

Remote-by-Default 2: The new normal? External Advisory Group

Anica Alvarez Nishio (Chair)

Anica is an experienced public advocacy consultant and editor. She has served on and chaired a number of boards, funding committees and government organisations with a focus on health, education, marginalised groups and community engagement (NICE Quality Standards Advisory Committee; NIHR Programme Grants for Applied Research and Quality Safety Outcomes Policy Review Unit; Adolescent Mental Health Data Platform; Veterans Advisory Pensions Committee; Independent Monitoring Board HMP Erlestoke). Through her roles as a lay rep with Health Education England, a local councillor and an advocate for social-enterprise charities, she has first-hand experience in the practical delivery of health and mental-health care strategies, primarily making these equitably accessible for those in farming, military and mixed communities. She has an interest in the effective usage of data and technology and particularly in the ethical issues surrounding the delivery of care.



Dr Fredua Akosa MD MPH MBA

Fredua works for the venture capital fund, Northzone. He was previously a Venture Manager in Artificial Intelligence and Health for Creative Destruction Labs, a tech accelerator for early-stage start-ups at the University of Oxford. He is passionate about AI, Deep Tech and healthcare's ability to rapidly transform lives at scale, and is a mentor for Digital Boost, BCG Digital Ventures' programme to help SMEs digitise post-COVID and EnterpriseTECH Star, a University of Cambridge programme to help its PhD students and postdocs commercialise technology. His experience spans 3 continents: working as a GP in Ghana and other countries in Sub-Saharan Africa, as a data analyst in medical and public health research at Yale in the US, and as a consultant evaluating and recommending sectors for Creative Destruction Labs' expansion in the UK/Europe.



Dr Minal Bakhai MBBS (Hons) BSc (Hons) MRCGP MRCP DFSRH FFCI

Minal is the National Clinical Director for Digital First Primary Care at NHS England and NHS Improvement. She is a practicing GP, working at an inner-city London practice for almost 10 years. Minal has a unique portfolio with experience stretching across policy, national programme strategy, research and implementation. Additionally, she is an expert advisor at NICE appraising the effectiveness and safety of digital tools used in primary care to reduce preventable ill health and empower patients. She is passionate about harnessing the power of technology to support the delivery of a vibrant, high quality, sustainable general practice and developing a shared learning system to ensure the use of digital tools meet the challenges of our population.



Lisa Drake

Lisa has worked in the NHS for 18 years; in service development in acute and community settings, commissioning for whole populations and latterly managing in General Practice. This has helped to develop a broad knowledge of the whole NHS system.

Prior to and during the covid19 pandemic she supported commissioners and practices at CCG/ICS & Regional level to seize the opportunity that Digital solutions could provide, to help to deliver system change and modernise general practice.

Using collaborative tools, offering different types of services, communicating using new methods - Lisa feels that it's time for 'the stuff' that we use in our daily lives to be a choice, offered as part of our core NHS service delivery.

Lisa works independently as Director - Quality, Service & Improvement at Redmoor Health and also remains in the NHS as a Digital Advisor in Central Lakes Medical Group in Cumbria. Her work involves advising practices, PCNs & commissioners how to improve patients' digital experience; how to deliver full range of GP Online services and streamline general practice workload.

Previously an experienced practice manager with key responsibilities for Patient services, Quality, HR, Finance, External partnerships. Lisa is a mature student of the Open University specialising in Social Policy, Health and Care communications and relationships.



James Ford

James is a compliance and investigations lawyer at Mayer Brown, where he focuses on corporate governance, regulatory compliance, transactional advice and investigations in the areas of economic sanctions, export controls, anti-corruption, business and human rights and money laundering. He has advised financial institutions and corporates across a range of sectors, including medical device manufacturers and pharmaceuticals companies. He has also spent time working in the in-house legal teams of five major companies in the finance, mining, defence and oil and gas sectors. James is a former Board Fellow of Spark Inside, a charity that delivers coaching programmes in prisons to young offenders to encourage rehabilitation and contribute towards a reduction in violence and reoffending. James also founded the Transparency International Professional Supporters (TIPS) Network, a volunteer initiative that supports the advocacy and outreach efforts of Transparency International, a leading NGO voice on anti-corruption and business integrity affairs. The TIPS Network has more than 350 members across the public and private sectors, as well as academia.



Jean Gaffin OBE Hon DSc MSc

Jean took her degree in Government and an MSc in social policy from LSE as a mature student, then for 20 years taught social policy at further and Higher Education levels. She has held a variety of roles in the voluntary sector, first running the Child Accident Prevention Committee, then British Paediatric Association (now Royal College of Paediatrics and Child Health), Arthritis Care and lastly National Council for Hospice and Palliative Care. She has been a member of NICE Technical Appraisal and Quality Standards Advisory Committees and has chaired both a Community Trust and a Primary Care Trust. Her patient advocacy work includes membership of a general practice Patient Participation Group, member of Royal College of Physicians Patient and Carer Unit and Chair of the Patient Liaison Committee of the British Pain Society. Currently she is an Associate Hospital Manager in two NHS Trusts, Expert by Experience for CQC participating in inspection of care homes and domiciliary care agencies and community member of the Medicines Management Committee of North Central London CCG.



