



Meet our Clinical Advisory Board

Shaping the future of digital healthcare



What is our Clinical Advisory Board?

Our Clinical Advisory Board is a team of clinicians with decades of experience in frontline care. These leading NHS professionals work with us to make sure our new healthcare solutions meet NHS needs, resulting in improved patient and system outcomes.

All our new solutions will be subject to robust trial, review and testing processes in NHS settings. And our Clinical Advisory Board will be vital to getting the support of clinicians before solutions are rolled out on a wider scale.

Who's on the board?

We currently have seven members on our Clinical Advisory Board.



Professor Ann-Marie Cannaby



Dr Mateen Jiwani



Dr Michael Quinn



Dr Peter Ingham



Dr Sandeep Bansal



Dr Vishen Ramkissoon



Professor Dominick Shaw

In this guide, you'll learn more about them, including what they think the biggest challenges are in healthcare right now.

Professor Ann-Marie Cannaby



Professional roles

- Chief Nurse at The Royal Wolverhampton Trust
 - Interim Chief Nurse and Deputy CEO at Walsall Healthcare Trust
-

My background

My clinical background includes working within large university hospitals in the UK and holding various clinical research and managerial roles, including chief operating officer.

I have leadership experience from working across the NHS and internationally, including as Chief Nursing Officer at Hamad Medical Corporation, the public health system in Qatar. There, I provided professional leadership across the corporation's 8,500 nursing and midwifery staff.

I've also been involved in nursing and quality projects in Holland, China, Egypt, Qatar, Malawi, Australia and New Zealand.

My current work

I remain actively involved in research and education and have held substantive professorial positions. Currently, I'm also a visiting professor at Birmingham City University and Staffordshire University.

Today, I continue to lecture on topics including transformational leadership and global policy. My research interest focuses on quality across nursing services, including how technology (digital and robotic) can improve nursing care and patient outcomes.

The biggest challenge in healthcare

Workforce is one of the biggest global healthcare challenges. As demand for health and social care increases, we need to think differently about how we provide care. Technology will be one of the answers, helping us to harness every opportunity to support health and social care provision, keeping patients at the centre of everything we do.

My proudest achievement

I'm really proud that since 2005, I've been a chief nurse, leading and transforming nursing services in the UK and abroad.

Why I joined BT

Being able to work across both sectors is a real privilege. I'm looking forward to working with a fabulous healthcare team and the Clinical Advisory Board, to partner with the NHS, and to drive meaningful and sustainable change for patients, organisations and systems.

Dr Mateen Jiwani



Professional roles

- Practising GP
 - Non-executive Director for Essex Partnership University Trust
 - Honorary Clinical Lecturer at Imperial College London
-

My background

As well as being a practising GP, I'm a widely experienced executive medical director. I've been an executive board member in various provider areas including commissioning groups, and at regional and acute hospital levels.

I've also been leading the way for telemedicine safety education, and regularly teach on innovation and digital leadership across various global institutions. Also, I remain an Honorary Clinical Lecturer at Imperial College London.

My current work

Recently, I was appointed as a Non-executive Director for Essex Partnership University Trust. I have a passion for technology and innovation adoption, and strategic planning for safety and governance. I'm also a regular broadcaster on new and innovative healthcare approaches, and I sit on a number of prestigious boards and committees including the Royal College of General Practitioners.

The biggest challenge in healthcare

Perhaps the biggest challenge in the NHS will be the translational gap - which is on equal grounds to the workforce deficit challenge. It concerns the need for digital adoption and sustainability in healthcare.

The translational gap relates to the distance between the creation of a solution and the problems facing healthcare on the ground. When this gap is at its largest, digital change in healthcare often fails. Digital is needed to help with workforce issues, so failing digital is failing the workforce challenge too.

My proudest achievement

My personal achievements are only as good as the teams I work in. For more than a decade, I've worked in systems and digital transformation. I've been part of teams that have taken organisations out of special measures, some of which were then rated as outstanding by the Care Quality Commission (CQC).

Why I joined BT

I'm always looking for organisations that are willing to work on problem solving from the frontline view. As part of digital strategy, organisations should have the right ethics and values to help sustain digital adoption within the NHS. BT Health is willing to work in this way, and I'm privileged to be a part of the forward-thinking and highly executional Clinical Advisory Board.

