

Bradford Teaching Hospitals NHS Foundation Trust and Capita Group PLC



"The BTHFT would not be so far ahead in the two areas identified had the link with Capita not been established. The relationship has really helped to focus BTHFT minds on taking things to the next step"

*Miles Scott, Chief Executive of
Bradford Teaching Hospitals NHS Foundation Trust*

Bradford Teaching Hospitals NHS Foundation Trust (BTHFT) had a variety of objectives in mind when they decided to link up with Capita. Miles Scott, Chief Executive at BTHFT, was particularly keen for his board members to benefit from the experiences of a high performing commercial enterprise and provide development opportunities for directors and senior staff. He was also very willing to reciprocate by providing learning and development opportunities for Capita staff and exploring potential business ventures between the two organisations.

These objectives helped shape discussions and provided a basis for both organisations to set out a range of areas they were interested in pursuing. As a consequence, the Trust was able to learn from Capita's experience in developing productive governance systems and managing productivity and growth.

During the past year both organisations have been focusing on developing joint business opportunities. This has been taken forward in two main areas: membership administration and the re-design of clinical administration functions.

Capita had identified that Foundation Trusts were developing membership administration schemes and were keen to improve their understanding of this area. The BTHFT advised Capita on the development of that business and effectively traded the time for Capita's input into projects within the Foundation Trust.

The BTHFT were particularly interested in improvements around patient administration and wanted to use Capita's front and back office experience and expertise to help develop back office processes. Capita worked closely with the Trust to scope out potential service models which involved developing an electronic medical record.

The second element of this was the wider customer relationship management system, and this led to the BTHFT producing a discrete piece of work mapping out the two areas. As a result, the BTHFT has gone out to tender in respect of the electronic medical record, and is currently working up a specification on how it might procure a new customer relationship management system in the foreseeable future.

"The partnership with BTHFT has been valuable to Capita in enabling us to gain a much deeper understanding of the issues faced by Trusts in modernising services to citizens in a clinical context. Health currently makes up less than one per cent of our revenues and is a key market for us in the next few years".

**Paul Pindar, Chief Executive of
Capita Group plc**



Miles Scott said; "The BTHFT would not be so far ahead in the two areas identified had the link with Capita not been established. The relationship has really helped to focus BTHFT minds on taking things to the next step".

This partnership is unique in that it has turned from a learning experience into a formal business venture, and highlights the benefits of working together on specific business opportunities under proper procurement rules.

Miles added; "Like all Foundation Trusts we are on a journey within the new regulatory and commercial environment. The link with Capita has helped us to think some of the issues through and created business opportunities from which we have gained real value. The partnership has definitely contributed to our development as a more independent and commercially aware organisation".

The Capita Group Plc
71 Victoria St
London SW1H 0XA

Tel: 0870 2407341
Fax: 020 7222 6126

To discuss this study in more detail please contact Neil Griffiths, Health Care Director, on 07899 997696

www.capita.co.uk