Matthew Hammerton

Matt is a six session GP Partner at St Clements Partnership, Winchester and Digital Primary Care Clinical Lead for Wessex AHSN. Prior to a career in medicine, he undertook a Masters in Biological Photography and Imaging and spent 11 years as a bespoke e-learning developer in higher education. The combination of technology, education and medicine has led to research interests in digital transformation and NHS wellbeing. This included spending six months helping to research, write and edit the 2019 *Topol Review: Preparing the healthcare workforce to deliver the digital future*. This was followed by a Wessex HEE digital fellowship researching digital readiness within general practice. The result is seven pragmatic and empathetic recommendations for supporting effective digital transformation that he is keen to promote within the local healthcare environment. Work interests are gladly kept in check with three children, including nine-year-old twins. As well as family life, he is an avid multi-sports athlete always looking for the next endurance challenge or adventure.



Dr Kirsten Lamb MRCGP, DCH, DRCOG, Cert Ed Medical Education

Kirsten is a retired GP, graduate of Cambridge University and the London Hospital. She worked as a GP in the Northwest of England, Northeast Scotland, the Netherlands and then since 1992 in Harpenden Herts. She was a GP trainer and named GP for safeguarding children in Herts. From 2008, she has been involved with learning disability commissioning having also been closely involved with Mencap in the town in which she worked. From 2012, she was clinical lead for learning disability for the clinical commissioning group (CCG) in Herts. Through this, Kirsten was able to work with many people with a learning disability and their families and carers. She was involved with the training of GPs to encourage them to provide a quality service for people with a learning disability. The role also covered much cross-system work within the County - health service providers, the 3rd sector and the Local Authority - to improve outcomes for people. She has been closely involved with the learning disability mortality review programme since its start.

In post-retirement, Kirsten continues to chair a group of GPs from around the country who have a special interest in



learning disability. She has a research interest trying to improve the care of people with a learning disability, linked to the university of Plymouth. She has engagement with many NHS England learning disability workstreams and continues to engage with 3rd sector and self-advocacy organisations.

Kirsten's aim is to reduce health inequalities for this extremely vulnerable cohort of the population.

Charles Lucas

Charles has over 20 years in investment banking, arranging and advising mergers and acquisitions, capital raisings, strategic advice, running and building businesses, fintech etc. He brings pan-European expertise and logistical skills. He excels at strategic goal setting and project management; simplifying complex situations and ensuring and facilitating good governance. His interests include working with *West London Welcome*, a charity that provides support and food to refugees and asylum seekers, arable farming and issues involving rural communities, and the application of technology to everyday problems.



Irene Poku

Irene worked for 20 years as a pharmacovigilance expert and clinical trials project manager. She now works as a coach helping individuals and organisations make paradigm shifts in their thinking. Her specialism is working within matrix organisational structures to deliver projects efficiently and within set timeframes. She is experienced in the maintenance of databases and in performing data reconciliation as well as implementing systems and processes for audits. She brings a wealth of lived experience to the EAG ranging from issues of dementia, blood pressure, glaucoma, polypharmacy, cancer, palliative and elder care, and multiple long term conditions.



Martin Roland

Martin Roland qualified as a doctor at Oxford University in 1975, then trained as a general practitioner. He was appointed as Professor of General Practice at the University of Manchester in 1992 where he was Director of the National Primary Care Research and Development Centre from 1994 to 2009. In 2009 he moved to Cambridge to the inaugural Chair in Health Services Research which he held until 2016. Professor Roland's research focuses on developing ways of measuring and improving the quality of primary medical care including evaluation of pay for performance schemes. He is Fellow of the Academy of Medical Sciences and an International Member of the US National Academy of Medicine. He was appointed CBE for Services to Medicine in 2003.



Dr Helen Walthall

Helen is a cardiac nurse by clinical background who has worked in all areas of cardiac care following training in London as an adult nurse. She has worked across a number of NHS Trusts in England, in a variety of roles including staff nurse, ward sister and Lecturer Practitioner. In 1999 she joined Oxford Brookes University (OBU) as a lecturer, where she also studied for a part-time PhD in Cardiac Care. She has taught on and led a number of programmes, including critical and specialist care, advanced practice, and additionally was the Research Lead for Nursing and Senior Fellow of the Higher Education Academy. She has recently joined the Oxford University Hospitals NHS Foundation Trust as the Director of Nursing Research and Innovation. Helen is an active nurse researcher who is currently working on studies in heart failure, acute coronary syndromes and diabetes. She has experience of grant delivery as PI and Co-I and has published and presented many papers to national and international audiences. All of the studies encompass working with patients, their informal carers and the multidisciplinary team to improve patient experience, care and outcome.



Sara Ward BSc PhD

A natural scientist to training, Sara spent ten years as a research fellow in London. She successfully transferred her skills to management and moved to Oxford where she has held several posts at director level in University and health focused environments including primary care. She is currently the Chief Operating Officer for Oxford Academic Health Partners - one of eight centres in England - supporting collaborative working across NHS and University organisations and the AHSN network as they aim to improve health and social care.



Dr Margaret Whoriskey MBE

Margaret is Head of the Technology Enabled Care and Digital Healthcare Innovation within Scottish Government. She is responsible for the national cross-sector Technology Enabled Care (TEC) Programme in partnership with the NHS, Local Government, Third, Housing and Independent sector providers which is aiming to support at scale deployment in Scotland. This is centred around the citizen, and focuses on improving access to services by using digital technologies, including the ability to self-manage remotely. This included the national VC programme Near Me. She leads the national Digital Health and Care Fest in Scotland, providing a national and international focus to developments in Scotland. She is active in the European arena and is responsible for the International Engagement Team for digital health and care. Margaret was a finalist in Digital Leaders (UK) 2019. Margaret is currently leading a number of scale-up digital programmes in the context of the COVID emergency.

