastructure in a planned and structured way that responds to the evolving health needs of its population. India is looking to analyse and understand these new health needs to enable coordinated delivery of world class hospitals, in the right locations. The UK's experience of integrating primary and secondary care and providing high quality hospitals is available to assist India



to develop new systems for meeting the rising demand for healthcare, whilst still being sensitive to existing structures and models of care.

The UK has 65 years' experience in planning and delivering healthcare services in the public sector. Through the development of consortia that will bring together the unique talents of the NHS, partnered with the outstanding skills of the private sector, the UK can apply all of its long history and experience to the benefit of Indian hospital owners, patients and staff.

British organisations have considered how they might support developments at the state or municipal level, seeking Indian partner organisations for joint ventures. For example, in September 2013, Whittington Hospital signed an MoU with Miott Hospital in Chennai to assist in establishing an antenatal screening service to help diagnose thalassemia in new-born children, the first of its kind in India.

Strategic service & business planning

UK expertise is ideally placed to help India to map existing services and infrastructure, forecast future health needs of the population, design new models of care, develop business cases, financial models, funding packages, masterplans and feasibility studies that will allow projects to be taken forward with confidence and enable resources to be used most effectively to improve healthcare for the people of India.

Design services and Public Private Partnerships (PPP)

The UK's designers and project managers have created outstanding and innovative hospital buildings all over the world. Britain has also been at the forefront globally in designing hospitals that are sustainable, energy efficient and low carbon.

The UK has led the world in the development of PPP as a procurement route. With over 20 years' experience, our PPP specialists are able to assist with developing and introducing PPP models to hospital projects in India. PPP brings the benefits of private sector investment and expertise, improved efficiency and transfer of risk from the public to the private sector.



Construction services and equipping

Working in a consultancy capacity, the UK's construction experts are able to bring to India the benefit of their expertise in areas such as decanting, modularisation and off-site construction, to improve the efficiency of construction and minimise costs.

In addition, the UK's extensive medical equipment supply chain can provide everything needed to fit out a hospital, from scanners to surgical supplies and pharmaceuticals.

Service improvement

India's desire to improve healthcare provision does not only mean building new hospitals – there is much that can be achieved within existing hospitals.

The UK is well placed to help India drive up the quality of both clinical care and hospital management. The UK's NHS hospitals and consultancy practices are able to provide quality audits, improvement plans and education programmes that will mean India will benefit from the UK's unique skills and experience.

Hospital management and operation

By combining the skills and expertise of the UK's private hospital, support services and NHS sectors, UK consortia can offer India hospital management and operation services that can deliver improved clinical, financial and support service efficiency as well as higher quality clinical care for patients.

Infrastructure

partnerships in action

University Hospitals
Birmingham, NHS Foundation
Trust, Queen Elizabeth Hospital:
A new acute hospital designed
for innovative care by BDP

Queen Elizabeth Hospital, an acute NHS teaching hospital in Birmingham, UK needed a new 1,200 bed building which was designed to deliver the hospital's model of innovative care

the construction had to take place within the existing hospital campus without disruption to clinical services

state-of-the-art constructional techniques and materials were required to ensure it was built on time and to budget

UK interdisciplinary design practice BDP, one of the country's leading designers of healthcare facilities, was commissioned as master planner, architect, interior designer, landscape architect and acoustic consultant of the hospital.

www.bdp.com



Queen Elizabeth
Hospital
Birmingham

Image: Courtesy
of BDP

BDP came up with a design which made use of a 10-metre fall across the site to achieve the adjacencies between clinical departments vital to delivering the Trust's model of care. The existing hospital was kept fully operational by splitting the new construction into zones tied to the building programme.

Integrating all services into the same facility has enabled care to be delivered precisely when and where it is required, as well as promoting clinical care innovation.

UK organisations available
to work with India

Architects

BDP
Foster + Partners
Murphy Phillips
Steffian Bradley Architects
Swanke Hayden Connell Architects
TFP Ryder

Consultant Engineers

Arup
Gleeds
Mott MacDonald

Consultancy

Boulton & Co
KPMG
PA Consulting
PwC
EY

Contractors

3DiFM

Health Planning

ArcHealth
Capita Symons
Fusion Health
Strategic Healthcare Planning
S & V Consultants

Hospital Management

Orient Asian Partners

National Health Service

Hampshire Hospitals NHS Foundation Trust
John Radcliffe Hospital
Kings College Hospital NHS Foundation Trust
North West London Hospitals NHS Trust
Portsmouth Hospitals NHS Trust
Whittington Hospital



