

CAPITA

NHS Modernisation Agency



In August 2003, the NHS Modernisation Agency (MA) commissioned Capita to develop a range of support services to assist acute Trusts in improving and streamlining patient flows by applying Clinical Systems Improvement (CSI) methodologies.

We brought together a team of experienced consultants with skills targeted at; operational logistics and process improvement in both industry and clinical environments, including the development of clinical pathways, and the expert design of learning tools and websites to national good practice standards.

Following the successful development of the CSI programme, the contract was extended to address the specific issue of achieving the Government's four hour wait target in A&E, and we were commissioned to:

- design workshops for developed modules of learning relating to making best use of beds
- produce a blend of learning materials – e-learning, core support documents and workshop plans to support the modules of learning relating to patient flow

- design workshops in facilitation skills, learning sets, mentoring, and experience-based skills transfer for multi-disciplinary teams to implement the initiatives within the Trusts
- deliver workshops, coaching and other support alongside MA staff at locations across England.

The contribution of the NHS Modernisation Agency through this programme to the successful achievement of the four hour A&E target across England has been widely recognised.