Dr Michael Quinn



My background

I'm a practising physician, as well as a medical informatician. For more than a decade, I've been involved with NHS technology, and I'm an alumnus of the NHS Digital Academy. I live in Belfast, one of the most technologically innovative cities in the UK.

My current work

My work focuses on the secure, ethical and citizen-centred use of sensitive data. I have a passion for technology, particularly the interface between care and recording. As part of my work, I research the use of cloud technologies for managing data, to help improve outcomes for people with complex diseases.

The biggest challenge in healthcare

We need to focus on using digital to provide just the right amount of information to clinicians across primary, community and acute care, so they can make better decisions for their patients. That's a huge challenge. If we can help to do that, the staff of the NHS will do the rest.

My proudest achievement

Working in Northern Ireland to respond to the pandemic, helping our team to deliver an efficient contract-tracing and vaccine management system from scratch within months.

Why I joined BT

With its deep understanding of technology, I believe BT can help improve the lives of citizens, particularly in the complex social care sector. It can improve the connections between people, creating a better society for everyone.

I think BT really understands the problems we need to fix and is focused on finding solutions for the NHS. Through the Clinical Advisory Board, I get to combine two worlds, and I'm proud to be working together with technologists to deliver for patients.

Professional roles

- NHS physician, working in acute medicine
 - Medical Informatician at Queen's University Belfast
-

Dr Peter Ingham



Professional roles

- Clinical Lead for the Birmingham and Solihull COVID-19 vaccination programme
 - Clinician at University Birmingham Hospital Healthcare Trust
-

My background

I have more than 30 years of experience in primary care, and I'm still a practising clinician. My highlights have included creating an out-of-hours service, setting up a dialysis centre based in primary care and, most significantly, leading the merger of six local practices to serve 52,000 patients.

I have eight years of experience in leadership and healthcare commissioning, initially as Performance Lead on the Governing Body of Birmingham CrossCity Clinical Commissioning Group (CCG). I also oversaw the merger of three CCGs to create the largest CCG in the country, which I led for three years.

During that time, I was also a member of the ICS Board and Vice Chair to the two health and wellbeing boards in Birmingham and in Solihull.

My current work

Throughout my career, I've sought to build a broad experience in healthcare, and as part of our Clinical Advisory Board, I'm hoping to continue working towards that goal. Most recently, I gained experience from the provider perspective, working in University Birmingham Hospitals NHS Foundation Trust. I'm also currently Clinical Lead for the Birmingham and Solihull coronavirus vaccination programme.

The biggest challenge in healthcare

Healthcare needs to embrace digital change and AI. We simply don't have the financial or workforce resources to cope with the current demand, let alone the rising demand and backlogs we now face post-COVID. Healthcare is fragmented, and customer care for our patients has declined. Communication with our patients using other digital channels could help here.

My proudest achievement

Leading our CCG in Birmingham and Solihull for three years, especially leading through the difficult times of early COVID. We established a drive-through COVID assessment centre within three weeks at the NEC, which could assess 1,500 patients a day - the largest drive in Europe.

Why I joined BT

I'm keen to make a difference to patient care. I have extensive experience in primary care, commissioning and secondary care, but this is a new challenge for me. Working together, I believe BT and the NHS have the potential to improve patient care and communication.

Dr Sandeep Bansal



Professional roles

- Founder and CEO Medic Creations
 - Faculty of Surgical Leadership & Innovation at Harvard Medical School
-

My background

I have a full range of clinical and operational experience of health and care. My social care experience includes helping to scale up a nursing home group to over 400 beds. I'm also an innovator in health tech, having founded Medic Bleep, which is the basis for BT Smart Messaging and has been mentioned in the House of Commons.

My current work

As well as continuing to run healthcare technology firms around the world, I'm a faculty member at Harvard Medical School. I also contribute regularly to leading medical publications, as well as prominent blogs such as HuffPost. As part of the Clinical Advisory Board, I'll be helping BT to use its infrastructure and abilities to drive innovation and transformation rapidly across the UK.

The biggest challenge in healthcare

How we manage healthcare today to make sure we reduce the problems of tomorrow. We also have a global workforce challenge and two out of seven people living with chronic disease (growing at an alarming rate). On top of that, we need to think about the intersection and interaction of the NHS with social care.

