Email from Kenneth Robertson, Clinical Lead for Information Management and Technology, Scottish Executive Health Department

I have read your outline report which seems sensible and comprehensive. To my mind, our biggest challenge at the moment (probably just a part of the human condition) is that there is a massive gulf between those organisations ready to benefit from advances and those with no modern ICT at all. Inevitably there will always be innovation at those at the cutting edge but I want to see real effort going into getting core standards (clinical and technical) established throughout healthcare so that new technology has a reliable base. Unless we reach the point where basic ICT (including electronic record) is regarded as a utility like heat and light, we will forever be struggling. I would be very happy to discuss and look forward to your report.