

The UK: Your partner for healthcare solutions

Clinical services



 **HEALTHCARE
IS
GREAT**
BRITAIN & NORTHERN IRELAND

HealthcareUK

The vital partner in global health

The UK is internationally renowned for delivering excellent healthcare. Our National Health Service (NHS) is the world's largest integrated health system. It has provided high-quality services for nearly 70 years, supported by academia and innovative commercial healthcare companies. This partnership creates breadth and depth of expertise that no other country can match.

Healthcare UK is your route to accessing this expertise. Whatever type of health facility, service or training programme you are planning, we can bring together the right UK organisations to meet your needs.

Our position in government gives us an excellent platform to support and promote international collaborations, working with UKTI's international network of offices in 107 markets around the world. As a joint initiative between the UK Government's Department of Health, the NHS and UK Trade and Investment (UKTI), we connect UK expertise to business opportunities, drawing on our broad network across the NHS, the private sector and academia.

This brochure is one of a set of five that explains the benefits you gain by partnering with UK healthcare organisations. The full set comprises:

- Education and training
- Infrastructure for health
- Digital health
- Clinical services
- Health systems development.

To find out how you can draw on UK expertise to extend, improve and transform healthcare provision in your country, contact Healthcare UK:

Call: **+44(0) 20 7215 5000**

Email: **healthcare.uk@ukti.gsi.gov.uk**

Visit: **www.gov.uk/healthcareuk**

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The UK - your partner for clinical services

If you are developing clinical health services, it pays to look at established systems with solutions to common challenges - systems with innovative ways of dealing with the needs of a growing, ageing population. The UK's National Health Service (NHS) is the model that governments and healthcare organisations across the world turn to. You too can access the same skills and experience that make the NHS one of the best health systems in the world.

Collaboration with NHS institutions and their private sector partners brings the latest approaches to front-line healthcare. They have the expertise to adapt tried and tested solutions for improving patient outcomes in a financially sustainable way. Your partnership with these organisations can work in many different ways, including through:

- **consultancy and professional services** - everything from needs analysis and the design of clinical pathways to setting up and running better services
- **local partnerships, licensing and franchising** - run clinical services based on an NHS model via a range of operating arrangements
- **remote service delivery** - use internet technology to access services such as multidisciplinary patient reviews, remote diagnostics, screening and distance learning
- **UK-based services** - send private patients to the UK to benefit from world-leading experts and facilities.

Your simplest way of accessing this expertise is through Healthcare UK, the UK government's specialists in international healthcare partnership working.



Why partner with the UK?

The NHS's sophisticated clinical services have evolved over nearly 70 years. These services are truly integrated, with every aspect based on evidence of what works. International healthcare organisations use UK expertise because our care pathways for non-communicable diseases work for over 60 million people who access the highest quality of care, free of charge. The NHS is genuinely world leading. That is not just our assessment - in 2014 the Commonwealth Fund rated it as the best health system out of eleven countries studied.

The evidence is clear - clinical services based on UK expertise will deliver the most safe and effective, patient-centred care at an affordable cost.

											
	UK	CHE	SWE	AUS	GER	NED	NOR	NZ	FRA	CAN	US
Overall ranking (2013)	1	2	3	4	5	5	7	7	9	10	11
Quality Care	1	3	10	2	7	5	11	4	8	9	5
Effective Care	1	8	10	4	6	5	11	2	9	7	3
Safe Care	1	4	5	3	6	7	11	9	2	10	7
Co-ordinated Care	1	3	11	4	10	5	7	2	9	8	6
Patient-Centred Care	1	2	9	5	7	3	11	6	10	8	4
Access	1	2	4	8	2	4	6	7	11	9	9
Cost-Related Problem	1	7	1	9	4	8	3	6	10	5	11
Timeliness of Care	3	1	9	6	4	2	8	7	10	11	5
Efficiency	1	6	2	4	9	7	4	3	8	10	11
Equity	2	2	1	5	4	8	6	10	7	9	11
Healthy Lives	10	3	2	4	7	5	6	9	1	8	11
Health Expenditures/ Capita 2011*	\$3,405	\$5,643	\$3,925	\$3,800	\$4,495	\$5,099	\$5,669	\$3,182	\$4,118	\$4,522	\$8,508

* Expenditures shown in \$US PPP (purchasing power parity):
Australian \$ data are from 2010.
Adapted from Mirror, Mirror on the Wall, 2014 Update. How the U.S Health Care System Compares Internationally.
Davis, Stremikis, Squires and Schoen.
The Commonwealth Fund 2014.