Primary care: the foundation of healthcare

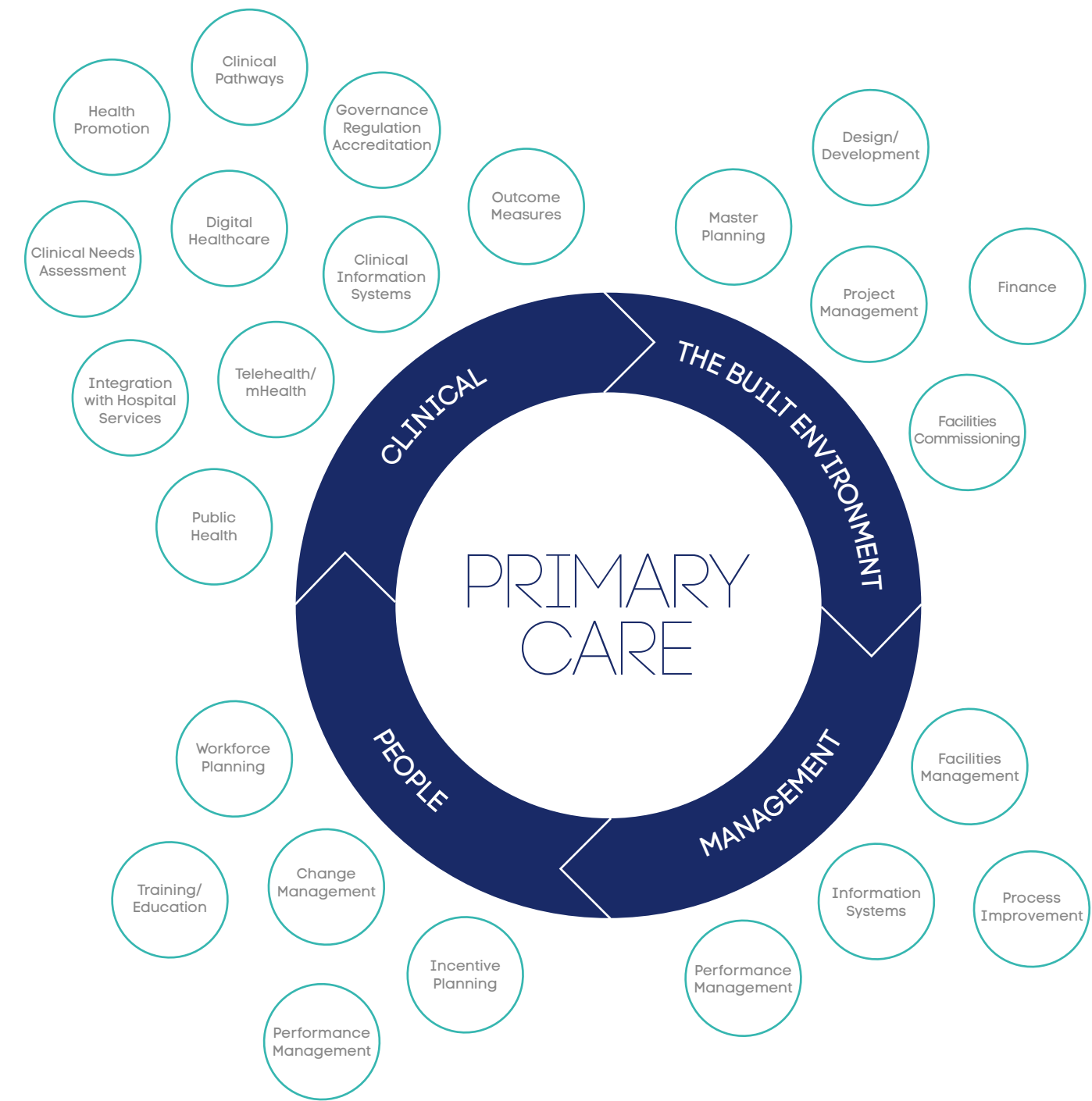
A strong primary care system is the basis of effective and accessible healthcare and helps to reduce demands on precious hospital resources, especially as the prevalence of non-communicable, long term conditions increases.

Following the successes of the National Rural and the National Urban Health Missions, many states in India have a strong basis on which to build. This includes Primary and Community Healthcare Centres (PHCs and CHCs) and Health Sub-Centres, mobile medical units and emergency ambulance services. Major programmes are run out of the centres including health promotion and disease prevention, maternal and antenatal care, non-communicable diseases, HIV/ AIDS and AYUSH (traditional medicine). State insurance systems ensure poorer people have access to secondary and tertiary care.

