

# The tech for better care programme: Lessons from the interface of health and care



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# Tech for Better Care: Lessons from the interface of health and care

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# Tech-innovation in care



All new to me!

Expert!

We've cracked it!

# About the Health Foundation

The Health Foundation is an independent charitable organisation working to build a healthier UK

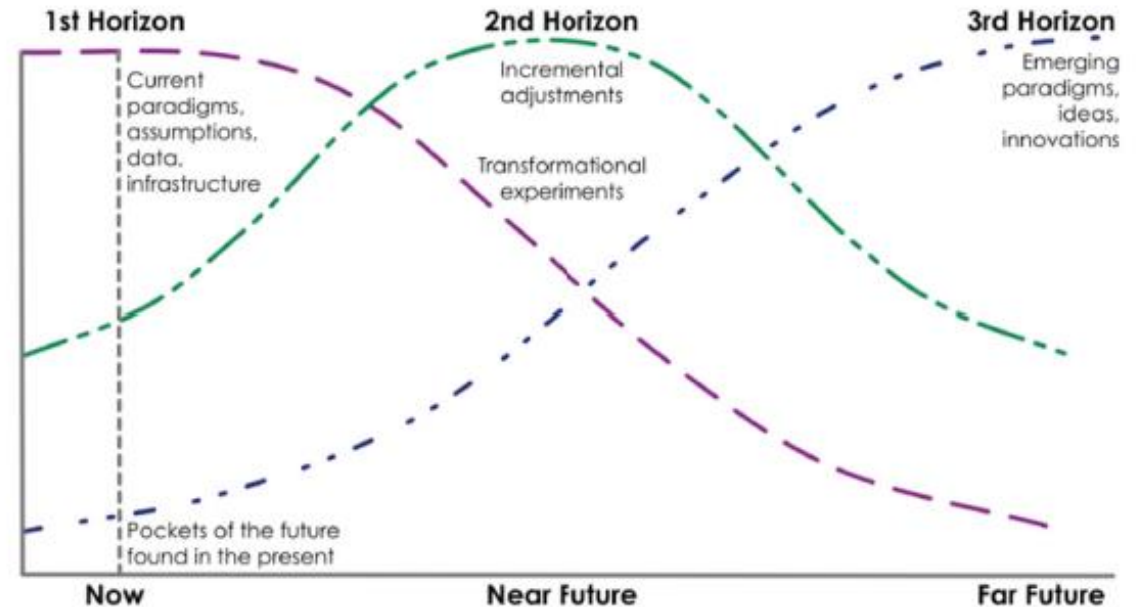
We play our part in building a healthier nation by focusing on three key priorities:

- Improving people's health and reducing inequalities
- Supporting radical innovation and improvement in health and care services
- Providing evidence and analysis to improve health and care policy



# What is Tech for Better Care (T4BC)?

- A **£2 million innovation programme** exploring the opportunities to use technology to enable better care at home and in the community
- Focusing on improving **proactive** and **relational** care
- Applied an **agile delivery approach**, which focuses developing deep understanding of users needs



# Why this topic?

Technology is a key enabler of change

Many people prefer care to be as close to home as possible



Care often is not *'defined by the warmth of human connection'* (Hilary Cottam).

