

09 April 2018

Dear Colleague,

I am writing to you as Chief Executive of the Health Innovation Network (HIN) - the Academic Health Science Network (AHSN) for south London - on behalf of Echo, one of the digital health companies that we support through the DigitalHealth.London Accelerator programme.

DigitalHealth.London was created in collaboration between London's AHSNs and MedCity with support from NHS England and the Mayor's Office, in response to the London Health Commission's recommendation to put London at the centre of the global revolution in digital health.. Its Accelerator programme aims to speed up the adoption of technology in London's NHS, relieving high pressure on services, and empowering patients to manage their health. The Accelerator works with high potential start-ups and SMEs, supporting them to develop and deploy solutions to some of the NHS' most pressing challenges.

I understand that patient-initiated requests placed via the Echo app have been inaccurately classed as 'third-party requests' by a number of GP surgeries. The advice that we have received indicates that this is incorrect. As per the communication sent out from the digital team at NHS England, Echo is currently integrating with the four principal clinical systems as part of the GP SoC framework and is listed on the official NHS Digital Apps Library (<https://apps.beta.nhs.uk/echo/>). They are part of the assured Patient Facing Services offering from GP SoC and are not third-party suppliers.

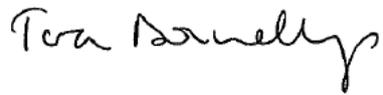
The team at Echo is seeks to improve medication adherence, as you will be aware medication non-adherence is a major source of waste in developed countries, with the World Health Organisation (WHO) reporting only 50% of patients who suffer from chronic diseases adhering to treatment recommendations.

Echo is the first app to provide an intermediary service between patient, GP and pharmacist, improving communication. This provides two key benefits; firstly overcoming the initial issue with engaging people with adherence promoting activities and secondly providing dose and supply information used for creating tailored medication prompts, again boosting engagement by removing the burden of this activity from the patient.

A recent review of Echo data used the Period of Days Covered measure (PDC), which has been proven to be robust to the effects of oversupply. The PDC measure of adherence was calculated per medication per patient - with 80% or higher during the study period being considered adherent. 70.7% of Echo patients included in the analysis (4,127) were adherent to all of their medication using the PDC measure. Furthermore, the blended PDC measure of adherence for all medications for all patients included in this analysis was 88.7% (5,171).

This is an exciting time for digital health and we are delighted to support Echo and its mission to tackle medication non-compliance on behalf of the Health Innovation Network. Furthermore, we are happy to confirm that prescription requests placed via the Echo app are always initiated by the patient and therefore should be processed as usual.

Yours faithfully,



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Tara Donnelly

Chief Executive

Health Innovation Network

Speeding up the best in health and care, together

To whom it may concern,

In September 2017, Echo joined the second cohort of the DigitalHealth.London Accelerator Programme. The programme was created following an independent report for the Mayor of London, detailing how the health and wealth of its citizens was to be improved. One important recommendation was to make London a centre for digital health and, specifically, to create an accelerator programme with the aim of seeking out the best digital health solutions and assisting with their scale and adoption within the NHS. London's three Academic Health Science Networks, along with Medcity, led this piece of work, and after combining forces with a number of organisations and achieving funding from the European Regional Development Fund, the accelerator programme was born.

The accelerator programme supports high potential small or medium sized enterprises (SMEs) that have developed digital health innovations, and the ambition is to bring many of the benefits Londoners have experienced in other areas of their lives into London's NHS. We do not invest in the companies, nor do we take equity; we exist to find excellent solutions such as Echo and connect them to health sector organisations to improve the lives of patients and the efficiency of the NHS.

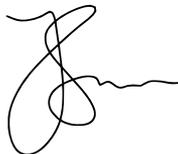
Echo were one of 127 businesses that applied to a rigorous selection process via an application form. A shortlisting and interview process followed, and was overseen by over 60 NHS (clinical & managerial), commercial and technical experts. Echo were successful at interview, as they demonstrated that they were a credible business, were tackling a problem and were providing a solution to an issue facing London's NHS.

Furthermore, it has come to my attention that numerous repeat prescription requests placed via the Echo app have been inaccurately classed as 'third-party requests'. As Programme Director of the DigitalHealth.London Accelerator, I can confirm that prescription orders placed via the Echo app are always initiated by the patient and that no third party orders are routed via Echo.

Echo is also listed on the official NHS Digital Apps Library (<https://apps.beta.nhs.uk/echo/>) and is working with NHS Digital on deep integration with the Principle Clinical Systems.

I am delighted to support them on behalf of DigitalHealth.London. Please let me know of any additional help or support that you feel we might provide.

Yours sincerely,



Dr. James Somauroo
Interim Programme Director
DigitalHealth.London Accelerator Programme