However there is still some way to go to achieve the outcomes of a developed country. Substantial inequalities in outcomes and patient satisfaction between the

comparatively well served populations and the poorer states remain. There are major needs for recruitment, training and leadership of the primary care workforce and for making better use of the Health Management Information System. The Twelfth Five Year Plan aims to strengthen this system under a combined National Health Mission, especially in urban areas which have traditionally had less adequate primary care. This will include contracting services from the private and NGO sector as for example, has been done in Arunachal Pradesh.

A recent study by Healthcare UK together with the UK's Department for International Development (DfID) and the Government of Tamil Nadu showed how the UK's 65 years experience in primary care could help take India's primary care to the next stage of its development. A series of 22 propositions have been developed covering planning, staff training and development, the management of patient care and infrastructure development.



Primary care

- Co-ordinates the care of the many people with multiple, complex health needs.
- Delivers care closer to people, increasing convenience, especially in areas remote from hospitals.
- Is a first point of contact for patients to facilitate the early detection of illness, and thereby improves outcomes.
- Provides a long-term perspective to support disease prevention and healthy lifestyles.
- Provides more cost-effective treatment for minor illnesses and injuries than hospitals.

The primary care systems for the 21st century are built on the foundations of:

- multi-disciplinary teams of healthcare professionals trained for family medicine
- suitable facilities and infrastructure, integrating digital healthcare, to provide a range of access options and support dispersed populations
- clinical pathways for consistent and effective care, with referral processes for specialist consultations
- information systems including electronic patient records to optimise clinical activity

Primary care in the UK

The UK is known around the world for the quality of its primary care. Access for all is a central tenet of the NHS. The General Practitioner (the family doctor) and their team is the most commonly used access point into the NHS. Primary care in the UK is the central part of an integrated and comprehensive system which provides continuity and co-ordination whilst acting as the gatekeeper for access to specialist hospital care.

Over the past decade, primary care in the UK has been transformed into an internationally leading, multi-disciplinary model to improve accessibility, patient outcomes and sustainability. Primary care services are developed and delivered through partnership between the NHS and a wide range of companies with expertise across the healthcare spectrum.

UK organisations available to work with India

Health Planning

- S&V Consultants Ltd
- Strategic Healthcare Planning
- Skills for Health
- Centre for Workforce Intelligence

Public Health

- UK Preventive Medicine
- Public Health England
- NHS Choices

Primary Care Services

- Brit Health Care
- Pathfinder Healthcare Developments

Emergency Services

- London Ambulance Service NHS Trust
- South East Coast Ambulance Service NHS Trust
- UK Specialist Ambulance Service

Medicines Management

- Keele Centre of Medicine Optimisation
- Medicines Management Solutions

Training and Education

- UK Universities
- Royal College of GPs
- BMJ India
- Portsmouth Hospitals NHS Trust
- A4E
- CareShield

Management and Leadership Training

- Ashridge Business School
- Health Services Management Centre, University of Birmingham
- NHS Leadership Academy

Information and Information Technology

- The Phoenix Partnership (TPP)
- Boomerang Consultancy
- The Health and Social Care Information Centre (HSCIC)
- Tunstall
- Medvivo
- Docobo
- Safe Patient Systems

Infrastructure

- 3DiFM
- Guildhouse

Healthcare Outcomes and Standards

- COBIC Solutions Ltd
- National Institute for Health and Care Excellence (NICE)
- Patient Opinion
- QHA Trent Accreditation UK

Staff Rostering

- Advanced Health & Care Systems

“International comparisons between industrialized countries suggest that the populations of countries with higher ratings of “primary care orientation” experience better healthcare outcomes and incur lower healthcare costs than populations of countries with lower degrees of primary care orientation”

Primary care development partnerships in action

Primary care training in India: BMJ Masterclasses for GPs

Launched in 2006, BMJ Masterclasses are a series of interactive and case-based educational courses. BMJ Masterclasses support busy doctors through a series of face-to-face educational events. Developed by a team of clinical editors, these courses help general practitioners, physicians and healthcare professionals keep up to date with the latest evidence, new guidelines and best practice in important clinical areas to improve patient outcomes.

