

Coventry City Council
Health Overview and Scrutiny
Committee
CWPT – Transformational Change
Programme

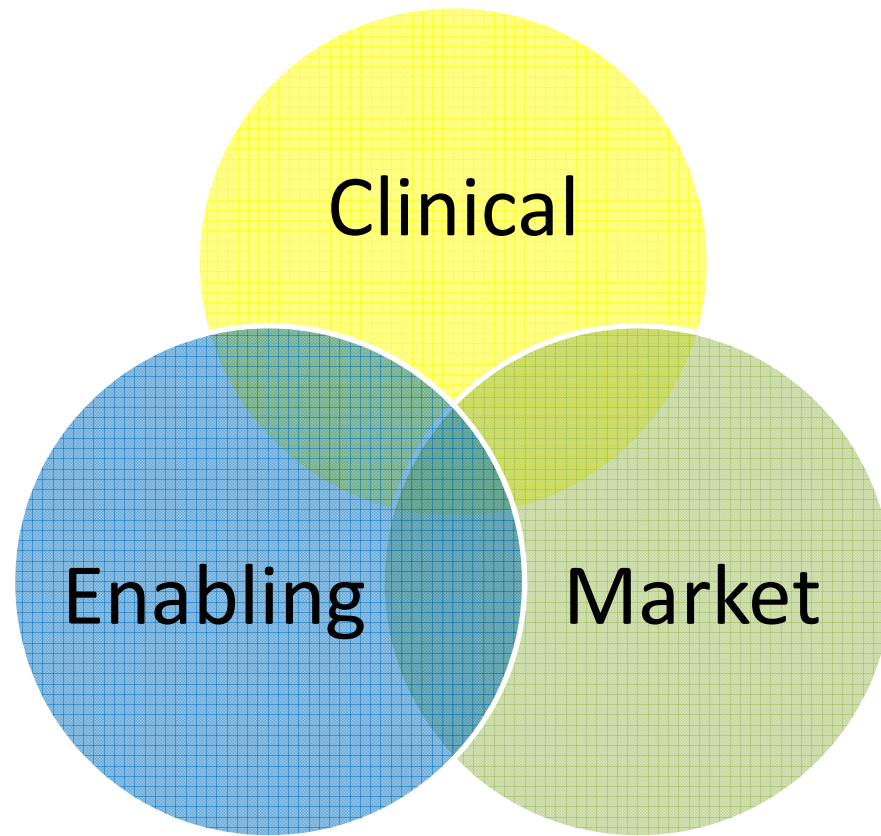
February 2014

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Our Strategic Objectives

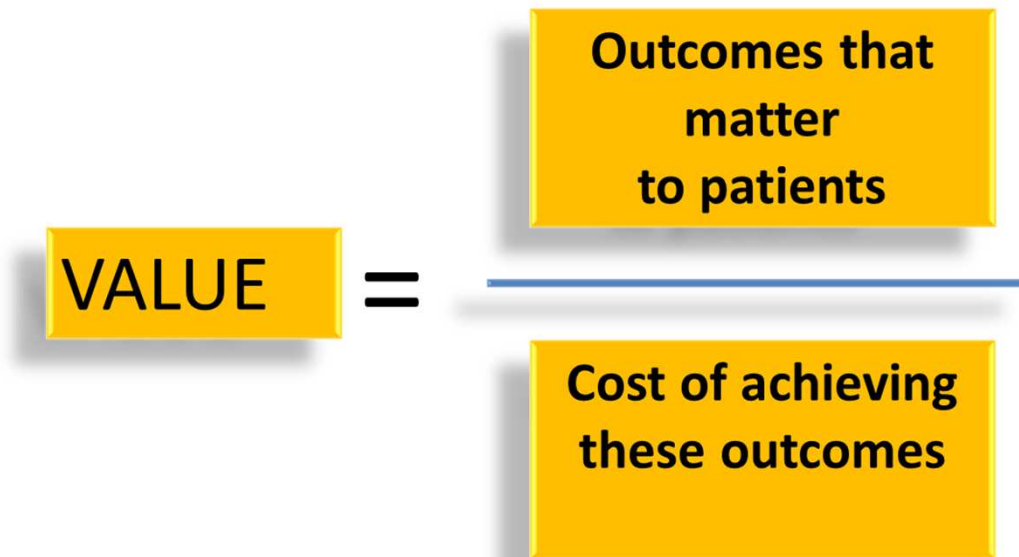
- To deliver an exceptional patient experience first time, every time
- To provide excellent care ensuring effective person centred clinical outcomes
- To be an efficient organisation providing excellent services
- To be an employer for whom people choose to work
- To be an active partner, always ready to improve by working with others

Our Strategy:



Our clinical strategy

- Improving VALUE for our patients, where value is defined as the health outcomes achieved that matter to patients relative to the cost of achieving those outcomes



Enabling Strategy

Increased efficiencies through creating a more flexible, productive and focussed workforce and estate enabled by modern technology

Market Strategy

Consolidation of our service base and market share alongside target growth in service areas where we have a strong competitive advantage

Our delivery vehicle



- To achieve our strategic objectives
- To respond to the changing demography which is impacting on service demand
- To respond to an increasingly competitive (and opening) market
- Because of the economic realities – more for less
- Because of the above standing still not an option and piece meal solutions will not suffice
- To survive and grow

