

## CHIEF EXECUTIVE'S OFFICE



Integration and Service Development Division  
(Consultation)  
The Scottish Government  
2ER, St Andrew's House  
Edinburgh  
EH1 3DG

Date: 11 September 2012

Dear Sir/Madam,

### **INTEGRATION OF ADULT HEALTH AND SOCIAL CARE IN SCOTLAND**

NHS 24 is Scotland's national telehealth and telecare organisation. In recent years NHS 24, as an integral part of the NHS in Scotland, has continued to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and telecare services for patients, carers and citizens across Scotland.

NHS 24 has carefully considered the Scottish Government's consultation paper on the Integration of Adult Health and Social Care in Scotland, and is fully supportive of the policy aims underpinning health and social care integration. NHS 24 considers that the specific consultation questions are not directly relevant to it as an organisation and accordingly is not responding to the individual questions.

As Scotland's national telehealth and telecare organisation, NHS 24 is committed to developing service provision in partnership, and in a way that supports the wider integration agenda. NHS 24's 20:20 Vision commits the organisation to designing sustainable services in partnership with Scottish Government, Health Boards, Local Authorities and other partners.

One of the key ambitions set out in NHS 24's 20:20 Vision states that:

*"We want the people of Scotland to live as healthily as possible at home, supported by high quality telehealth and telecare services that are person centred and integrated with face to face services. We want telehealth and telecare services to be recognised as an essential component of Scotland's future health and social care services."*

Working with partners, NHS 24 is already crossing boundaries to deliver integrated services to patients, carers and citizens across Scotland. NHS 24 leads the Scottish Assisted Living Programme which is facilitating the development of telecare digital home monitoring services. NHS 24 is also delivering the Scottish *dallas* (delivering assisted living lifestyles at scale) project, together with five Health and Social Care partnership areas across Scotland. This project will develop innovative digital products and services to support independent lifestyles and improvements in health and wellbeing for a community of 55,000 people.

The Scottish Government is currently consulting on a new Telehealth and Telecare Strategy 2012-2015, developed by the Scottish Centre for Telehealth and Telecare within NHS 24. The draft strategy sets the direction for telehealth and telecare development within health, social care and housing in Scotland. It anticipates the integration of adult health and social care, and sets out a number of objectives and actions intended to advance this agenda.

NHS 24 has a nationwide technology and telephony infrastructure platform, handling approximately 1.5 million calls every year. NHS 24 considers this platform as a public sector contact centre asset with national reach. NHS 24 recognises and welcomes the significant potential of working with colleagues in Local Authorities to explore contact centre synergies in the interests of efficiency, best value and enhanced outcomes for the citizens of Scotland.

In particular, NHS 24 understands that Local Authority contact centre services may increasingly find that there are health requirements for service users who are in contact with them, and NHS 24 would be interested in exploring ways in which its experience and expertise could be shared with Local Authority partners to assist in the delivery of safe and effective care at home.

Thank you for the opportunity of making a submission to the consultation. I would be delighted to provide any further information that may be required.

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Turner', with a long horizontal line extending to the right.

**John Turner**  
**Chief Executive**