In June 2011, the first BMJ Masterclass for GPs in India took place when an audience of approximately 1500 participated in a video-conference meeting. The Masterclass was broadcast from London to Mumbai and from there to over 40 centres around India simultaneously. Some centres had two way communications, enabling participants to interact directly with the speakers. The Masterclass consisted of three sessions on cardiology, respiratory medicine and paediatrics. The speakers were all leading UK doctors and each session lasted for one hour, including time for questions. Continuing medical education isn't mandatory in India. However, attracting 1500 Indian GPs to participate in the Masterclass demonstrated that sharing UK expertise under the auspices of a respected organisation, such as the BMJ Group, is a type of education valued in a primary care setting in India.

Another Masterclass was held jointly with Indian Medical Association (Maharashtra Chapter) in April 2013 in the area of diagnosis and management of chest pain. It was webcast to two cities in India and was attended by approximately 500 doctors.

www.masterclass.bmj.com

Caring for older people

Due to an increase in life expectancy, India's elderly population will grow substantially in the coming years, with studies estimating over 12% of the population being over 60 by 2025, up from 9% currently and touching 20% by 2050. India already has the second largest older population in the world.

With an increasing proportion of working-age people finding it difficult to support their ageing relatives, planning for practical solutions to providing care outside the family is increasingly important.

India's Twelfth Five Year Plan (2012- 2017) proposed the formulation of a new National Policy on Senior Citizens which will focus on the family as the main care giver whilst recognising the need for better access to homecare and healthcare for older people. The Integrated Programme for Older People which funds NGOs to provide day and residential care for some people is being expanded along with training for caregivers through three Regional Resource and Training Centres.



Whilst families continue to care for their elders, The Maintenance and Welfare of Parents and Senior Citizens Act, 2007 will be implemented effectively and tribunals will be set up so that elderly parents, unable to maintain themselves, are not abandoned and neglected. States are expected to set up homes with assisted living facilities in every district for senior citizens who cannot be cared for by a family.

The Plan envisages the establishment by States of old age homes for indigent senior citizens with integrated multi-facility centres of varying capacity (25, 60 and 120) in 640 districts.

There is a growing realisation amongst urban households that many families are no longer equipped to take care of their older relatives. This has seen the beginnings of new private developments aimed at supporting older people to live well into old age, overcoming the historical stigma associated with such facilities.

Importantly, the Indian government has relaxed some of the restrictions on foreign investors and service providers in this sector so that elderly care services can expand faster.

The UK has a well-established and regulated housing, care and health industries designed to meet the needs of people as they approach retirement and live to an old age. The NHS and the UK private sector has experience and expertise to meet the care needs of people as they become more dependant and the health needs of people suffering from dementia, diabetes, respiratory and heart disease and orthopaedic problems.

As well as a range of specially designed housing for older people, UK operators are able to meet the care and treatment needs of people as they get older, in areas ranging from the prevention of ill health all the way through self-care, diagnosis, treatment, rehabilitation, home care and end of life care.

An integrated offer

The UK's expertise and experience offers an integrated approach to creating high quality services for the older person and their family.



Planning and programme delivery

The UK has experience in countries around the world in creating care services for older people, ranging from cancer care, dementia services and health promotion programmes, covering:

- designing and planning both whole systems and individual health and care services
- managing their implementation
- defining the workforce, the staff roles and competences required to provide older people’s care
- organising staff recruitment

Staffing and staff development

UK hospitals, universities, colleges and training companies have a wide range of certificated programmes to train the professionals and support staff needed to care for older people.

The UK has some of the most advanced leadership and management frameworks and programmes that can be adapted for the leadership of Indian nursing homes, clinics and hospitals.

Service provision

UK service providers from the NHS and the private and social enterprise sectors excel in:

- advice, advocacy and health education programmes
- domiciliary and residential care
- community and hospital treatment

As well as their service operating skills, for example in running nursing homes, UK providers are able to:

- bring integrated pathways for the management of conditions such as diabetes or dementia
- professional practice and research exchange

Quality management systems

One of the foundations for quality improvement in older people’s care in the UK is the data that is available from case records. This is used for managing care, treatment and referral to neighbouring facilities. The UK systems can be adapted to the Indian context, along with case management systems and training.

The UK can provide skills in developing and using:

- quality and outcomes frameworks
- quality assurance and accreditation systems
- practice guidelines
- decision support for practitioners
- consumer satisfaction feedback systems

The UK’s regulators ensure services and professionals meet basic standards. This experience can also be adapted for Indian use.

The UK has over two decades of experience of purchasing of older people’s care and health services by both the Government and insurers which it can bring to the Indian market.

