

## CSIP Telecare eNewsletter

October 2006

**Note:** CSIP resources are now located at [www.cat.csip.org.uk/telecare](http://www.cat.csip.org.uk/telecare)

**The previous web site ([www.icesdoh.org/telecare](http://www.icesdoh.org/telecare)) which is referenced in Building Telecare in England and the Preventative Technology Grant Circular will divert you to the new site.**

**Our new e-mail address is [telecare@csip.org.uk](mailto:telecare@csip.org.uk).**

You can register for regular newsletters and special alerts at [www.cat.csip.org.uk/telecare](http://www.cat.csip.org.uk/telecare)

**\* If you wish to circulate a version of the newsletter in your organisation, the Word version at <http://www.cat.csip.org.uk/index.cfm?pid=434> has improved layout compared with the text version.**

Welcome to the October 2006 CSIP telecare eNewsletter. The Care Services Improvement Partnership (CSIP) is responsible for providing general implementation support to organisations building their telecare and telehealth programmes. Our plan is to maintain a monthly e-newsletter to keep organisations up to date with progress on this important Government initiative to support people at home.

***The Care Services Improvement Partnership is not responsible for any external web sites and does not endorse any particular products or services.***

If you are an organisation implementing telecare and have an interesting local telecare story for inclusion in a future newsletter then e-mail Mike Clark (newsletter editor) at [www.cat.csip.org.uk/telecare](http://www.cat.csip.org.uk/telecare).

eNewsletter circulation via the Telecare and Housing LIN mailing lists now exceeds 5000 per issue. If you or a colleague would like to receive future copies then all you need to do is register at [www.cat.csip.org.uk/telecare](http://www.cat.csip.org.uk/telecare).

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## 1 Telecare and telehealth - update

**NHS PASA framework** - The PASA framework is now becoming established with interest from Scotland and Wales as well as English telecare organisations. NHS PASA have been holding discussions with Northern Housing Consortium to look at future working arrangements. See item 2 below for more information from Paddy Howlin.

**Don't leave it too late** – Some people are leaving their telecare purchasing decisions for later in the financial year or hoping that they can carry over PT Grant within their local authority into the next financial year. If everyone left their purchases until Spring 2007 then it may put pressure onto suppliers. This could result in some local programmes not commencing until well into 2007 compared to the start of funding in April 2006.

**Clear roles and responsibilities for telecare** – It is important that partner organisations clarify and agree their roles and responsibilities. In some cases, equipment is owned by one organisation and installed and monitored by another. Clear protocols and agreements need to be in place to ensure that equipment is appropriately installed and maintained and that monitoring and response services will meet high standards.

**Delivery and Improvement Statement** – Local social care authorities will have included estimates for service provision for 2006-2008 in their Delivery and Improvement Statements (DIS). It is important that organisations keep track of their progress against their submissions.

**D54 Performance Indicator** – Local social care authorities need to remember that D54 is an important measure for community equipment. Where alarm or telecare systems are the responsibility of social care they are included in the seven day indicator.

CSCI Link for D54 indicator:

[http://www.csci.org.uk/docs/adult\\_PIs\\_2006-07\\_supporting\\_info.doc](http://www.csci.org.uk/docs/adult_PIs_2006-07_supporting_info.doc)

## 2 NHS PASA – procurement update

**From Paddy Howlin at NHS PASA**

### a) Building telecare through effective procurement

14 November - London

23 November - Leeds

Both events are now fully booked. NHS PASA are operating a waiting list for both events. Contact [telecareawarenessday@pasa.nhs.uk](mailto:telecareawarenessday@pasa.nhs.uk) to join the waiting list. NHS PASA will advise people on the waiting list if they have been allocated a place by 10 November (London) and 17 November (Leeds).

## **b) Northern Housing Consortium and future joint working with the NHS Purchasing and Supply Agency within Telecare**

PASA are pleased to confirm that initial discussions have been undertaken between NHS PASA and representatives of the Northern Housing Consortium to identify future joint working opportunities within Telecare. Further information and details regarding the work being developed and undertaken by NHS PASA and Northern Housing Consortium will be provided on this PASA website over the next few weeks.

A press release was issued to all Northern Housing Consortium members on Friday 6 October 2006 confirming the discussions with NHS PASA.

