

European Knowledge Tree Group (EKTG)
Supported by KTN
Hosted by Baroness Greengross

eHealth Symposium

The Value of the Silver Economy using the Gold of the Future

at the House of Lords

January 20, 2020



The Value of the Silver Economy using the Gold of the Future



**An eHealth Symposium organised by
European Knowledge Tree Group (EKTG)
Hosted by the Baroness Greengross
At the House of Lords on January 20th, 2020**

About us:

The first meeting of the European Knowledge Tree Group for eHealth (EKTG) took place in Denmark in September 2010 followed up by a Symposium at the London School of Economics (LSE) later that year attended by strategically important invited guests.

EKTG has now been based at LSE for nine years. It comprises a widely drawn group including policy makers, designers and implementers, as well as academics, third sector, central and local government, health and welfare professionals, as well as leaders of large and small businesses. The group shares a desire for fundamental change in the way ageing is perceived and eHealth is delivered.

Our cross-EU activity has identified the need for better understanding and implementation of digital and eHealth technologies by us all. We believe that the changing demography coupled with fast evolving mobile technologies creates a huge opportunity for innovation in delivering services in the community, especially to older and disabled people. There is a growing commitment across Europe to rapid deployment of eHealth services. The strategy of those we work with, is for an ageing population and for effective management of chronic conditions.

Nevertheless, although technologies have been extensively trialled and evaluated creating a substantial and growing evidence base, only some EU Member States have yet established such services nationally. eHealth has not reached educational courses or academic curricula to any great extent. Many people in the associated workforce function without any recognised or formal qualifications or cover for legal and ethical matters.

eHealth is now ready to scale up, demanding active knowledge transfers and process-focused understanding. Potential service and supply partners such as health commissioners, social care providers, retail channels and installers must understand each other's concerns and the value innovations that need to be made. Employers are often unaware of the extent of their responsibilities to employees working off-site. Further educational opportunities are needed.

We welcome your comments.

Further information: m.ellis1.lse.ac.uk@icloud.com

We are most grateful for the Support of Baroness Greengross and also from KTN

Members of the EKTG Leadership Group include:

Colin Ettinger, Chairman

Stephen Bennett,

Norman Niven,

Alvan Seth-Smith,

Steve Smithson,

Ron Summers,

Anthony Ward,

Alan Willis, Treasurer

Maggie Ellis, Coordinator

Aim of this Symposium: The main effort will be spent matching opportunities offered by options from, AAL Forum Solutions, the EU Blueprint, UK Government, Healthy Ageing, as recently debated by the HoL Science and Technology Committee as well as associated topics raised in earlier EKTG events. Data is the new gold, but it brings in new and unprecedented issues related to ethics and privacy. Home sensors, geolocalization, and trackers, for instance, provide us with useful knowledge on how to protect and improve the lives of seniors. Digital solutions are rapidly utilized by older adults themselves to measure health conditions, improve lifestyle and a feeling of security and autonomy. Moreover, it can give care and social professionals and companies new tools to develop new solutions and faster implementation. However, the collection of data raises questions about ethics: what type of data is collected and why, for example. Workshops in this theme should focus on topics such as home sensors, professional level, GDPR, data privacy in different countries, and how to overcome the barriers that data privacy represent for development of new solutions.

Data is widely recognised as the 'New Golden Resource' of the 21st Century offering both business and society the prospects of responsive and coordinated services. Cost effective and timely data can and should be used to protect and improve the health and independence of older people, their families and carers.

To innovate a system to support better awareness of the need to improve education and understanding of how technology can assist for a healthier population, and to identify support from others outside EKTG for this.

We will ask 'What can you do?'

Chaired by Baroness Greengross and Colin Ettinger, Chairman EKTG

Presenters will include:

Henk-Herman Napp, Senior Researcher, Vilans Company and Technische Universiteit, Eindhoven, Netherlands and EKTG International Ambassador. **The Netherlands**

Rait Kusse, Social Policy, Estonia

John McGrory, School of Electrical & Electronic Engineering, Dublin

Lord Patel, Chairman, UK Parliament Science and Technology Committee (Lords)

Christiana Brockes-Bracht, Zurich University, CEO alcare Wil and EKTG International Ambassador,

Brigitte Buehrlen, **Germany** and EKTG International Ambassador

Klaus Niederländer, Director, Central Management Unit. AAL Forum

Craig White, Architect, Agile Homes (5)

Norman Niven, EKTG Leadership Group and Protelhealth

Lisa Cameron, MP, Chairman, UK Parliament APPG Committee Disability

Lindsay Adam, Consultant for Technology for disabled services

Raguraman Padmanabhan, Telehealth/Care Navigators Clinical and Service Lead, East London NHS Foundation Trust

Rob Halhead, Docobo co.uk

Patrick Stephenson, Fujitsu, Public Sector Sales Director

Maggie Ellis, Coordinator EKTG and MD WSA

Alan Willis, EKTG Leadership Group

Participants will have opportunities for debating the topics during the morning.