UK organisations available to work with India

Planning and Programme Delivery

- EC Harris
- Strategic Healthcare Planning
- Gleeds
- Skills for Health
- Centre for Workforce Intelligence

Service Providers - primary, community and hospital treatment

- Central and North West London NHS Trust
- South London and Maudsley NHS Trust
- Medway Community Healthcare
- BUPA
- Shaw Healthcare
- Affinity Care Management Hallmark Care Homes
- Care Visions at Home

Staff Development

- MSI Group
- BMJ
- The National Gold Standards Framework (GSF) Centre for End of Life Care
- CareShield
- Affinity Training
- Somerset College
- Grantham College
- Ashridge Business School
- Health Services Management Centre, University of Birmingham
- NHS Leadership Academy

Caring for older people
partnerships in action

Development of a community hospital including a centre of excellence for stroke care - South Petherton Community Hospital, Somerset: Strategic Healthcare Planning

Strategic Healthcare Planning (SHP) advised Somerset Primary Care Trust from the very early planning stage of the state-of-the-art South Petherton Community Hospital, articulating the clinical brief for the range of services required and developing the functional content and schedule of accommodation needed to deliver these.

South Petherton Community Hospital is a centre of excellence for stroke and neurological care with inpatient

beds linked to rehabilitation services, co-ordinated out-patient care and a general practitioner SHP worked with the Trust to ensure that the proposed design solution delivered the operational and clinical requirements in a manner which would enable the Trust to provide the clinical activities within budget whilst enhancing access and choice for the population of South Somerset.



www.shp-uk.com

OXFORD
CAMBRIDGE
IMPERIAL
COLLEGE
LONDON
UNIVERSITY
COLLEGE
LONDON

Developing the healthcare workforce

One of the main healthcare challenges for India outlined in Twelfth Five Year Plan is the development of the skill and know-how of the healthcare workforce.

Huge gaps however, remain in training capacity for all categories of health personnel. A large expansion of medical schools, nursing colleges is considered necessary. In addition, a massive effort will be made to recruit and train paramedical and community level health workers

India estimates it requires at least 765,000 more nurses by 2017 to bring the total up to 1.5 million. It also needs an additional 157,000 doctors and 110,000 professionals trained in Traditional Medicine (AYUSH).

India is seeking to overcome these challenges by:

- setting up 6 major institutes and upgrading 13 medical colleges
- 72 state government medical colleges are strengthening their capacity for postgraduate training. A further massive expansion is expected over the next five years
- upgrading existing district hospitals and community healthcare centres into knowledge centres, where medical, nursing and paramedical teaching and refresher courses can be held side-by-side with patient care
- establishing Centres of Excellence for nursing and allied health sciences and for paramedical education in every state
- continuing initiatives to upgrade and strengthen the existing nursing schools into colleges of nursing

Given its wide range of capabilities and international experience, the UK healthcare education and training sector is very well placed to work with India to meet the challenges of developing the healthcare workforce for the future in both the state and private sectors.

The UK is home to 4 of the world's top 10 universities for clinical, pre-clinical and health subjects and it can offer:

- primary, nurse and allied health professionals training
- specialist short course continuing professional development (CPD) training and assessment in areas such as surgery, elderly care and non-communicable diseases including diabetes
- research expertise and collaboration
- hospital management and governance
- quality assurance and accreditation linked to international benchmarking
- leadership and management training and development
- English language training

UK universities and NHS trusts:
assisting our partners to meet
their healthcare needs

Recognised as one of the world leaders in healthcare education, the UK is very well placed to assist India to meet its goals for healthcare education, training and development.

Specialist education in a large range of areas:

- health promotion
- care of the elderly
- primary care
- public health
- rehabilitation
- chronic conditions (diabetes, cancer, stroke, dementia)
- mindfulness
- health optimisation
- dietetics
- consultancy services for public and private organisations

Healthcare education and research opportunities for a wide range of healthcare professionals, for example:

- nurses
- GPs
- occupational therapists
- dieticians
- physiotherapists
- podiatrists
- sports and exercise therapists

A bespoke service to ensure that the type of provision is suitable for purpose:

- degree programmes
- short courses
- online learning, research and evaluation
- train the trainers

Developing the healthcare workforce
partnerships in action

Continuing Professional Development Programmes in India: The University of Northampton

The University of Northampton has a long history of collaboration with Indian institutions to support training and continuing professional development (CPD).

The university has an institutional partnership with the University of Madras and Northampton’s School of Health has a Memorandum of Understanding with DY Patil University in Mumbai. Through these partnerships, the University of Northampton is contributing to postgraduate programmes for Indian healthcare professionals.