My proudest achievement

At a macro level, it's when our work with Medic Bleep (BT Secure Messaging) was flagged as an exemplar by the Department of Health. And helping to change policy and guidance across the NHS to move toward such a platform, saving nurses and doctors critical time that would otherwise be wasted. At a micro level, it's having one of the highest staff retention rates in the industry across the 500-plus nursing homes we run.

Why I joined BT

I'm a firm believer in the NHS and deeply vested in its longevity. Change in healthcare and digital transformation is probably one of the biggest challenges that exist. The Clinical Advisory Board will help to give that transformation the best chance of success - and at a pace needed to make sure we keep the NHS sustainable. I believe I can help on this journey, drawing on my experience from running care homes, practising clinically and leading up healthcare tech start-ups.

Dr Vishen Ramkisson



Professional roles

- Senior Clinical Lead for NHS Digital
 - Practising GP
-

My background

I'm a senior medical leader who has worked in a number of national roles across the NHS, including most recently as Senior Clinical Lead for NHS Digital. I have extensive experience of leading and delivering large, complex programmes.

My achievements include implementing the national COVID-19 vaccine programme; the first video consultation service in urgent care in England; delivering controlled drug functionality into the Electronic Prescribing System (EPS); transitioning the e-Referral Service (eRS) to the cloud; overseeing the largest private mailbox tenancy migration with NHSMail2; and clinically assuring the rollout of the Health and Social Care Network (HSCN), providing high-speed internet access across the system.

My current work

As a founding fellow of the Faculty of Clinical Informatics, I have a comprehensive understanding of the governance and risk management aspects of data flows in healthcare. I have a successful track record in complex and politically sensitive work, engaging with multiple external stakeholders and technology providers in a dynamic environment, providing high-level clinical and strategic input. More than anything else, I enjoy making a difference to healthcare outcomes, and I continue to see patients as a practising GP.

The biggest challenge in healthcare

There are several challenges facing healthcare today, including workforce shortages, rising patient demand, budget pressures and COVID backlog. Alongside these, we have a system that is fragmented and working in silos. And one of the major challenges in digital healthcare is moving away from the national programme approach to various streams in the system, sharing relevant information in real time. We need a refresh of national systems to make sure they're fit for the future of healthcare delivery.

My proudest achievement

Clinically leading the national COVID-19 vaccination programme for NHS Digital. And being directly responsible for the development and approval of the clinical safety case of the tech and data platform for the programme. This facilitated the very first COVID-19 vaccine to be administered outside of a clinical trial in England in December 2020.

Why I joined BT

Over five years at NHS Digital, I've had the opportunity to lead 24 national programmes of IT, including COVID-19 vaccination and test programmes, digital medicines, eRS and NHSMail2, to name a few. Following that, I was intrigued by the opportunity to work with an organisation with the infrastructure potential of BT, and develop strategic clinically led propositions for the NHS in a safe and measured way.

Professor Dominick Shaw



Professional roles

- Professor of Respiratory Medicine at the University of Nottingham
 - Head of Service for the respiratory speciality in Nottingham University Hospitals Trust
-

My background

I specialise in high-quality campus-to-clinic research. My main area of research is severe asthma, and I've written some of the most highly cited papers in this field.

Over the years, I've obtained millions of pounds in research funding from national and international health bodies and charities. I'm also the Nottingham lead in the largest asthma research consortium to date and helped to design the MyAsthma app.

My current work

As well as heading up the respiratory specialty for Nottingham University Hospitals Trust, I led its respiratory response to COVID-19. And I continue to research and contribute to projects to find new understanding of and treatments for asthma.

The biggest challenge in healthcare

Balancing the needs of the many with the needs of the few - the need to manage healthcare at a population level versus the need to provide bespoke personalised treatment to individuals. Having a digital record of a patient's healthcare will help to do both.

My proudest achievement

Obtaining a chair in respiratory medicine and at the same time being an active clinician. This combination allows me to improve health at both a patient and population level simultaneously - a privileged position. Allied to this, questioning medical dogma. Do no harm needs to be the first and foremost consideration.

Why I joined BT

Simply put - the quality of the people.

Want to know more?

To learn more about our Clinical Advisory Board or any of our healthcare solutions, check out business.bt.com/public-sector/health. If you have any questions, please contact your account manager.



Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2022. Registered office: 1 Braham Street, London, E1 8EE. Registered in England No. 1800000.

May 2022