Registration 10.00 – 10.30 (coffee 10.00-10.30)

Symposium 10.30 -13.30

Networking and buffet lunch 13.30 –14.30

The Value of the Silver Economy using the Gold of the Future

Programme:

10:30 Welcome by **Baroness Greengross** (5)

10:35 Henk-Herman Napp, The Netherlands: A short report of outcomes from EKTG big data session at the September AAL Forum in Denmark: (5)

10:40 Rait Kusse, Estonia, Social Policy (5)

10:45 John McGrory, School of Electrical & Electronic Engineering, Dublin (5)

10:50 Lord Patel, Chairman, UK Parliament Science and Technology Committee (Lords) How can we encourage Policy Makers to understand Science and Technology in an ageing population? (5)

10:55 Discussion chaired by **Baroness Greengross** (13)

11:08 Christiana Brockes-Bracht, Zurich University and EKTG International Ambassador (5)

11:13 Brigitte Buehrlen, Germany and EKTG International Ambassador (5)
11:18 Klaus Niederländer, Director, Central Management Unit. AAL Forum (5)
11:23 Craig White, Architect, Agile Homes (5)
11:28 Norman Niven, EKTG Leadership Group and Protelhealth (5)
11:33 Debate, chaired by **Colin Ettinger**, Chairman EKTG (13)
11:46 Lisa Cameron, MP, Chairman, UK Parliament APPG Committee Disability (5)
11:51 Lindsay Adam, Consultant for Technology for disabled services (5)
11:56 Raguraman Padmanabhan, Telehealth/Care Navigators Clinical and Service Lead, East London NHS Foundation Trust (4)
12:00 Rob Halhead, Docobo.co.uk (4)
12:04 Patrick Stephenson, Fujitsu, Public Sector Sales Director (5)
12:09 Maggie Ellis, Coordinator EKTG - Liaising in healthcare: using big data for society's benefit (5)
12:14 Open debate with all participants – chaired by **Colin Ettinger**, Chairman EKTG (concluding with thanks to Baroness Greengross) (20)
12:34 Alan Willis, EKTG Leadership Group - Short Summary (5)
12:39 Final discussion (16)
12:55 Thank you to contributors – **Baroness Greengross**

13:00 – 14:30 Networking and Buffet Lunch

Some more information about our Chairman and Contributing Presenters in alphabetical order:

Baroness Sally Greengross has been a cross bench (independent) member of the House of Lords since 2000 and co-chairs five All-Party Parliamentary Groups: Dementia, Corporate Social Responsibility, Intergenerational Futures, Continence Care and Ageing and Older People. She is the Vice Chair of the All-Party Parliamentary Group on Choice at the End of Life, and is Treasurer of the All-Party Parliamentary Group on Equalities. She is Chief Executive of the International Longevity Centre – UK; Co-President of the ILC Global Alliance; and was a Commissioner for the Equality and Human Rights Commission from 2006-12.

She was Director General of Age Concern England from 1987 until 2000. Until 2000, she was joint Chair of the Age Concern Institute of Gerontology at Kings College London, and Secretary General of Eurolink Age. She is Chair of the Advisory Groups for the English Longitudinal Study on Ageing (ELSA) and the New Dynamics of Ageing (NDA), President of the Pensions Policy Institute and Honorary Vice President of the Royal Society for the Promotion of Health, Patron of the National Association of Care Caterers (NACC) and Patron of Care & Repair England. She holds honorary doctorates from eight UK universities.

Colin Ettinger, EKTG Chairman

Colin practiced as a solicitor representing seriously injured people until he retired in April 2019. He led the highly regarded Personal Injury team at Irwin Mitchell LLP in London. He is a former President of the Association of Personal Injury lawyers, former Visiting Professor of the University of Law and past Research Fellow of the School of Law, University of Lancaster.