Planning Assumptions

Flexible estate

Agile Single point of access
integration **ROLE REDESIGN**

review demand

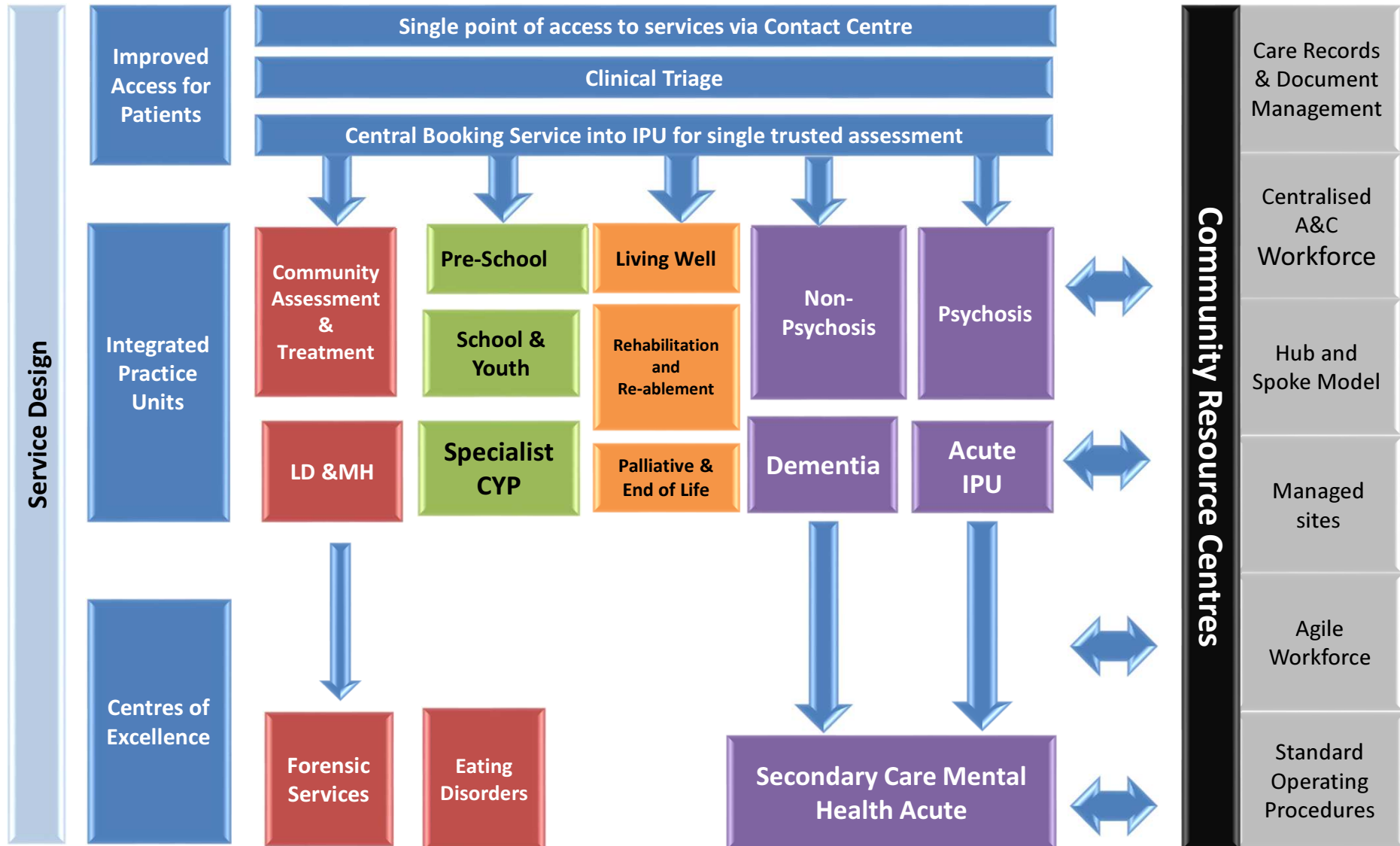
**review of patient-facing
capacity by WTEs/roles**

**BENCHMARKING OF THE
TRUST AGAINST BEST IN CLASS**

OBDs/new to follow up ratios

**Standardised contact
times/frequency**

FUTURE STATE SERVICE MODEL



Update Headlines

- **Integrated Children's Services** – HV's, IPU's, Pathways and CAMHs capacity and demand
- **Improving Access For Patients** – All services booking centre staff co-located, model and algorithms being refined
- **Secondary Care Mental Health** – IPU's, Centres of Excellence business case April/May 2014

Update Headlines Continued

- **Specialist Services** – IPU's, Centres of Excellence on-going - some changes given NHS England commissioning – further business cases planned
- **Community Resource Centres** – Coventry now in flight, Warwickshire planning to commence
- **Clinical System (new programme)** – Review of options and potential solutions over next six months

Programme Headlines

- Improved Pathways
- Integrated Care Delivery
- Outcome Measures For All Services
- Improved Environments
- Streamlined Processes
- Workforce Changes
- Delivery of Cost Improvements