MINISTER FOR HEALTH AND MINISTER FOR MEDICAL RESEARCH
STUDY TRIP TO
UNITED KINGDOM, SINGAPORE, HONG KONG
25 JANUARY – 3 FEBRUARY 2013

PURPOSE
Recognising NSW Health as responsible for providing leadership in the provision of appropriate, cost effective health care services for the people of NSW, the purpose of the study trip was to facilitate an interchange of ideas with senior leaders from comparable international health jurisdictions, to ensure that NSW Health remains at the forefront in health care innovation and reform.

Within the context of the ongoing reform program being led by the Minister for Health and Minister for Medical Research, the study trip explored how comparable international jurisdictions are responding to the same global demand pressures. The Minister’s meetings focussed on a broad range of policy reforms and mechanisms being implemented to manage hospital demand, deliver service quality and improve service efficiency in both clinical and non clinical support services.

DESCRIPTION
The Minister for Health, Minister for Medical Research was accompanied by the Director General, Dr Mary Foley and Mr Andrew Kirk, Chief of Staff.

The delegation met with key health leaders in UK, Singapore and Hong Kong. This included two days in London, one day in Hong Kong with the Hong Kong Hospitals Authority, and one day in Singapore. A full outline of the program is included below.

The study tour investigated initiatives and responses in relation to:
- Ensuring the quality and safety of clinical services;
- Best practice examples of clinical engagement and clinical redesign;
- Productivity and performance improvement mechanisms;
- Innovations in e-health and other technologies;
- Emerging trends in care integration and models of care, including best practice in systematising and scaling integrated care;
- Transparency and accountability, and the use of real time patient feedback
- Governance and other structures to manage the devolution of decision making, particularly in the UK;
- New initiatives to build workforce capacity to deliver high quality care for patients and service users.

KEY OUTCOMES
The study trip provided an opportunity to forge new high level relationships with key government and non-government health leaders in UK, Singapore and Hong Kong.
The study trip developed insights and lessons from UK, Singapore and Hong Kong for translation to NSW, specifically:

- Anticipated findings arising from the inquiry into Mid-Staffordshire NHS Foundation Trust and lessons and implications for NSW Health in relation to quality and safety.
- Challenges and success factors in driving the UK, Hong Kong and Singapore reform programs, including best practice in clinical engagement and opportunities for NSW.
- New models of integrated care, including innovative approaches to new models of care in UK, Singapore and Hong Kong.
- Impact and lessons from the UK’s Quality, Innovation, Productivity and Prevention project, and possible opportunities for NSW.
- Innovations in telehealth and e-health in the UK, Singapore and Hong Kong; and particularly the impact on reducing potentially avoidable readmissions that could inform initiatives being developed in NSW.
- Key health workforce reform initiatives of relevance to NSW.
- Emerging initiatives to support transparency and accountability in clinical service delivery, including real time patient feedback, the impact of these on the quality and safety of care, and lessons for NSW.

**DELEGATION**

*Minister for Health and Minister for Medical Research*

The Hon Jillian Skinner MP

Accompanied by

- Dr Mary Foley, Director General, NSW Health
- Mr Andrew Kirk, Chief of Staff, Office of the Minister for Health, Minister for Medical Research

**PROGRAM SUMMARY**

**Sunday 27 January 2013**

- Dr Penny Dash - Principal, McKinsey & Co, and former Head of Strategy for the National Health Service in the UK

**Monday 28 January 2013**

- Dr Neil Bacon, Founder, iWantGreatCare
- Chris Ham, CEO, The Kings Fund
- Jim Easton, Former NHS Director of Improvement and Efficiency
- Judith Halkerston, Vice President, BT Global Health, Patricia Hewitt Former Secretary of State for Health and BT Board member; et al

**Tuesday 29 January**

- Sir Robert Naylor, CEO, University College London Hospitals NHS Foundation Trust (UCLH)
- Sir Keith Pearson, Chair of Health Education England
- Jenny Levet, Director, Serco Health
- Sir David Nicholson, CEO, National Health Service
Wednesday 30 January
- Travel day (London to Hong Kong)

Thursday 31 January
- Dr P Y Leung, Chief Executive, Hong Kong Hospital Authority (HKHA)
- Ms Rowena Wong, Chief (China & Int’l Affairs & Donation Management), HKHA
- Dr Libby Lee, Chief Manager (Strategy, Service Planning & Knowledge Management), HKHA
- Dr K M Choy, Chief Manager (Service Transformation), HKHA
- Dr Daisy Dai, Chief Manager (Primary and Community Services), HKHA
- Dr N T Cheung, Chief Medical Informatics Officer, HKHA
- Dr K L Chung, Chief Manager (Integrated Care Program) HKHA
- Dr Y L Kwok, Senior Manager (Integrated Program) HKHA
- Ms Joan Ho, General Manager (Nursing), RHTSK
- Dr C P Wong, Service Director (Primary & Community Health Care) HKEC
- Visit to Tang Siu Kin Hospital (TSKH)

Friday 1 February
- A/P Muhammad Faishal Ibrahim, Parliamentary Secretary (Health)
- Dr Lyn James, Director, Epidemiology & disease Control Division (Ministry of Health)
- Dr Lim Eng Kok, Acting Director, Performance & Technology Assessment Division (MoH)
- Mr Chua Yong Khian, Assistant Manager, International Cooperation
- Visit to Khoo Teck Puat Hospital (KTPH)
- Mr Liak Teng Lit, Group CEO, KTPH
- Mr Goh Aik Guan, Managing Director, Ministry of Health Holdings, (MOHH), et al
- Chair, Agency for Integrated Care, (AIC), et al
- Mr Philip Green, Australian High Commissioner
## RELEASE OF MINISTER’S OVERSEAS TRAVEL INFORMATION

<table>
<thead>
<tr>
<th>Minister</th>
<th>The Hon Jillian Skinner MP</th>
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<tbody>
<tr>
<td>Portfolio</td>
<td>Minister for Health, Minister for Medical Research</td>
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<tr>
<td>Countries visited</td>
<td>England, Singapore, Hong Kong</td>
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<td>25 January – 2 February 2013</td>
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<tr>
<td>a) Ministerial Staff</td>
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**NOTE:** Some of the accommodation expenses are yet to be billed and this information will be updated to reflect these costs as they become available.