## **c) Information Pack Update:**

The NHS PASA Information Pack to support the Telecare National Framework Agreement was updated again in October 2006 (Version 1.2). The information pack contains full details on how to register on the NHS E-Catalogue (NHS E-cat), which provides electronic access to the products and services provided by all 15 of the National Framework Agreement.

The Information Pack and details on how to register on NHS E-cat can be downloaded from the NHS PASA Telecare web-site.

NHS PASA web site:

<http://www.pasa.nhs.uk/eat/telecare.stm>.

## **3 Telecare and telehealth checklists**

CSIP have been looking at some of the enquiries and issues being raised over recent weeks to establish current barriers and key success factors to implementation of telecare in England.

### ***a) What difficulties, questions and barriers are being raised to telecare implementation?***

These include:

- a) Still too many organisations are working on projects rather than phased mainstreaming
- b) Poor service commissioning, poor project management in some areas – not a telecare problem but a general issue
- c) Partnering arrangements can be poor in some areas because of PCT/LA changes, engagement with health
- d) Slow decisions on purchasing – also a fear that the market is moving so fast that equipment could become out of date very quickly – CSIP working with PASA on this
- e) Questions about the evidence base for telecare and telehealth – evidence factsheet being updated (CSIP with Imperial College), links to evaluations, ICAT demonstrators (not yet announced)
- f) Concerns about some of the equipment performance and installation that requires gas/electrical engineers etc

- g) Charging– not able to charge for equipment, but could charge for service – can take time to work locally through all scenarios
- h) Links with Supporting People funding for community alarms
- i) Complex service provider/community alarm services in large county areas

**b) What are some of the critical success factors for telecare implementation?**

- a) Partnership working – health, housing, social care with other partners eg third sector, fire, police
- b) Telecare champions at senior levels in organisations
- c) Early attention to service design and workforce issues (structures, training and awareness etc)
- d) Whole system approaches with opportunities for innovation
- e) Joint/integrated commissioning, pooled funds
- f) 'Phased mainstreaming' rather than projects/pilots
- g) Cost-effective procurement of equipment and services
- h) Relationship management with suppliers, service providers ie contracts, SLAs
- i) Integrated protocols and care pathways built around the needs of users and carers
- j) Evaluation, monitoring and audit built into implementation and service delivery
- k) Project management and technical expertise
- l) Early attention to ethics, consent, practical considerations with user involvement eg user information

## 4 Telehealth and Home Monitoring

This month we asked Angela Single ([angela@ajsingle.co.uk](mailto:angela@ajsingle.co.uk)) who has been working on various telecare and telehealth projects to provide a checklist on telehealth. If you are involved locally in implementing telecare and telehealth, we would like to hear about your checklists and tips that we can pass onto others.

When setting up a Telehealth or home monitoring service it may be useful to think about the following questions:

A Home monitoring or Telehealth system is made up of a number of components:

- Home hub (in the patient's home) connected via a telephone or broadband line
- Peripherals – the equipment to measure a patient's vital signs ie blood pressure cuff, oxygen saturation monitor, weight scales etc
- The patient record
- The server where the patient's clinical data is housed

**a) The Home Hub**

- Who is going to install the home hub system? How will it be installed?
- Can the home hub questions/messages to patients be changed from the nurse station or call centre? or do these need to be undertaken by the equipment provider?

- Can the home hub questions to patients be tailored – not just use the standard ones on the 'script'. Can the questions be used to remind a patient that they have an outpatient appointment for Thursday at 10.00am for example? Can questions be set in languages other than English and use non Roman based characters ie Chinese?
- Does the system use a unique identifier for each patient or home hub so that the data audit trail is secure?
- Can the home hub be multi-user – ie. for more than one patient in the home or be suitable for nursing home, schools etc
- Is the home hub screen suitable for the visually impaired? Is the size and contrast sufficient to make the screen easily readable?
- Can the home hub be set to send alerts/ messages via text/e-mail/personal digital assistant (PDA) not just the monitoring or call centre?
- Does the home hub have backup batteries? What happens if there is a power failure? Does the home hub automatically re-set after a power failure or does the nurse have to go into the home to re-set the home hub after a power failure?
- How often do the batteries need changing in the home?
- If the home hub/system needs re-programming, can this be undertaken remotely down the telephone line or does someone need to go into the patient's home to do this?
- Is the home hub touch screen or does it use buttons so that the patient can answer the set questions and respond to the questions or prompts?
- How does the home hub educate the patient about their condition? Does it use videos or provide helpful information about the patient's condition? How often can these questions be changed?