The NHS

What makes the NHS so successful?

Integration is the key to the NHS's success. Whatever type of care patients receive, they are part of a unified system that promotes information sharing and a holistic view of need. Although the system functions as a whole, clinical services in the UK can be viewed as follows:

- **Primary care.** For most patients the 'front door' to the NHS is the general practitioner (GP) or family doctor. The GP works as part of a primary care team and leads on delivering or arranging a wide range of preventative care - services that reduce the costs of healthcare. GPs are able to manage over 90% of patients' problems, but also retain a co-ordination role for the minority of patients with additional needs.
- **Secondary care** is provided if a patient cannot be treated by a primary care service, usually involving treatment in a local hospital that meets a broad range of medical needs.
- Occasionally a patient will need access to specialist treatment that requires **tertiary or even quaternary care**. There are a number of specialised hospitals that focus on a particular area such as cancer (The Royal Marsden Hospital), paediatrics (Great Ormond Street Hospital) or cardiac and respiratory services (Papworth Hospital).
- **Community-based healthcare** delivers care as close to the patient's home as possible. Patients can benefit from services such as district nursing, health visiting and specialist support following discharge from hospital.
- **Mental health trusts** provide a full range of services for people with poor mental health, usually in a community centre near their home, or from inpatient and outpatient facilities when needed.

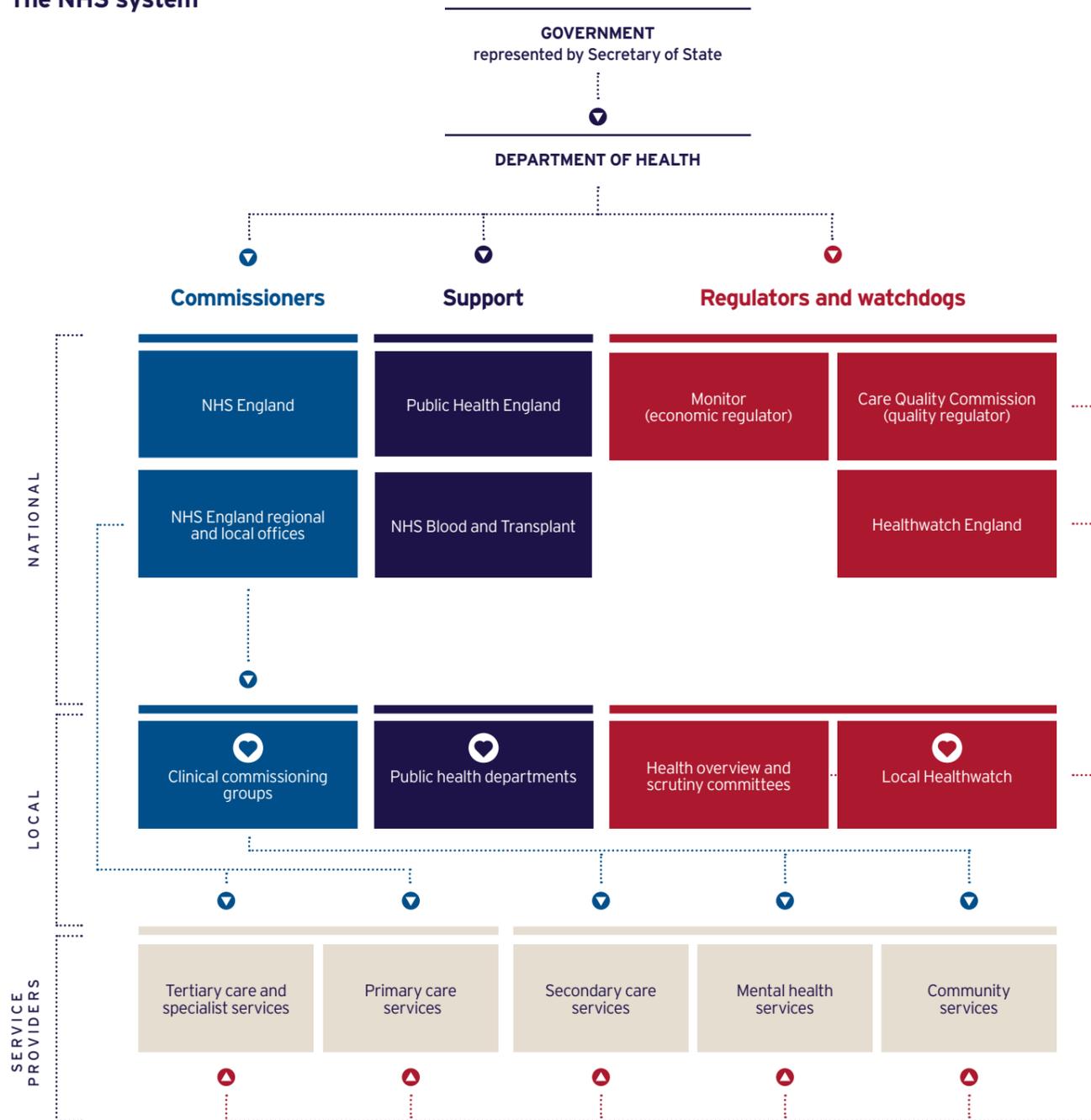
The NHS's patient-centred approach means that teams of professionals work together not just within different types of care, but between the primary, secondary and tertiary layers. This multidisciplinary approach is supported by the NHS's single, comprehensive patient database so that information is shared between every professional involved in a patient's care.