**What is the problem you are aiming to solve?**

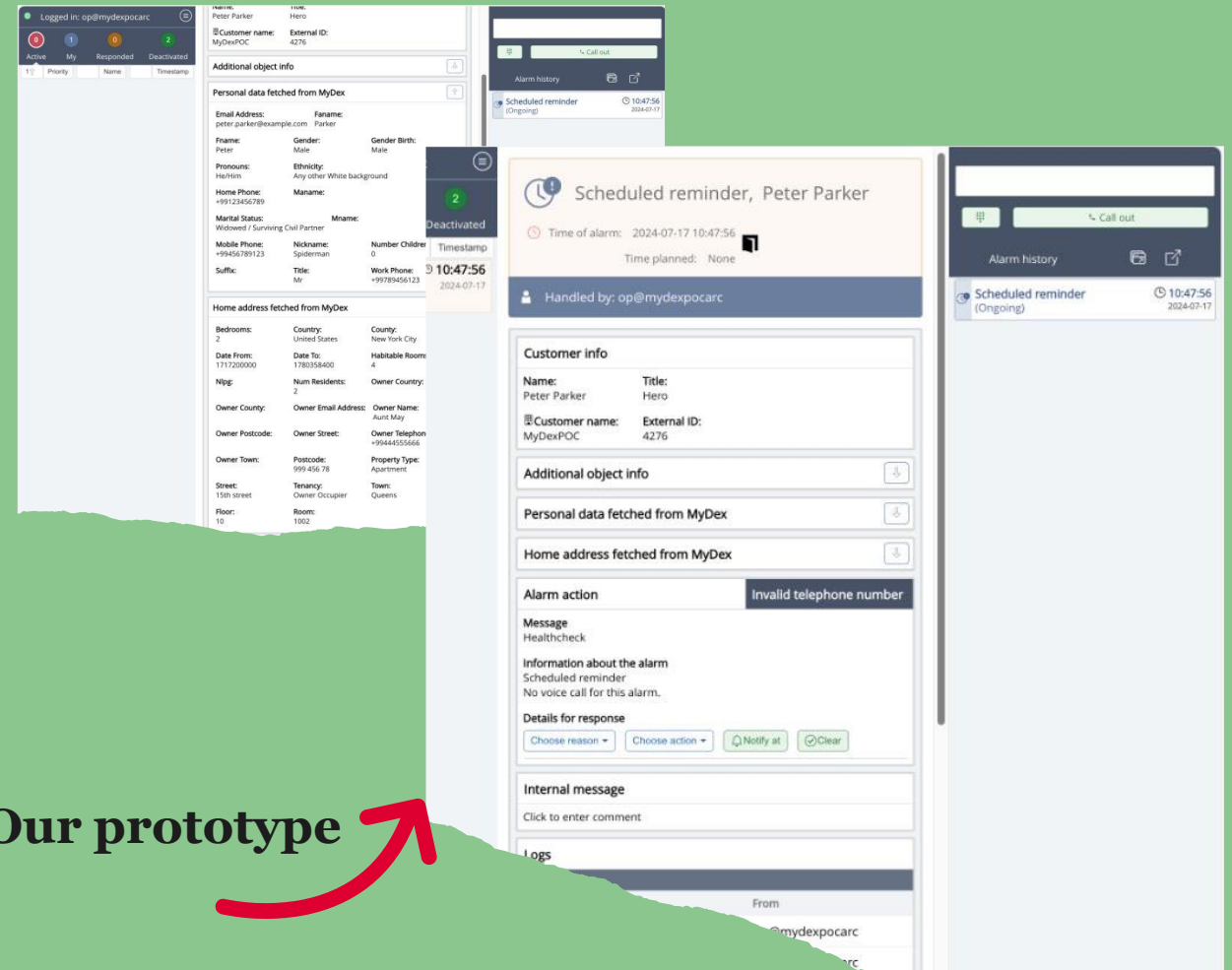


# No need to fall – a participatory approach to relational and proactive model

- One third of older adults (65+) fall annually, and one fifth result in **serious injury**
- 15,000 serious injuries per year and estimated **3,000 could be prevented**
- But current community alarms which serves 130,000 people is used only to detect and access help – a primarily **reactive approach, focusing on post-fall response**
- There is a lack of integrated support for risk reduction which continues to be a challenge as we have poor data sharing capabilities

## The opportunity

- Scotland is moving to a single community alarm system – scaling to 5 million people, which presents Scotland the opportunity to **build a single, at scale Personal Data Store which allows greater integration of services through improved data sharing and empowers citizens to use technology**



