

CAPITA

NHS Institute for Innovation and Improvement



In July 2004, the Government set the NHS an ambitious target – that by December 2008, no patient would have to wait more than 18 weeks from the time of referral to start their treatment.

In June 2006, we began work with the NHS Institute for Innovation and Improvement to develop and launch No Delays Achiever; an online tool that provides NHS management with the information and capability to move towards their 18 week goal.

The No Delays project comprised two main tasks; the collation and organisation of national health data, and the design, development and implementation of the online tools to analyse that data.

We worked with Dr Foster Intelligence to organise data from over 35million individuals into a coherent set of records and then calculated the waiting times for each patient. We then designed, developed and delivered the website to a very strict timetable laid down by the NHS. We consulted both users and experts - many of them drawn from the NHS Institute's own networks of expertise - so that their collective input became a major part of the project approach.

“From an outsider’s point of view it would have been hard to tell who was from Capita Advisory Services and who was from our team, such was the degree of collaboration. This was a challenging project for everybody involved, but I am delighted to say that through an enormous amount of hard work by all concerned we were able to deliver the product to schedule.”

Julia Taylor, Priority Programme Director, NHS