Areas of activity include:

a CPD programme for Indian doctors in diabetic foot care with the support of leading diabetologists in Mumbai and Chennai. This will be delivered in India by podiatry staff from Northampton.

a modular MSc in advanced occupational therapy delivered in India by faculty from Northampton.

www.northampton.ac.uk



UK organisations available to work with India

A broad range of UK organisations are keen to assist India to increase its healthcare capacity and skills via a range of partnership models including:

- direct collaboration staff exchanges
train the trainer
- knowledge transfer schemes
- blended learning solutions to include
online and face-to-face training

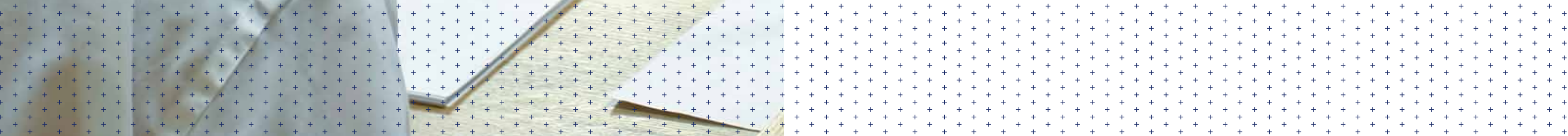
Medical Royal Colleges working with local partners in India

- Royal College of Surgeons of England (RCS)
- Royal College of Obstetricians
and Gynaecologists (RCOG)
- Royal Colleges of General Practitioners
(RCGP)
- Royal College of Physicians

Education and training providers

A wide range of UK healthcare education and training providers are interested in further developing their training, education and research work with India and these include:

- Universities of York, Sheffield Hallam,
Bradford and Wolverhampton
- British Acupuncture Council
- BMJ India
- Health services Management Centre,
University of Birmingham
- NHS Leadership Academy
- Ashridge (leadership and management)
- Skills for Health (workforce planning
and skills development)
- NHS Foundation Trusts
- Academic Health Science Networks (AHSN)
- Other Medical Royal Colleges including:
 - Royal Colleges of Anaesthetists (RCOA),
 - Royal College of Pathology (RC Path)
 - Royal College of Nursing (RCN)
 - Bespoke private training providers





Delivering reform through digital health

Digital health is rightly viewed as a key enabler for the achievement of India’s healthcare plans. Providing both universal and high-quality care are ambitions which both India and the UK share.

Digital health opens up new and cost effective ways for patients to access healthcare. It supports comprehensive data collection to enable better patient management and sophisticated analysis of the health needs of the population and how they change over time..

The opportunity for collaboration within digital health is significant for both countries. The Twelfth Five year Plan aims to develop a robust and effective Health Management Information System which, in the best case scenario, tracks every health encounter.

“UK physicians stand out compared to physicians from other countries for receiving information about their performance. The vast majority of UK doctors reported that they received and reviewed physicians performance information”

The Commonwealth Fund, 2012

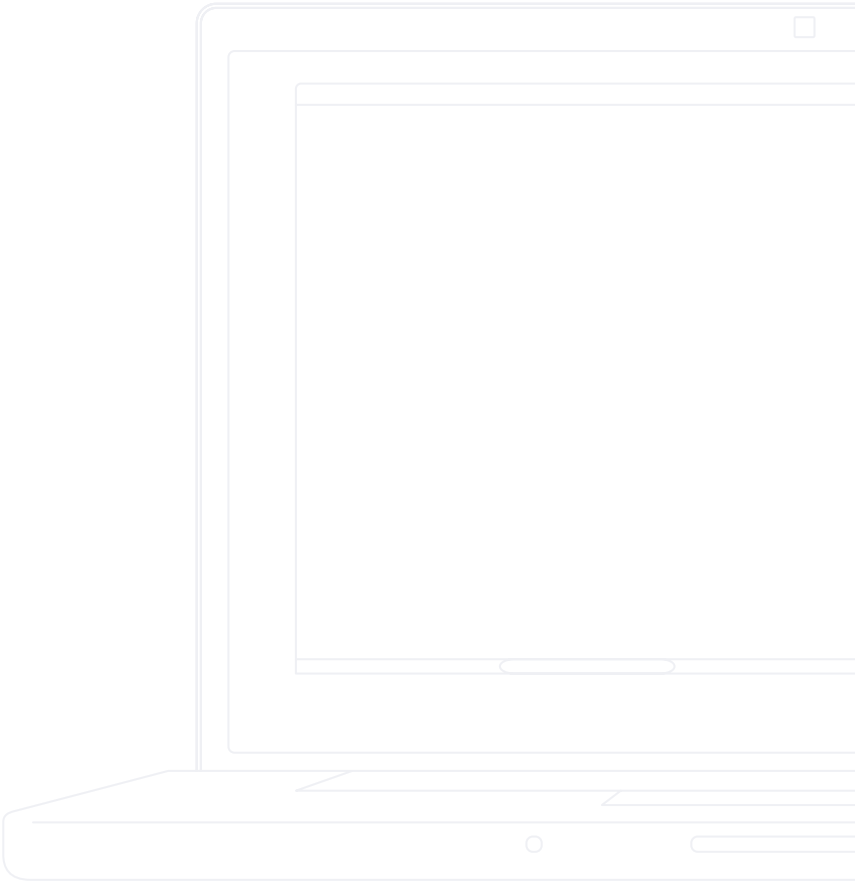
This would enable assessment of performance and help in allocating resources to facilities as well as improving patient care. The UK’s digital health community can make a significant and positive impact in this collaboration.