He is the Vice President of the Royal College of Occupational Therapists as well as being a Patron of the charity RoadPeace. In November 2019 he was received a Lifetime Achievement Award for his work representing those seriously injured"

Brigitte Buehrlen is an International Ambassador EKTG

Brigitte Buehrlen accompanied her mother with dementia for 20 years

2010 founding „WE! Foundation of family carers“, chairperson

2015 founding „WE! Association of family carers in Germany e.V., chairperson

2015 appointed to the "Independent advisory board for the compatibility of care and occupation“ by BMFSFJ, Federal Ministry, Germany.

Current activities:

Networking of family carers with and representation of user interests towards, politics, business and science

Development of interfaces to digital services and use of AI in informal care.

Member of scientific advisory boards, policy advisor

Christiane Brockes is an International Ambassador EKTG; Head of the Clinical Telemedicine, University Hospital Zurich and EKTG International Ambassador
Christiane Brockes is a medical doctor. She's the head of the clinical telemedicine of the university hospital in Zurich. She began her academic and scientific career in autumn 1987 in the context of her thesis at the University Hospital in Marburg. She continued her researches at the University Hospital in Munich. 1994 the German Research Society awarded her a two-year personal training grant in the University Hospital in Zurich. A stay at the Stanford University Medical Center served to optimise her knowledge and experience. In 2003 she began her involvement in the E-Health sector. She developed recommendations for uniform standards, rules and guidelines in telemedicine consultation. These are the basis for the module "Clinical telemedicine/E-Health", which was implemented by the Faculty of Medicine of Zurich in autumn 2008. 2010 she received her postdoctoral lecture qualification in internal telemedicine.

Maggie Ellis, EKTG Coordinator and MD, WSA **and in** Association with LSE since 1999.

Maggie Ellis has been associated with LSE since 1999 where she has Senior Research Fellow and Lead Academic, involved with EU R&D. MonAMI, and SOCIONICAL projects leading to new EU schemes for Contingencies and EU PPI implementation. Originally an occupational therapist, she managed physical disability and mental health services, also being Chairman of the British OT Association, the European OT Committee. Maggie was awarded Fellowships by RCOT and ISPO. She has organised both a Trade and a Ministerial Mission to Japan with their Government. EU and ISO Technical Committee Membership brought wider experience linking user needs, planners and policy makers. Her most recent project at LSE (Enterprise) (2014-2019) was Leader of the LSE Team independently contracted to the Scottish Futures Trust to review and validate calculations and services that Trust provided to the Scottish Government. The review helped deliver £131 million net benefits and savings to infrastructure investment in Scotland.

Maggie uses this background managing Rehabilitation at West Square Associates (WSA). Maggie is a Member of the Cross-Party Groups for Digital Inclusion and Disability, Holyrood and Disability, Smart Cities and Legal Aid in the UK Parliament.

Richard Foggie KTN and Member of EKTG Planning Group Leads on 'IoT' in the creative & digital team, working closely with colleagues across all sectors. Richard has been involved in various eHealth scale-up activities including the STOPandGO procurement. Well versed in endeavours European – Horizon 2020 and the ECSEL Joint Undertaking. Richard has a Science background – chemistry, biochemistry,

device physics in businesses large and small; and a long spell in Whitehall working on innovation support measures.

Henk - Herman Nap, Senior Researcher, Vilans Company and Technische Universiteit, Eindhoven, Netherlands and EKTG International Ambassador.

Henk Herman Nap has a background in Cognitive Ergonomics and a PhD in Gerontechnology at Eindhoven University of Technology. He published journal & conference papers and is active as a reviewer and editor of both. Currently he works at Vilans – the national expertise centre on long-term care in The Netherlands - as an expert in eHealth & Health Policy and visiting researcher at the TU/e specifically on the field of gerontechnology for people with dementia and AI & ethics. He is involved in 7 AAL projects and coordinator of 2. Specialties: Gerontechnology, Usability, Human-Technology Interaction, eHealth, Ethnography, Smart Living, Cognitive Ergonomics, Policy, Health Care, Statistics, Serious Gaming, Senior Gamers, Human Factors, AAL.

Rob Halhead

Rob has over 25 years' experience in IT and communications. He held senior roles with BT, GE, NTL, Vodafone and two start-ups in sales, marketing, technical and general management roles. Managing Director of Public Sector at NTL (a £130m business serving health and local government) he has spent the last 10 years in digital health, consulting with Vodafone in Mobile Health, subsequently joining the Oxford University mHealth spin-out, t+ Medical, before joining Docobo as a Director and the company's Chief Operating Officer.