## **b) Peripherals**

- What peripherals (eg blood pressure cuff, weight scale) can be used with the system? How many can be used at any one time?
- Are you clear about the care pathways being used and the vital signs being monitored for each patient – this will affect the peripheral devices being used?
- Are the peripherals Bluetooth enabled? Can peripherals be used from different suppliers? Are the peripherals FDA approved/CE-marked?
- Does the patient need to key in their recordings onto the home hub?
- Are there any problems about the transmission of the data?

### **c) The Nurse Station/Control Centre – System set up**

- Are ethics approval and protocols/agreements in place that clarifies everyone's roles and responsibilities?
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- Is the system web-based so that anybody with the appropriate level of security able to view the patient's data or is it just the monitoring/control centre that just has access to the data? If the data is not going to a clinician how is the clinical data going to be viewed and acted on?
- What risks are involved in the timely transmission of data to the patient's clinicians? Are protocols and agreements in place?
- Does the system have just 'Red' or 'Green' as alerts or does it use an 'Amber' system for picking up alerts eg borderline or late readings?
- How easy is it to set a patient up on the system? Is there a clear link to the patient's healthcare records?
- Does the system use a normal telephone line (Plain Old Telephone System – POTS) or broadband? What are the advantages and disadvantages of each approach (eg video phone connections)?
- Does the system use voice commands or just text, is it able to ask questions in a range of languages?

### **d) Choosing and using the equipment**

- Is your proposed supplier included in the NHS PASA National Framework Agreement? What information is available about specification, cost etc?
- Does the supplier charge user fees or is the system based on the number of units that are purchased/leased? Which procurement approach is most appropriate for your service?
- What is the experience from installations around the world? Who installs the system elsewhere - nurses, technicians? What training will they need?
- Is the system being used to support patients with Long Term Conditions elsewhere in the UK?
- Does the supplier have a 24/7 help desk and call out for patients and staff?
- What are their contract and warranty terms for service and exchange of any faulty items? Do they deliver the equipment to the home and install?
- Is there a system in place for cleaning, checking, calibrating, recycling and receiving medical devices alerts about the equipment?

## e) Data transfer

- Does the company offer a free phone number so that the patients do not see any increase in spending on their home telephone bill?
- Where is the server based? Is it in this country or overseas? Is it solely used for clinical data and for the equipment they are supplying? What are the back up facilities if things goes wrong with the power supply at the server end? Is the data secure?
- What happens if the telephone line is engaged when the home hub is trying to transfer the data?
- How long is the data call? When does the system/home hub send the data? Does it send back updates when receiving the data?
- Does the data transmitted match the data on the peripheral read outs in the patient's home?

## 5 Telecare in Scotland and Wales

Web links for the telecare initiatives in Scotland and Wales are at:

Scotland: <http://www.jitscotland.org.uk/action-areas/themes/telecare.html>

Wales : <http://www.allwalesunit.gov.uk/index.cfm?articleid=1924>

## 6 SAPHE – Smart and Aware Pervasive Healthcare Environment

SAPHE has been awarded grant funding by the DTI Technology Programme. The project partners are Imperial College, BT, Phillips, University of Dundee, Cardionetics and Docobo UK. The project will run until February 2009.

The purpose of SAPHE is to develop and trial a novel architecture for unobtrusive pervasive sensing to link physiological parameters and lifestyle patterns for better well-being monitoring and early detection of changes in disease.

SAPHE consists of three main components:

- Ambient sensing
- Wearable sensing
- Inferencing/decision support

By using mobile platforms and wireless sensors, wherever possible, the SAPHE system will help patients being monitored stay mobile and unrestricted. The proposed SAPHE system will be able to identify daily activity, recovery (if a patient has recently left hospital), deterioration in a patient's condition, and provide information to assist clinicians on appropriate interventions.

Web link:

[www.saphe.info](http://www.saphe.info)

For more information contact Hannah Wells: [h.wells@imperial.ac.uk](mailto:h.wells@imperial.ac.uk)

## 7 CSCI -Time to Care Report and telecare

CSCI has published a recent report entitled 'Time to Care? The report suggests that Councils should change how they organise home care services so that they respond more sensitively to people's needs. There are a number of references to telecare in Sandwell (See Section 6.6 – Making good use of technology).

