



**eHealth**  
week

11 - 13 MAY 2015  
RIGA, LATVIA

ORGANISED BY

Ministry of Health  
of the Republic of Latvia



# SERVICE PROVIDER'S LETTER TO SANTA

Andrew Fowlie NHS Scotland

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# A PARTNERSHIP APPROACH

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# Providers Ask

- Work in Partnership
- Simulation
- Process Redesign
- Innovate
- Acknowledge Exponential Change
- Reflect social, personal, cultural and fiscal context

# Providers Ask

- 24/7 Approach
- Invisible/ easy use Technologies
- Data driven Personalised Care
- Preventative strand underpinned by informatics and *what works*
- Personalised Education for all –clinical and patient
- Intensive support for those most at risk





# Providers Ask

- Shift the Balance and Power of Care
- Shared Care Model – outcome focused and appointment light
- Productive use of planned contacts with primary and secondary care
- Less crisis through anticipatory processes
- Smart and personal medicines support
- Disruptive Approaches –Diabetic Foot transformation



# Providers Ask

- Convergent in terms of technology and personal situation-multi-morbidity / frailty etc
- Importance of feedback Loops
- Dashboards to simplify complexity
- A learning system with open source capability
- Effective and Affordable for Health Care-provider/insurer/purchaser/consumer





# THANK YOU

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