

Health advisory



What we do

We support clients in transforming their performance and making step change improvements in service quality, efficiency, safety and patient outcomes.

Who we do it for

We work with health commissioners and providers and across health and social care systems in England and the devolved governments. Examples include: Sussex Community NHS Trust, NHS Southwest Local Education and Training Board, National Services Scotland, University Hospitals North Staffordshire, NHS Lothian, Papworth Hospital NHS Foundation Trust, Coventry & Rugby CCG, Central Southern CSU.

Why it makes a difference?

Operating at the heart of NHS organisations struggling under the weight of increasing healthcare demand, financial and quality performance targets and media scrutiny, we support boards, clinicians and managers to transform what they do and achieve. From implementing e-enabled education services that deliver 20% savings back to frontline care to supporting the Sussex Community NHST Board and clinical teams to drive change and improve the quality and sustainability of patient care services, our services deliver impact and make a difference.

Why us?

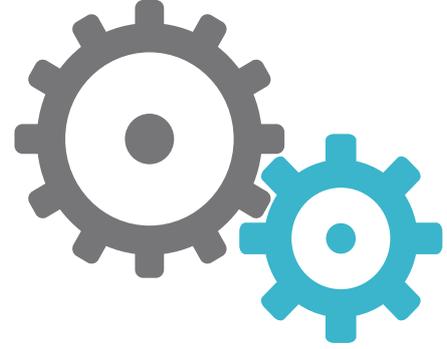
- We have a powerful combination of senior clinical and operational NHS expertise and broad management capability.
- We offer challenge and practical support to clients, harnessing knowledge and creative thinking.
- We develop service strategies that take into account local needs, without losing sight of established best practice within top performing organisations.
- We work system wide across health and social care, modelling future demand and capacity and engaging key stakeholders whose support is critical to delivery of service change and transformation.

Increasing financial and quality pressures demand a strategic rather than tactical response.

We deliver sustained impact by linking people, innovative thinking, and proven methodology across a range of capability areas:

- Analytics and finance
- Operational improvement
- Leadership, change and training
- Informatics
- Estates transformation





SouthWest Learning4Health

Capita is delivering a 5 year blended learning programme accessible by up to 120,000 NHS staff that reduces education costs while ensuring that NHS staff at all levels have the skills and competencies they need to deliver excellent care. Learning content is structured around seven care pathways eg. Maternity and New Born, Long Term Conditions etc directly linking learning to improved care delivery and outcomes.

"The Learning4Health platform is an innovative solution to delivering competence led training, to the healthcare workforce in the south west. The learning on the platform is driven by employer needs and fits well with the NHS Constitution, which is driving improvements in learning which will deliver better patient care in our region."
Derek Sprague, Director of Education and Quality
NHS South West LETB



East Riding of Yorkshire
Clinical Commissioning Group

Capita worked with the CCG to develop a refreshed QIPP programme for the next 3 years, create a detailed plan to deliver the programme, analyse current on-going large scale QIPP schemes and identify additional opportunities to realise QIPP benefits.

A key outcome of the work was a portfolio of QIPP schemes supported by a solid evidence base demonstrating improved service quality and potential to improve productivity. Over £10M of additional savings opportunities were identified, including reduced Outpatient attendances and improved management in the community to reduce urgent care admissions.

University Hospital of North Staffordshire NHS Trust

Capita worked with UHNS to implement an Urgent Care Improvement Programme (UCIP). This ensured that the Trust had enough capacity through winter 2013/14 by implementing improved patient flow and care processes, which in turn released capacity. Critical to the success of the programme was engagement of key clinical and operational staff in the design and delivery of the solutions.

Key changes included: identification of efficiency opportunities in A&E, increased ambulatory care pathways to avoid hospital admissions, new site management operational processes, new HAS triggers, escalation policies and ward admission criteria and development of patient placement guidelines to control patient flow and reduce unnecessary patient moves.

"We have seen improvements in both A&E and capacity in the organisation. Additionally we have seen our relationships with partner organisations improve through increased focus on issues across organisational interfaces. Whilst we recognise sustaining this will be a challenge over winter, we have significantly increased confidence in our plans and processes to do this."
Vanessa Gardener, Chief Operating Officer –
University Hospital of North Staffordshire

Find out more at
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