Klaus Niederländer is currently the Director of the Ambient Assisted Living (AAL) Association, an international public-public partnership of national and regional Health, Innovation & Research Ministries/Funding Agencies from 19 countries (mainly in Europe plus North America and Asia). This investment programme focuses on active & healthy ageing by making use of ICT/digital-based solutions.

Klaus has 25 years of work experience in dealing with socio-economic transformation issues, such as SME development in Sub-Saharan Africa or in promoting and spreading cooperative enterprise models for locally owned renewable energy production and education systems in Europe. Since 2016 his work focuses on the support for an ageing European society based on autonomy, self-help and solidarity. With a double bachelor's degree in European Business from Germany and the UK and a master's degree in European Economics from the College of Europe in Belgium,

Klaus started his professional career in investment banking and management consulting. When moving to Brussels in 2002, he joined an EU-ACP agency for private sector development as programme manager before becoming Director of Cooperatives Europe and eventually joining the AAL Association in 2017.

Norman Niven, Protelhealth and EKTG Leadership Group

Norman Niven is the Director of Protelhealth. With a background in Pharmacy Norman contributes extensive knowledge, skills, and ability to coordinate the various aspects of the Company. Protelhealth brings together a wide range of expertise through its directors and by working with an advisory board, which draws upon the knowledge of

professionals from the health and social care services. Protelhealth takes a true partnership approach with all of the companies they work with, supporting them at every step on their journey to achieve full market potential for their products. Through their website, www.telmenow.com Protelhealth can provide access to a WIDE RANGE of assistive technology products and services links they assist in the coordination of effective marketing through interaction with Clients. Protelhealth works closely with a number of local authorities providing products, services and advice on assistive technology Norman is concerned that whilst each generation is gaining confidence in using advanced technology, which opens up new opportunities for providing health and care monitoring and equipment for a wide range of different people. There are a vast number of technology providers who have created excellent products but unfortunately these have not yet reached their full potential or even great consumer awareness. Norman also has direct links with Deloitte LLP and is a Member of the EKTG Leadership Group.

Raguraman Padmanabhan Telehealth/Care Navigators Clinical and Service Lead, East London NHS Foundation Trust, UK Raguraman.Padmanabhan@elft.nhs.uk

The service model lead by Raguraman underpins the business case, which assumes a step up/step down transition between home and hospital in terms of providing and facilitating integrated care. A key element in the model was support for self-care that was recognised as important at all points. Currently ELFT runs projects like using simple telehealth to monitor patients who are at risk and healed pressure ulcers, using mobile technology health solutions for patients with severe mental illness - a feasibility RCT to name a few. ELFT has been the leader in terms of integrating the primary care services and also secondary care where appropriate in the transitional model mentioned above.

Craig White, Architect, Agile Homes

Craig White is an Architect and Company Director in the private sector with Non - Executive Director roles and Board & Management Committee and Steering Group of Agile Homes. He has a proven passion and pragmatism for delivering innovative, affordable and sustainable design for a better built environment. Working for clients in the private and public sectors across commercial, education, housing and community sectors.

Craig is an experienced leader with experience for organisations in the charity, research and contemporary arts sectors. An excellent communicator and public speaker able to present complex issues simply, elegantly and relevantly to a wide variety of audiences. His academic and research led activity ensures that client's needs are met with leading edge thinking through its practical application.

Craig's Vision is to create a people-centred housing model as a radical alternative to the current housing market and to help everyone have an affordable home and a better quality of life. From experience Craig knows innovative legal, financial and land assembly models can enable community-led housing to be delivered at scale.

Housing Is Health - How homes will need to become Agile to meet the health & wellbeing needs of the UK. Craig will talk about innovation in meeting housing need for intergenerational living, using a new housing platform that responds more closely to individual needs than conventional housing. Craig White, CEO, Agile Property and Homes

Alvan Seth-Smith, Board Member EKTG

Career - Retired. Previously Deputy Chief Executive of the General Dental Council. Other positions included Director of Education at the Institute of Biomedical Science and Secretary of the Health and Care Professions Education Forum.

Education - BA (Hons) and MA Classics, King's College, University of London.