Time to Care? An overview of home care services for older people in England (CSCI, October 2006)

[http://www.csci.org.uk/about\\_csci/news/re-think\\_home\\_care\\_services\\_s.aspx](http://www.csci.org.uk/about_csci/news/re-think_home_care_services_s.aspx)

## 8 'Our Health, our care, our say' – progress to date

The Department of Health has published a progress report on the recent White Paper. A separate document lists arrangements for current and future pilots and demonstrator projects (reference is made to the proposed telecare related pilots).

Our Health, our care, our say: making it happen (DH, October 2006)

[http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT\\_ID=4139925&chk=Vixg2n](http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4139925&chk=Vixg2n)

<http://www.dh.gov.uk/assetRoot/04/14/00/41/04140041.pdf>

## 9 Urgent Care – DH discussion document

The Department of Health has launched a new discussion document asking how urgent care services can be improved in the future to deliver a better patient experience.

The document – 'Direction of Travel for Urgent Care: a discussion document' - is seeking the views of staff and service users on how urgent care services, such as GP practices, NHS Walk-in Centres, and ambulance services, can best work together to create services that respond more effectively to local needs.

The White Paper 'Our health, our care, our say: a new direction for community services' promised to develop a framework within which Primary Care Trusts and local authorities could work to provide urgent care.

Services covered by urgent care include:

- A&E
- GP practices
- NHS Direct
- NHS Walk-in Centres
- minor injuries units
- pharmacists
- local out-of-hours primary care services
- ambulance services
- community social services where these are needed urgently
- crisis resolution teams (for mental health users)

**Urgent care** is defined in the consultation document as the range of responses that health and care services provide to people who require – or who perceive the need for – urgent advice, care, treatment or diagnosis. People using services and carers

should expect 24/7 consistent and rigorous assessment of the urgency of their care need and an appropriate and prompt response to that need.

A Model is set out which aims (amongst other things) to ensure that the assessment of an individual's urgent needs will be delivered by a wide variety of different services. For many of those services the assessment can be either on the telephone or face to face. What matters is that wherever someone chooses to go, or whichever service they choose to telephone, the urgency of their care need is assessed consistently and rigorously and an appropriate response is given, ranging from advice for self-care to booking an appointment for face-to-face care or arranging an emergency response.

Organisations implementing telecare need to look at their services in the light of this document. The closing date for consultations is 5 January 2007.

The discussion document 'Direction of Travel for Urgent Care: a discussion document' (October 2006) is available on-line at:

[http://www.dh.gov.uk/Consultations/LiveConsultations/LiveConsultationsArticle/fs/en?CONTENT\\_ID=4139428&chk=SvcEBc](http://www.dh.gov.uk/Consultations/LiveConsultations/LiveConsultationsArticle/fs/en?CONTENT_ID=4139428&chk=SvcEBc)

<http://www.gnn.gov.uk/environment/fullDetail.asp?ReleaseID=231865&NewsAreaID=2&NavigatedFromDepartment=False>

## 10 Other publications of interest

a) Information prescriptions – Tomorrow's patients will have information prescribed alongside medicines:

<http://www.gnn.gov.uk/environment/fullDetail.asp?ReleaseID=235190&NewsAreaID=2&NavigatedFromDepartment=False>

b) CSIP Housing LIN - Housing with Care Matters (October 2006):

<http://www.cat.csip.org.uk/library/docs/Housing/Newsletter17.pdf>

c) e-Government in the UK – reference to telecare:

See <http://ec.europa.eu/idabc/servlets/Doc?id=26352> - look for June 2006 reference.

d) NICE have published the first in a series of five commissioning guides to help the NHS in England effectively commission evidence-based care for patients. Upcoming guides will include COPD services:

<http://www.nice.org.uk/page.aspx?o=commissioningGuides>

e) The Health Act 2006: Code of practice for the prevention and control of healthcare associated infections (DH 2006)

[http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT\\_ID=4139336&chk=6oAPfi](http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4139336&chk=6oAPfi)

f) Practice based commissioning an introduction for a local authority audience (DH, October 2006)

[http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT\\_ID=4139630&chk=XptTW4](http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4139630&chk=XptTW4)

## 11 Telecare and telehealth safety

Recent medical device alerts affecting telecare and telehealth implementation programmes include:

MDA/2006/035 FreeStyle™, FreeStyle Mini™ and MediSense Optium Xceed™ blood glucose meters manufactured by Abbott Diabetes Care