The NHS has constantly progressed since its foundation in 1948 and continues to evolve to meet the challenges faced in the UK and many countries around the world. The NHS 5-year forward view explores seven new models of healthcare:

- multispecialty community providers
- primary and acute care systems
- urgent and emergency care networks
- viable smaller hospitals
- specialised care
- modern maternity services
- enhanced health in care homes.

Developed over decades in response to changing needs, the NHS's model can be adapted for your purposes, either to a specific type of service or as a whole-system approach. For example many countries are working with the UK to create a primary care system.

The NHS system



The UK's clinical expertise

You can draw on UK expertise across the whole spectrum of medical, surgical and mental health services, from the management of long-term illnesses to diagnosing and treating rare conditions. There are multiple UK organisations with the skills and resources to help you develop and run the sort of services described in this section - just contact Healthcare UK for help with finding the ideal partner.

Elderly care and dementia

The UK offers comprehensive care for the elderly, with co-ordinated support from medical, nursing and social services professionals. Family doctors and community nurses are trained in dementia care based on national guidance. A range of UK institutions can provide training and support so you can replicate this approach to:

- enable early identification and diagnosis
- care for patients in their own homes for as long as possible
- provide early warning of deterioration in health to trigger rapid additional support.

Diabetes

The NHS delivers integrated clinical services to address the rising number of patients with diabetes and obesity, including prevention, early diagnosis and a range of medical and surgical treatments. Expert teams from the UK can help you combine all the elements of successful diabetes care, or develop institutional or national strategies. This could include:

- defining standards of care
- training staff for all elements of diabetic care
- mechanisms for early detection
- early intervention strategies, such as encouraging lifestyle change
- regular self-monitoring of HbA1c levels to optimise diabetic control
- linking diabetic services with related health complications
- national screening for diabetic retinopathy to reduce incidence of sight loss
- specialist services for obesity, including gastric banding and the full range of bariatric surgery
- public education campaigns to reduce sugar and calorie intake and increase exercise.

Oncology

Cancer care is a good example of the NHS's integrated approach. Every case is discussed in a multidisciplinary team so that patients benefit from input from surgeons, oncologists, pathologists and radiologists. Cancer care institutions carry out peer reviews of one another's services to ensure continuous improvement. If you want to implement best practice in multidisciplinary case management, specialists in the UK are available to help.

UK institutions can also help you to develop integrated systems of 'hub and spoke' cancer care delivery so that all patients can access the most appropriate specialist expertise and equipment. Centres such as The Royal Marsden, the Christie Hospital and Leeds Cancer Centre have the state-of-the-art equipment and highly skilled specialists for every type of intervention. Each cancer centre acts as the hub for a network of cancer units that deliver more routine treatments. You can partner with our leading cancer centres to develop care pathways, commission high-tech equipment and train staff.

Neuroscience and neurology

The NHS also uses a hub and spoke system to improve access to neurology services. Knowledge of the brain and nervous system is advancing rapidly, and passing on the benefits of this to patients requires a large number of highly skilled specialists – including surgeons, radiologists and nursing staff – all with access to the latest equipment. Neurologists and neurosurgeons work in a large central hospital but undertake clinical visits to smaller hospitals. The centralisation of equipment makes it cost-effective to maintain the latest scanners and train staff in their use. Support to enhance every aspect of your neurosurgery and neurology services is available from specialist UK institutions.

