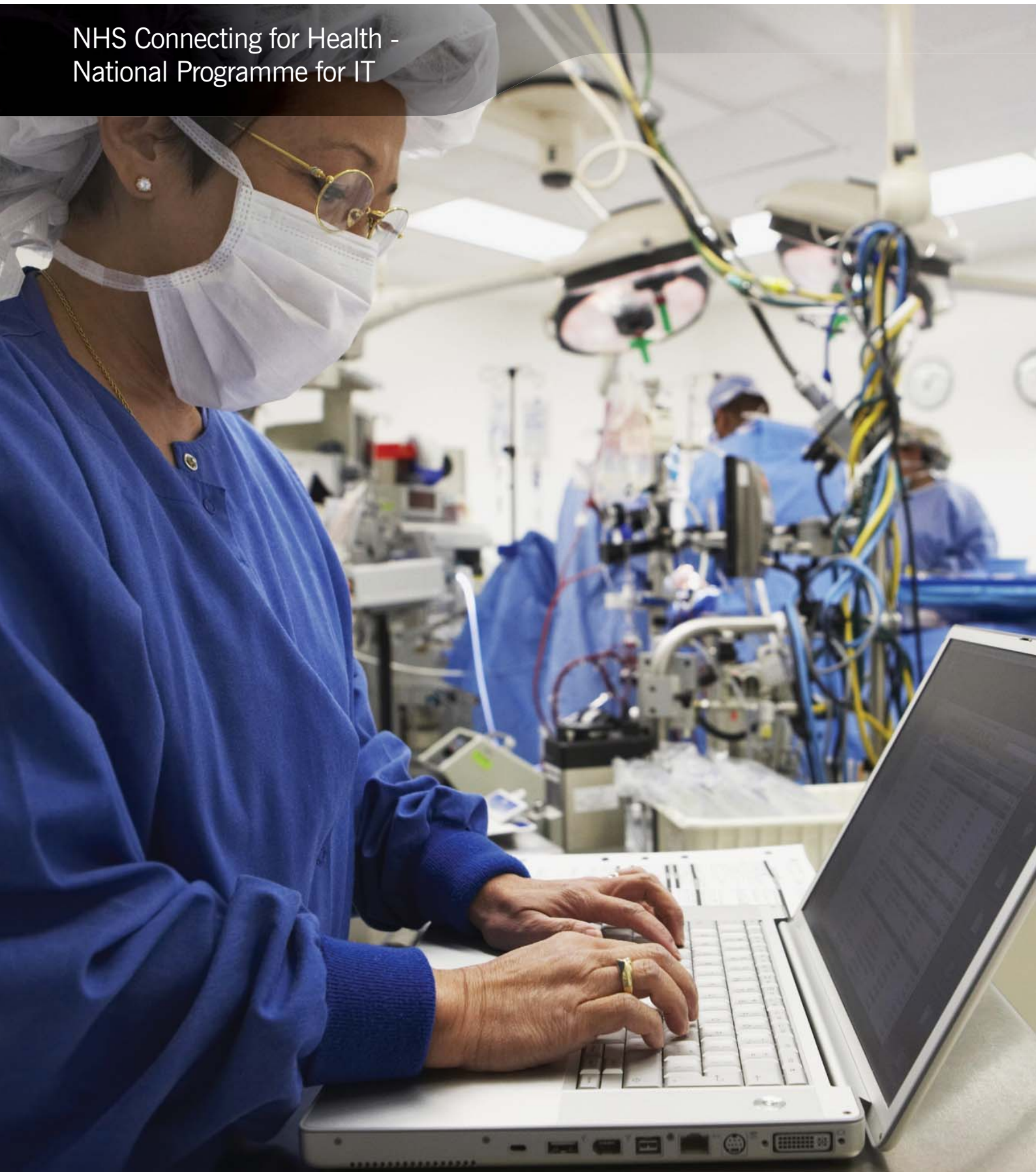


Healthy changes

NHS Connecting for Health -
National Programme for IT



Healthy changes

Mouchel Management Consulting's role in delivering improved patient care through information sharing and new ways of working.

What is the challenge?

The NHS is changing the way it works. To deliver faster, safer and more convenient patient care, it is joining up services across organisational boundaries and implementing new ways of working that put patients at the centre of an effective and efficient health service.

These changes are being underpinned by significant improvements in the IT systems that support care delivery. Through the National Programme for IT, the NHS is providing organisations across England with the tools they need to share information and deliver care using recognised best practice.

The programme is the largest investment in healthcare informatics in the world and is being implemented in a phased approach over 10 years. To achieve its full potential, the programme requires a sustained investment in helping NHS staff implement change and use new technology to improve patient care.

How do we support the NHS?

Mouchel is the business change partner in the CSC Alliance, the local service provider that is leading the implementation of the programme in the North, Midlands and East regions of England. Mouchel is working hand-in-hand with NHS organisations across these regions to implement change and realise the full benefits of the programme.

Mouchel is helping the NHS develop a clear view of how new technology can be used to develop new and improved models of care. Mouchel works with NHS organisations to:

- identify ways to deliver joined-up services that improve the patient experience
- design new business processes and understand the impact of change
- engage patients and staff
- ensure IT projects support local improvement priorities.

All of Mouchel's work is conducted in a collaborative, facilitative style that focuses on transferring skills to the NHS. This approach helps to ensure NHS staff are equipped to support future change programmes themselves.

What is being achieved?

Mouchel and the CSC Alliance have helped the NHS deliver real improvements that are making a difference to patients and front-line staff. Key benefits include:

- reduced waiting times through improved operational efficiency and co-ordinated planning across NHS organisations
- improved patient care through increased information sharing across clinical teams
- increased patient safety by reducing errors and supporting clinical staff to provide improved diagnoses
- improved financial balance through better planning and use of resources to support the achievement of better value and increased efficiencies.

To support the delivery programme, Mouchel has worked with the NHS to develop a comprehensive suite of change management and engagement tools and to transfer knowledge to NHS staff so they can help deliver change on the ground. This investment has proved critical in a programme that will eventually touch over 500,000 NHS employees working across more than 4,000 locations.

“This programme and the change management approach, delivered by Mouchel, a partner of CSC, have given us the resources and an approach we could have only dreamed of five or 10 years ago.”

Declan Hadley, Associate Director of Information Management and Technology, Lancashire Care NHS Foundation Trust