


# CAPITA

Supporting NHS quality  
& efficiency gains



## Capita in healthcare

**Capita's range of services to support healthcare organisations deliver clinical care and improve the patient experience includes:**

- complex outsourced services such as NHS Choices
- customer services for a better patient experience
- information services through CHKS
- governance and FT membership services through our Registrars and Membership Services businesses
- multidisciplinary property consultancy services through Capita Symonds
- patient safety and governance services through Capita Consulting
- a flexible range of learning products through Capita Learning & Development
- full lifecycle HR support through Veredus and Capita Resourcing, Integrated HR Services, Capita Business Travel and Capita Health Solutions
- business support through Capita IT Services and Capita Total Document Solutions
- staff and patient satisfaction surveys through Capita Health Service Partners.

**We look forward to hearing from you.**



Capita developed the 'No Delays Achiever' website and online tools to empower managers to achieve their maximum 18-week patient wait from referral to treatment start target.

**CAPITA**



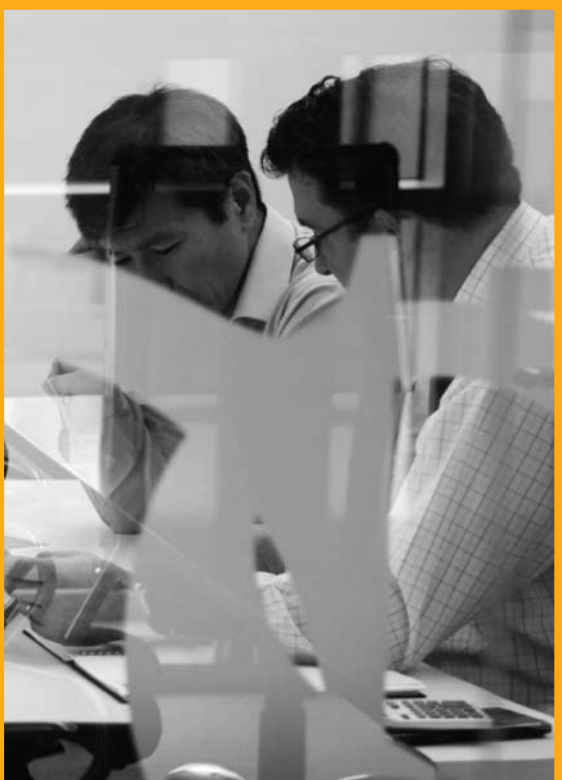
Capita provides healthcare organisations with full HR lifecycle services to ensure that people, procedures and organisational design are flexible enough to make change a manageable and rewarding experience.

**CAPITA**

We have unparalleled experience in the complete range of healthcare design from major hospital developments through to individual departments. Our projects range from architectural design through to technologies used to improve building and service efficiencies.

**CAPITA SYMONDS**





We understand the needs of the NHS organisations of tomorrow and bring a fresh approach to leadership thinking in the health service.

**VEREDUS**



We maintain the records of over 675,000 trust members for our NHS trust clients. Our database system can help to ensure that membership is representative of the trust's local population.

**CAPITA**  
MEMBERSHIP SERVICES

Capita Learning & Development has a highly experienced and qualified team of more than 450 trainers/coaches, learning professionals, e-learning designers, assessors and occupational psychologists to support your healthcare organisation's development needs.

**CAPITA**  
LEARNING & DEVELOPMENT





Capita Consulting provides Governance and Patient Safety Services for Health and Social Care.

Our Healthcare Risk and Patient Safety Forum provides professional support and networking opportunities for members – UK and RoI healthcare providers and commissioners.

**CAPITA**  
CONSULTING



For over 20 years CHKS' products and consultancy services have helped our clients to improve safety, clinical effectiveness, efficiency, quality, patient experience and outcomes.

**CHKS**  
Insight for better healthcare

## Capita: Your customer services partner

At the heart of Lord Darzi's Next Stage Review is a commitment to deliver a step change in the quality of service provided to patients.

**CAPITA**



## Redefining Customer Services

Capita leads the delivery of step-change improvements in customer contact services for local government, central government and the private sector in the UK.

Increasingly, customers expect high-quality service across multiple channels (including face-to-face) and healthcare has much to learn from other sectors.

Capita understands the complexities of centralising customer service operations and our approach is both consultative and flexible.

Contact us to find out more about how we can help you to:

- transform your patients' experience
- deliver NHS cost savings
- achieve the Quality Agenda
- measure and prove efficiency gains
- improve resource utilisation
- centralise patient contact and provide timely, accurate and complete data
- reduce waiting times, non-attendance, cancellations
- provide cost certainty
- focus on clinical improvements

"The value-for-money challenge will be met through delivering on our quality agenda, not instead of it". David Nicholson, 2009.

## Healthcare Intelligence & Quality Improvement Services

CHKS is the UK's leading independent provider of healthcare intelligence and quality improvement services.

We work with over 400 clients in more than 20 countries at every level in healthcare – from the DH, ALBs and SHAs to over 100 acute and primary care organisations and the independent healthcare sector. Our portfolio of insight-driven products and services ranges from web-based performance and quality management tools to national accreditation programmes and consultancy services.