[http://www.mhra.gov.uk/home/idcplg?IdcService=SS\\_GET\\_PAGE&useSecondary=true&ssDocName=CON2023873&ssTargetNodeId=365](http://www.mhra.gov.uk/home/idcplg?IdcService=SS_GET_PAGE&useSecondary=true&ssDocName=CON2023873&ssTargetNodeId=365)

MDA/2006/037 Blood pressure monitors and sphygmomanometers

[http://www.mhra.gov.uk/home/idcplg?IdcService=SS\\_GET\\_PAGE&useSecondary=true&ssDocName=CON2024053&ssTargetNodeId=365](http://www.mhra.gov.uk/home/idcplg?IdcService=SS_GET_PAGE&useSecondary=true&ssDocName=CON2024053&ssTargetNodeId=365)

MHRA - DB 2006(03) - Blood pressure measurement devices

[http://www.mhra.gov.uk/home/idcplg?IdcService=SS\\_GET\\_PAGE&useSecondary=true&ssDocName=CON2024245&ssTargetNodeId=572](http://www.mhra.gov.uk/home/idcplg?IdcService=SS_GET_PAGE&useSecondary=true&ssDocName=CON2024245&ssTargetNodeId=572)

Buying Medical Devices (eg over the internet):

[http://www.mhra.gov.uk/home/idcplg?IdcService=SS\\_GET\\_PAGE&nodeId=255](http://www.mhra.gov.uk/home/idcplg?IdcService=SS_GET_PAGE&nodeId=255)

There are MHRA and COREC medical devices workshops to explore the regulation and ethical review of medical devices research in the UK. The Workshops will take place on the 20th November 2006 in York and the 5th March 2007 at the MHRA offices in London.

[http://www.mhra.gov.uk/home/idcplg?IdcService=SS\\_GET\\_PAGE&useSecondary=true&ssDocName=CON2024407&ssTargetNodeId=314](http://www.mhra.gov.uk/home/idcplg?IdcService=SS_GET_PAGE&useSecondary=true&ssDocName=CON2024407&ssTargetNodeId=314)

Counterfeit test strips for certain glucose monitors are circulating in the USA:

[http://www.consumeraffairs.com/news04/2006/10/fda\\_diabetes\\_strips.html](http://www.consumeraffairs.com/news04/2006/10/fda_diabetes_strips.html)

<http://www.nbc4.com/news/10077250/detail.html>

Organisations implementing telecare and telehealth need to ensure that they are carrying out installation, maintenance, monitoring and response in accordance with supplier information, recognised standards, codes of practice (where applicable) and best practice.

## 12 Access to CSIP services

CSIP are now adding information to the Telecare Advisory Network part of the web site at [www.cat.csip.org.uk/telecare](http://www.cat.csip.org.uk/telecare).

The easiest way for you to access CSIP services is to send an e-mail to [telecare@csip.org.uk](mailto:telecare@csip.org.uk) with the relevant reference in the subject heading eg

- If you want a one day masterclass type 'masterclass' in the e-mail subject heading
- If you want a 'ready reckoner' spreadsheet - type 'RR'
- If you are a late starter and need to discuss your strategy – type 'Catch-up call'

- If you are a project lead or service commissioner and want the regular news links – type ‘Telecare news service’
- If you are a project lead or commissioner and want to network with colleagues type one or more from ‘dementia’, ‘intermediate care’, ‘falls’, ‘extra care’, ‘COPD’, ‘LTC’, ‘LD’ or enter your professional group eg ‘nurse’ or enter a region eg ‘North West’
- If you have a particular interest in a product or service, enter the name in your e-mail subject heading eg ‘glucose meter’, ‘pill dispenser’, ‘dementia monitoring and response’, ‘RFID’
- If you are looking for telecare partnerships, for instance with third sector (voluntary and independent) organisations enter ‘partnerships; in the subject heading
- If you want to link in with the Midlands benchmarking group (Joanna Stanaway and her network) enter ‘benchmarking’ in the subject heading

## **13 Future Healthcare Network and CSIP telecare event – 17 November 2006**

Future Healthcare Network, along with Care Services Improvement Partnership (CSIP) and the Forum for Innovation in Telecare (FIT) are running a one day seminar on building a business case for telecare: how NHS trusts and local authorities can work together to plan effective use of the Preventative Technology Grant.

**How to get the best from telecare: 17 November 2006, Regent’s College, London, 10am – 3.30pm**

The seminar will be looking at assessing the needs of people who will get the most from telecare, evaluating the benefits of the service, and partnership working.