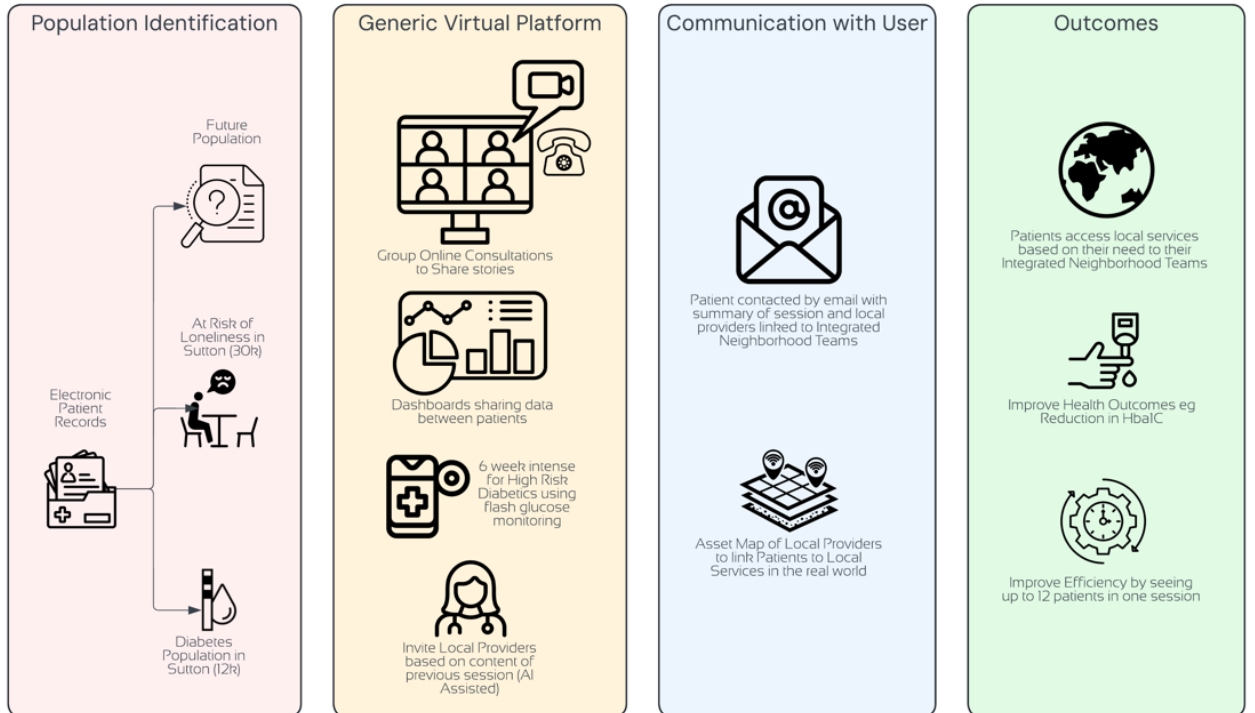
# Sutton Virtual Community

- GPs are running busy practices and **struggling to effectively support growing list of patients**, many with complex health issues, exacerbated by loneliness
- Often these patients are primary carers for their own family members and the **demanding role as a carer and social isolation** contribute to their declining health

## The opportunity

- We are building the **Sutton Virtual Community** – an accessible and scalable platform which matches carers to the community based on their personal interests and needs.
- We aim to bring care closer to the community to combat loneliness, improve wellbeing and unlocking the potential of group social connections.

Our virtual communities project combats loneliness and improves chronic disease management by remotely connecting people through shared interests and structured support groups, enhancing both mental and physical wellbeing and reducing demand on public services.



Uses AI via Natural Language Parsing to gather content passively about users during the onboarding and in the sessions resulting in patient having a frictionless experience with no logins with communication through email improving access to the platform  
Map users to local services based on their profile to give them information to help them use our platform to access local services physically  
Use the platform for the NHS for long term condition management to optimise outpatients and clinic appointment using group consultations and improve clinical health metrics through intense programmes

**How have you approached this problem?**

# How have you approached this problem?

- **Person-centered approach** - prioritising relationships with our users, and focusing on what matters to them
- **Embracing collaboration** through cross-sector and multidisciplinary working, national and local
- Having **clarity and consensus on the problem** we are collectively solving



**What have been some challenges along the way?**

# What have been some challenges along the way?

- **Steering the ship in the wind** – holding the perspectives of our multiple partners; ensuring we all stay focused and are collectively working towards the same goal
- **Navigating a changing organisational context** - i.e., big sponsors of our work moving on can create uncertainty
- **Gaining senior support and buy in** – enables us to move into implementation and operating at scale
- **Navigating the private technical provider market** – often working with smaller, lesser-known providers e.g., start ups, sometimes met with suspicion of providers, councils challenge the costs, easier when you have existing contracts in place
- **Working at scale (requires operational work)**

# Is innovation going to be an accelerator or hinderance to integration?



**What have been the magic ingredients to your success?**





# Q&A



# Stay in touch

- [Jenna.Collins@health.org.uk](mailto:Jenna.Collins@health.org.uk)
- ✓ Health.org.uk
- ✓ Health Foundation Newsletter
- ✓ Podcast
- ✓ X.com/HealthFdn
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