Dartford Hospitals NHS Trust uses the CHKS Signpost corporate reporting and clinical management system. Mike Thompson, Assistant Director of Performance at the Trust, says: "We have identified measurable benefits from using Signpost. The web-based system is accessible to a wider range of staff and the information presented is more user-friendly. Reporting comparative information and presenting trends at trust, speciality and HRG level is easier than in the past."

## Governance & Patient Safety Services

Capita Consulting is the leading provider of governance and patient safety services to the health and social care sector.

Our team works closely with these organisations to help them deliver and assure high-quality, safe services in a changing working environment, including:

- specialist and generic risk assessments
- clinical service reviews
- managing risk during change and transition
- developing systems for governance and board assurance
- quality reviews of professional governance systems
- patient safety advice and support
- help with standards compliance
- support for risk and governance managers
- facilitation of incident, complaints and case reviews
- specialist training and development.

## Learning & Development

Capita Learning & Development is the UK's leading provider of learning and development solutions.

With over 450 staff and years of experience training, coaching and facilitating change in the health sector, we offer a diverse and flexible range of learning products, including open learning, in-house training, managed services and blended learning.

We have worked extensively with the NHS, including the NHS Institute, NHS Modernisation Agency, individual trusts and the NPSA.

Specifically for the health sector we offer:

- a wide range of public courses to meet individual needs
- bespoke learning interventions to meet specific health organisation needs including the development of e-learning tools and development of management and leadership skills
- courses to support change in the health service, specifically World Class Commissioning and the need to increase commercial awareness among both providers and commissioners.

## Company Secretarial & Membership Services

For over two decades Capita Registrars has been helping organisations across the health service to achieve measurable step-changes in service delivery.

Capita Registrars is the largest employer of permanent and interim Company Secretaries in the UK. With over 2,100 share registration clients, Capita has extensive knowledge of managing share registers.

We deliver all elements of the company secretarial chain including:

- full board and committee meeting support
- creating corporate governance frameworks
- organisation of public meetings and associated announcements
- annual compliance services
- developing and delivering directors' and officers' training
- compliance advice within FSA regulated businesses
- maintenance of members' registers.

Through Capita Membership Services we support existing and aspiring NHS foundation trusts with membership services including effective recruitment, engagement and retention of foundation trust members.

## Executive Search & Selection

Veredus works in partnership with NHS clients (including trusts, mental health trusts, foundation trusts, PCTs, SHAs and arm's length agencies) to improve their leadership capacity at both executive and non-executive level.

We recognise that no two assignments are the same and combine a flexible approach with a wide service offering including Executive Search and Selection, Interim Management and Business Psychology.

Our Health Practice combines an in-depth knowledge of public and private healthcare systems with a broader understanding of the public sector and the best of business thinking. This insight enables us to find executives who understand the importance of the partnership agenda for health, the wider policy drivers, and the roles of the commercial and third sector.

Clients see us as trusted advisers and we maintain long-term relationships providing added value through our commitment, knowledge and expertise.

## Multidisciplinary Property Consultancy

Capita Symonds is one of the UK's most diverse multidisciplinary consultancies operating in the building design, civil engineering, environment, health transport, ICT and security sectors with 4,000 staff working from a network of UK offices.

We have extensive experience across all areas of healthcare design. Over the past 20 years we have successfully completed healthcare projects ranging from complex district general hospitals to smaller primary care facilities, GP surgeries and mental health units. Capita Symonds offers a range of consultancy options for traditional, PFI, LIFT and P21 projects, from a single consultancy commission through to a complete multidisciplinary service.

We work with and help to deliver the business cases for all healthcare service delivery bodies, including acute and mental health trusts, strategic health authorities and PCTs.

## HR Lifecycle Support

Integrated HR Services provides full staff lifecycle support through a number of specialist businesses.

**Integrated HR Services** – with a breadth of services spanning HR Strategy, Research, Information and Benchmarking, Resourcing, HR Administration and Payroll, Learning & Development and Outplacement, the Capita Group is one of the largest HR services and outsourcing providers in the UK today. Each service is provided by specialist units with a proven track record and strong depth of expertise in their individual areas.

**Capita Health Solutions** – a leading provider of Occupational Health Services across the UK. Our Pre-placement, Health and Travel service is an innovative approach to assessing your candidates' fitness to work safely and effectively.

**Capita Business Travel** – we help you to arrange staff travel in the easiest and most efficient way possible and provide consultancy on procurement and supply chain management.

## Business Support Services

**Capita Health Service Partners** – one of the few organisations accredited by the Care Quality Commission to carry out staff and patient surveys in the NHS. We also provide independent advice to trust remuneration committees and a HR intelligence service to keep managers abreast of key trends and developments.

**Capita IT Services** – helps public and private sector organisations to operate highly efficient and cost-effective IT operations, drawing on our specialist skills, knowledge and resources to set new standards in IT service delivery.

**Capita Print Solutions** – offers healthcare organisations access to a full range of print services, from creative concepts through to every aspect of printing and fulfilment. Managing your brand whilst maximising your budget, our specialist teams work seamlessly with yours in order to provide a co-ordinated, leveraged and cost-efficient solution for all your communications requirements.