Aspects of digital health important to India include:

- A national patient identifier, to make it possible to identify patient records across electronic health records systems at a national or state level.
- High-quality, interoperable, primary care systems to support the current healthcare developments in India.
- Systems capable of handling referrals from community healthcare centres to hospitals and throughout the health system.
- The capability for population-level analytics to enable governments at different levels to monitor the incidence of epidemics and the level of demand for different services.
- Enabling care in the community and at home, to deal with the rapid increase in chronic disease and dementia.

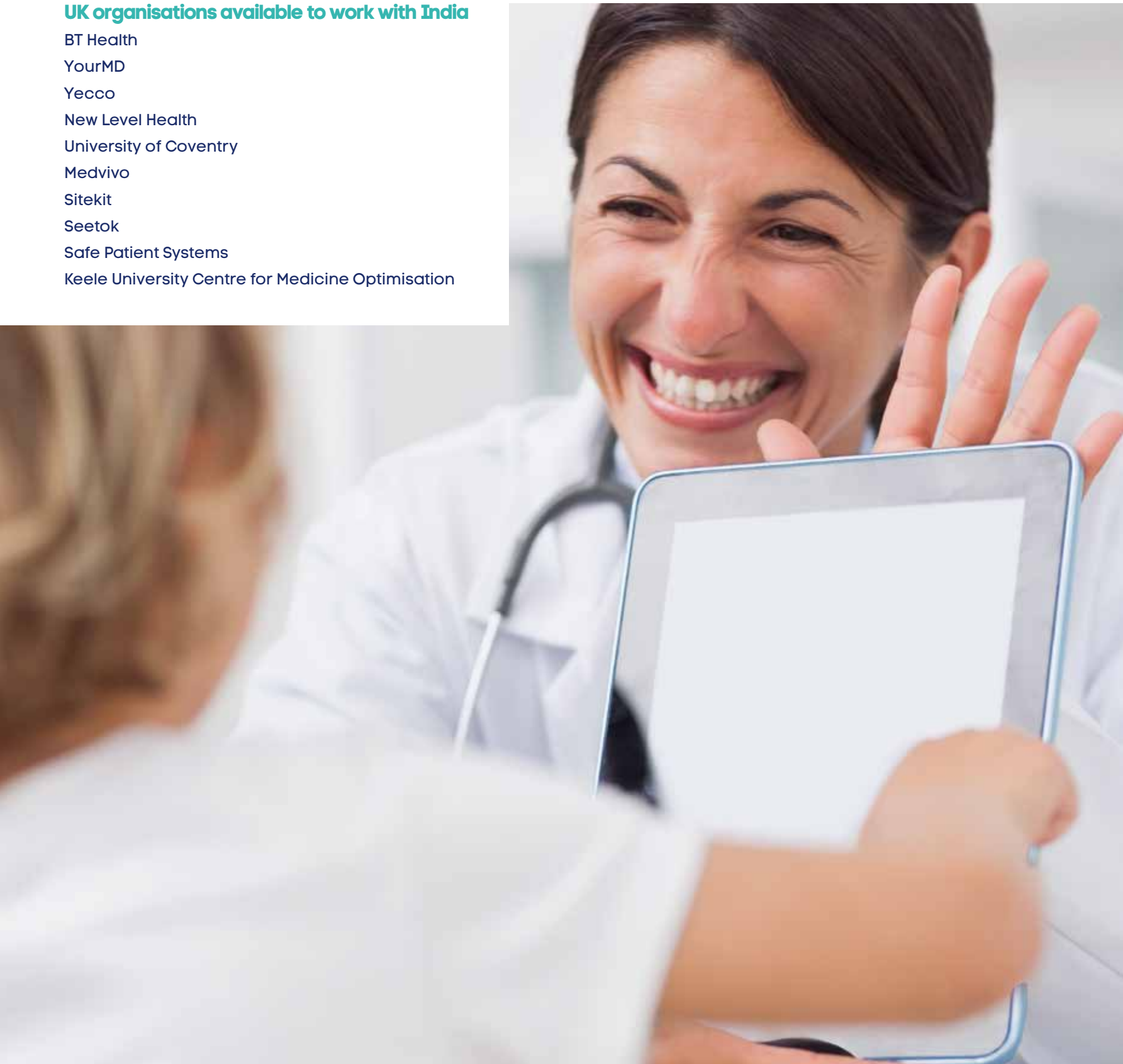
Over the last 30 years, information technology has played a key role in the improvement of the quality of care provided in the NHS and it continues to do so. The UK has world-leading expertise in three areas of digital health:

- Central systems and services:** systems and services which exist at a national or regional level to facilitate the entire digital health ecosystem.
- Local systems and services:** systems and services which operate at the point of care, for example primary care records
- Personal care solutions:** solutions and services which are used by individual patients as part of the increasing trend towards self-care in a mobile-internet world.



UK organisations available to work with India

- BT Health
- YourMD
- Yecco
- New Level Health
- University of Coventry
- Medvivo
- Sitekit
- Seetok
- Safe Patient Systems
- Keele University Centre for Medicine Optimisation



Digital health
partnerships in action

Enhancing district nursing
services through centralised
electronic records in
County Durham, UK: TPP Ltd

TPP's SystmOne is a centralised clinical system which allows patient information to be shared electronically across healthcare organisations in real time. It is currently used in over 5,000 NHS organisations in the UK by more than 200,000 staff.

County Durham district nurses in the UK have been using SystmOne for more than 4 years.

District nurses have found that moving from paper records to an electronic system has made their communications with local primary health centres seamless, faster and more efficient than ever before. The system has also supports better communications

with other district nurses in the large and mostly rural area. Exchanging information electronically supports face-to-face and telephone communication to ensure all the necessary information is available to the healthcare staff at the time they require it.

SystmOne is proving invaluable in this rural area as information added to the patient's notes can be read immediately by other healthcare professionals involved in the care of that patient, whether for a routine visit or out-of-hours care. It has improved caseload management for the district nurses as well as joint planning and delivering care.

www.ttp-uk.com



The National Health Service

With an international reputation for excellence, the National Health Service (NHS) is at the forefront of healthcare delivery, research and training.

The NHS works in collaboration with commercial healthcare companies and academia to develop innovative, integrated, high-quality and cost-effective systems of care. Uniquely, the UK’s commercial healthcare sector has in-depth experience of working in partnership with the NHS in planning and delivering facilities, clinical services and deploying new technologies.

The NHS is the world’s largest integrated health system and one of the most efficient healthcare providers globally, treating 1 million patients every 36 hours.

The UK spends 9.3% of GDP on health, around half of the USA’s expenditure.

The Commonwealth Fund rated the NHS as the best system in terms of efficiency, effective care and cost-related problems in comparison with the healthcare systems of six other countries (Australia, Canada, Germany, Netherlands, New Zealand and USA).

Healthcare UK

Drawing on UKTI’s network of professional advisors in more than 100 countries, Healthcare UK works with governments and healthcare providers around the world to co-develop healthcare solutions reflecting specific needs and priorities.

Healthcare UK facilitates:

major government-to-government engagement on behalf of the UK health industry, bringing together the NHS and commercial sector to work in collaboration to deliver substantial programmes of healthcare provision, implementation and improvement

partnerships between individual healthcare organisations and NHS providers, commercial companies and national agencies to create tailored programmes for healthcare services

professional exchange programmes and the delivery of education and training for healthcare professionals

The NHS in England:

delivers

300m

family doctor consultations per year

conducts over

6m

day case procedures per year

The UK has over

130

healthcare Public Private Partnership (PPP) projects.

The UK is home to

4 out of 10

of the world’s top 10 universities for clinical, pre-clinical and health subjects, with the University of Oxford in first place globally, followed by Cambridge, Imperial College London and University College London

For further information and to discuss how Healthcare UK could assist you, contact:

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Published February 2014 by UK Trade & Investment
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