Speakers confirmed so far include:

- Charles Lowe, London Borough of Newham
- Kevin Doughty, University of York
- Keith Cameron
- Nick Robinson, NHS Direct
- Mike Clark, Care Services Improvement Partnership
- Gareth Williams, t-cubed

There will also be discussion time to reflect on some of the ideas and case studies presented. Lunch and refreshments will be provided.

There is no charge for attending this event but places are limited. If you would like to attend please email James Wyver ([james.wyver@nhsconfed.org](mailto:james.wyver@nhsconfed.org)) for a booking form.

## **14 Telecare and Telehealth Event in Manchester on 29 November 2006**

Following numerous requests by PCTs and Social Services in the Manchester region, we are delighted to inform you that the PDSI (Physical Disabilities and Sensory Impairment) team and the Greater Manchester Older Peoples Network will

be hosting a Telecare and Telehealth Event in Manchester on 29 November 2006 at the Printworks, Withy Grove, Central Manchester.

This will be open to practitioners and managers across health and social care with a maximum audience of 150 delegates. An afternoon session will be aimed at commissioners from health and social care, and will be restricted to a maximum audience of 50 delegates. Commissioners may choose to attend the whole day.

Further details are available from Tracey Bond on 0161 237 2279 or email [tracey@icesdoh.org](mailto:tracey@icesdoh.org)

## **15 Other national telecare events involving CSIP**

1) Forthcoming meetings for the Housing Learning and Improvement Network (LIN) with NHS PASA presentations on the National Framework Agreement are scheduled as follows:

-2 November - SW Region Housing LIN (Plymouth)

2) CSIP's Denise Gillie will be at the North Yorkshire telecare event on 25 October 2006.

'Making Life Easier in North Yorkshire'

<http://www.harrogate.org/Events>

3) TeleMed & eHealth '06: Transforming the patient experience, the role of telecare and eHealth, London, November 2006 - see

<http://www.icesdoh.org/events.asp?ID=432>

4) TSA Annual Conference 2006 7 - 9 Nov 2006

Cardiff – this year's programme is available at:

[http://www.telecare.org.uk/Shared ASP Files/UploadedFiles/6C923491-912C-4344-85C1-F00D26515BFA\\_Conferenceprogramme.pdf](http://www.telecare.org.uk/Shared ASP Files/UploadedFiles/6C923491-912C-4344-85C1-F00D26515BFA_Conferenceprogramme.pdf)

5) How to get the best from telecare – see Item in this newsletter  
17 November 2006, Regent's College, London, 10am – 3.30pm

6) NHS PASA Contract Awareness days on the National Framework Agreement:

Tuesday 14 November 2006 – Russell Hotel, London

Thursday 23 November 2006 – Leeds United FC Elland Road, Leeds

See item in this newsletter.

Further details of the events available at [www.pasa.nhs.uk/eat/telecare.stm](http://www.pasa.nhs.uk/eat/telecare.stm).

7) RAATE Conference 27 and 28<sup>th</sup> November 2006 provisional inclusion of telecare in programme – see <http://www.raate.org.uk/>

8) Telecare and Telehealth Event in Manchester on 29 November 2006 at the Printworks, Withy Grove, Central Manchester.

See item in this newsletter.

Further details are available from Tracey Bond on 0161 237 2279 or email [tracey@icesdoh.org](mailto:tracey@icesdoh.org)

All CSIP events are listed at: <http://www.changeagentteam.org.uk/index.cfm?pid=26>

The Foundation for Assistive Technology provides a full listing of forthcoming telecare events – see [http://www.fastuk.org/list\\_events\\_by\\_date.php](http://www.fastuk.org/list_events_by_date.php). Suppliers also run telecare and telehealth events – check their web sites regularly for dates.

All previous telecare eNewsletters are now available at: <http://www.cat.csip.org.uk/index.cfm?pid=434>

### ***CSIP Telecare Team***

The CSIP Team involved in supporting the telecare initiative includes Jeremy Porteus (Chair of Telecare Advisory Network and South West), Rachel Denton (Midlands), Ian Salt, Denise Gillie (North West and North East), Dyllis Faife (Eastern) and Mike Clark (London and South East). You can send comments and questions about the CSIP Implementation Guide, factsheets, video or contact team members via [telecare@csip.org.uk](mailto:telecare@csip.org.uk)