Other activities - Court Member of the Worshipful Company of Glovers (Master 2017-18) in the City of London and Liveryman of the Worshipful Company of Wheelwrights. Previously, thirty years' service on the General Committee/Board of the Middlesex County Cricket Club. Sometime Governor of the Hillingdon Hospitals NHS Foundation Trust.

Steve Smithson, EKTG Board Member and LSE

Dr Steve Smithson is a Senior Teaching Fellow in the Department of Management at the London School of Economics. Information Systems and Innovation Faculty Group Expertise Details :IS evaluation; e-commerce; IS management and use within organisations. The Information Systems and Innovation Faculty Research Group is a centre of expertise on information technology (IT) innovation and concomitant organisational and social change. It is one of the largest groups of its kind in the world and is well known for its research in the social, political and economic dimensions of information and communications technology. The faculty covers most areas of information systems and represents a range of academic approaches and specialisms, from systems design and management to theory and philosophy.

Patrick Stephenson Client Managing Director – Central & Devolved Government for Fujitsu & HMG Disability Tech Sector Champion

Throughout his career Patrick has focused on how digital technology can transform the citizen experience, improve operational efficiency and drive inclusive social/economic value. Patrick is recognised as a digital innovator and trusted advisor in public service digital transformation and Smart Cities. Patrick has over 20 years' experience of building high performing teams to transform public services working for organisations such as Steria, BT, HPE and more recently Fujitsu. Patrick sits on the both the Tech UK Public Sector and Central Government boards and is HMG's Tech Sector Champion for Disability.

Key career achievements and outcomes achieved include:

2019 HMG Tech Sector Disability Champion, moving the dial on inclusive digital solutions & services Voted by industry peers on the TechUK Public Service and Central Government boards. Won HPE's first new logo deal in UK Public Sector in 8 years (Norfolk County Council)

Started up two market leading CRM practices at ITNET and Steria

At Steria, turned around a £50m Local Government, Education & Health business from the worst performing business unit to one of the top three divisions in a period of 18 months.

Won the Global Microsoft Public Sector Partner of the Year Award for the Norfolk Digital Ambition Partnership <https://www.youtube.com/watch?v=IEDTeuVR67w>

Led from concept-to-delivery a repeatable regional government analytics platform
At HPE pioneered an open innovation digital platform and innovation as service concept

Ron Summers, lately Loughborough University; Leadership Group EKTG for eHealth
Clinical translation of health innovations; health measurement and its traceability;
methods to improve wellness and health promotion.

Ron has worked in precursor disciplines to Ambient Assistive Living and eHealth since 1984. He has progressed from systems that investigate the hospital-based care of patients with illnesses to care in the community and health promotion. He is a Technical Director of a clinical spin-off for service delivery in the community for 'less glamorous' clinical conditions that still impact a significant proportion of the population. The first example being the patient-centred management of lower urinary tract disorders. The wellness and health promotion agenda of this activity – principally for the ageing population - relates directly to eHealth

Anthony Ward, Member of EKTG LG

Anthony has a background essentially in the financial sector beginning in 1978 in banking then in 1984 moving into the brokerage sector. In 1984 Cantor Fitzgerald opened its first London office, where he worked for the Group in various parts of the business, finally specialising in the Risk and heading up European credit risk.

From 2000 to 2015 Anthony worked for GFI Securities Ltd developing and managing the Group's Market, Credit and Operation risk management as the Group's Global risk officer until the firm was purchased by Cantor Fitzgerald. Anthony joined the Financial Conduct Authority, the UK regulator, in 2015 and he is currently working at the authorisations gateway, requiring an understanding of both business and innovation and the benefits or harm to consumers.

Craig White

Craig is an Architect and Company Director in the private sector with Non - Executive Director roles and Board & Management Committee and Steering Group of Agile Homes. He has a proven passion and pragmatism for delivering innovative, affordable and sustainable design for a better built environment. Working for clients in the private and public sectors across commercial, education, housing and community sectors.

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for intergenerational living, using a new housing platform that responds more closely to individual needs than conventional housing.

Alan Willis, EKTG Leadership Group and Treasurer

Alan Willis has been involved until recently in the Banking world based with the National Westminster Bank in the UK. Now he runs a small support organisation for individuals who need financial advice and services, setting up accounts. Alan is also closely involved in the structure and organisation of activities of the City of London and some Livery Companies. Alan takes an active role with the Honorable Artillery Company in the City of London. Alan is a long-standing Member of the EKTG Leadership Group. He is Treasurer and manages the EKTG Website