Genetics, genomics and personalised medicine

Most of the leading genetic technologies originated in the UK – we are one of the few countries in the world that recognise genetic counselling as a stand-alone profession. The UK has an extensive network of clinical genetics specialists capable of interpreting genetic results and giving clinical advice to patients and their relatives, as well as psychological support to nursing colleagues. This has recently been expanded by the creation of regional Genomic Medicine Centres with the specific aim of expanding the use of whole genome mapping and bringing the benefits of personalised medicine to their populations. The UK has invested heavily to maintain its world-leading position in this area – partnering with our sector experts can transform the quality of care for patients with genetic diseases and those who may have inherited an increased risk of disease. This could include:

- better personalisation of services for those at risk of developing certain conditions
- more effective screening programmes for at-risk patients
- more staff trained in interpreting genetic test results
- better provision of psychological support to patients and relatives
- sharing the cost of investment in cutting-edge technologies for national-scale operation.

Stroke services

The UK's stroke service is a proven lifesaver – no wonder it attracts so much international attention from health services. The active treatment of strokes using 'clot busting' thrombolytic drugs has dramatically improved outcomes. Stroke care in London provides an example of best practice. Our capital city is home to a number of hyper-acute stroke centres to which all patients suffering a stroke are referred. There is a rapid pathway from the Accident and Emergency department to a CT scan and a decision from a senior doctor on treatment, including administration of thrombolysis therapy if appropriate. The centres are monitored on their ability to deliver a door-to-thrombolysis time of around 30 minutes. UK institutions can help you to set up these services, including rehabilitation for patients so they can return home as early as possible.

Emergency care for major trauma

If you need to develop major trauma centres to cope with every eventuality, 24 hours a day, seven days a week, the UK has experienced providers to partner with. This could include facilities for:

- neurosurgery
- chest and abdominal trauma
- amputated limb rescue
- dedicated burns and plastic surgery units
- air ambulance services.

There are 24 major trauma centres in England providing adult and paediatric services.

Cardiac services

The UK is internationally renowned for its cardiac services. It is a matter of necessity – over a quarter of all hospital admissions relate to heart diseases and every UK hospital has a team of cardiologists. The UK's cardiac services include specialised centres with 24/7 cardiac angioplasty teams working to strict service standards – the maximum time from calling for help to receiving the angioplasty should be under 150 minutes.

As well as accessing expertise in general cardiac care, you can partner with centres that specialise in areas of cardiovascular medicine such as:

- cardiology services including the management of cardiac rhythm disorders, electrophysiology and chronic heart failure management
- cardiothoracic surgery
- heart and lung transplantation (including paediatric heart transplantation in a few cases).

World-leading institutions such as the Royal Brompton Hospital attract individual patients from around the world, and some cardiac centres offer initial clinical consultations overseas. You can also join the many international institutions that send health professionals to the UK for continued professional cardiology training, or host UK courses in their own countries.

Support from highly skilled ambulance staff

If you are developing an ambulance service, the UK has some excellent examples. The London Ambulance Services NHS Trust can deliver a paramedic to any point within central London within 4.5 minutes of being called. This paramedic is fully trained and equipped to perform an electrocardiogram (ECG), diagnose a heart attack, put in an intravenous line, administer life-saving drugs, intubate and ventilate a patient, as well as perform cardioversion.

Screening

There are UK organisations that are highly experienced at organising and delivering complex, nationwide screening programmes. This includes strategies for raising public awareness of these programmes, including using social media. You can work with a UK partner to develop a wide range of screening programmes.

For children:

- antenatal and newborn screening to test for Down's syndrome
- ultrasound assessment for foetal abnormalities, infectious diseases in pregnancy, antenatal sickle cell and thalassaemia
- newborn and infant physical examination to identify abnormalities
- newborn blood spot test for conditions such as phenylketonuria
- newborn hearing screening.

For adults:

- infectious disease screening for young adults – chlamydia
- cancer screening – cervical, breast, bowel and prostate cancer
- long-term conditions screening – abdominal aortic aneurism, vascular risk, diabetic retinopathy
- health checks which help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia.

UK partnerships in action

The Bexley Wing,
Leeds Cancer Centre

**Providing radiotherapy services worldwide:
Leeds Teaching Hospitals NHS Trust**

Leeds Cancer Centre (LCC), part of Leeds Teaching Hospitals NHS Trust, provides some of the most advanced treatment and care for patients with cancer. The centre is one of the largest in the UK, providing comprehensive cancer care services to a regional population of 5.4 million. The centre offers state-of-the-art diagnostic services in radiology, pathology and leading-edge surgery to achieve the best possible outcome for patients. It offers some of the most innovative treatments in both radiotherapy and chemotherapy.

