

Patient
Engagement



Primary Care
Provider
Engagement

Promote Self-
Management



Optimise Treatment



Co-ordinate Care



Chronic
Disease
Management

Effective Telehealth
Delivered by NHS Direct

Care Delivered by Primary
Care

Care Delivered by Other
Health Care Providers



Improved
outcomes:

Health outcomes
Access to care
Patient experience
Cost-effectiveness

Wider social and
health system
context