With 12 machines, Leeds Cancer Centre has one of the largest concentrations of highly complex linear accelerators (linacs) in Europe. The commissioning and maintenance of these machines is supported by a large multidisciplinary team of physicists and technologists, whose expertise is in regular demand both in the UK and internationally. The team can advise on the selection and commissioning of high-value equipment and mentors and trains medical professionals. Support to other centres includes commissioning of infrastructure and equipment to international (IEC) standards and the provision of quality assurance documentation and protocols to ensure safe and effective work practices.



Great Ormond Street
Hospital for Children, London

**Paediatric support in the UAE: Great Ormond Street Hospital
for Children NHS Foundation Trust**

Founded in 1852, Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) has treated some of the world's sickest children for more than 160 years. Located in central London, the hospital is one of the top five specialist children's hospitals in the world in the fields of clinical care, research and the education of healthcare professionals.

The hospital has more than 50 specialities, more than any other hospital in Europe. This gives it unique expertise in pioneering treatments for children with highly complex or multiple conditions. GOSH's international partnership working includes a long-standing collaboration with the UAE. This includes treating children with specialist conditions from the UAE as patients in the UK.



King's College Hospital, London

King's College Hospital Clinic, Abu Dhabi

London's King's College Hospital provides care in several specialist areas at its Abu Dhabi clinic. King's' world-renowned clinicians work closely with clinic staff to improve outcomes for patients and build the capacity of the region's healthcare service. The clinic's areas of excellence are hepatology, gastroenterology, foetal medicine, general practice, women's and children's health and nutrition. King's' expertise reduces the need for patients to travel overseas, but there is a seamless pathway to the London hospital if needed. The clinic also has:

- a governance and operating framework modelled on King's
- links with the UK for peer support, training and UK process for doctor revalidation
- research and development links with King's.



Moorfields Eye Hospital Dubai

Moorfields Eye Hospital Dubai

Moorfields Eye Hospital Dubai is the first overseas branch of Moorfields Eye Hospital London, the oldest and one of the largest centres for ophthalmic treatment, teaching and research in the world. Moorfields brings over 200 years of specialist eye care to the UAE.

Opened in 2007, Moorfields Dubai provides day case surgery and outpatient diagnostic and treatment services for most surgical and non-surgical eye conditions. Moorfields has a team of resident ophthalmic professionals permanently based in the Middle East to maintain the quality and consistency of care. Since opening the purpose-built hospital, Moorfields has treated more than 30,000 patients from the UAE and the wider Middle East. It also conducts research and teaching programmes and partners with local organisations on initiatives such as vision screening and diabetes awareness campaigns.

UK partnerships in actionThe Royal Free Hospital,
London**International collaborations and partnerships:
the Royal Free London NHS Foundation Trust**

The Royal Free Hospital in London is one of the most prestigious medical institutions in the world. It is a tertiary care centre and its major specialities include:

- liver disease and liver transplantation
- immunology
- cardiology
- vascular services
- cancer services
- plastic and reconstructive surgery.

Royal Free International promotes and develops international partnerships in:

- hospital development
- hospital operational management consultancy
- education, training and development
- medical research.

Royal Free International's successful collaborations include projects with hospitals in China and Pakistan. They are also affiliated with Dar Al Fouad Hospital in Cairo, Egypt, in connection with their outpatient/day care centre in Kuwait.



A Mongolian Ger

**Improving Mental Health Care in Mongolia:
Camden & Islington NHS Foundation Trust**

Camden & Islington (C&I) are sharing their world-class approach to mental health care with Mongolia. The collaboration came about after C&I's approach to delivering community-based mental health services greatly impressed a Mongolian delegation to London in 2013. With support from the British Ambassador to Mongolia, C&I and the Mongolian Centre for Mental Health are now establishing long-term commercial partnerships.

**For innovative, integrated
and sustainable healthcare
solutions, choose the UK,
home of the NHS.**



The UK is creating a stand-out Pavilion and global events programme under the theme Grown in Britain, to promote UK capabilities and leadership in business, science and culture. Milan Expo 2015 takes place from May to October 2015 and aims to highlight the challenges of feeding the planet.

Visit www.gov.uk/milanexpo2015 to find out more.



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ENERGY FOR LIFE



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