Adding value through CHCP CIC

NHS
City Health Care Partnership

Providing Quality Care

Andrew Burnell – Chief Executive

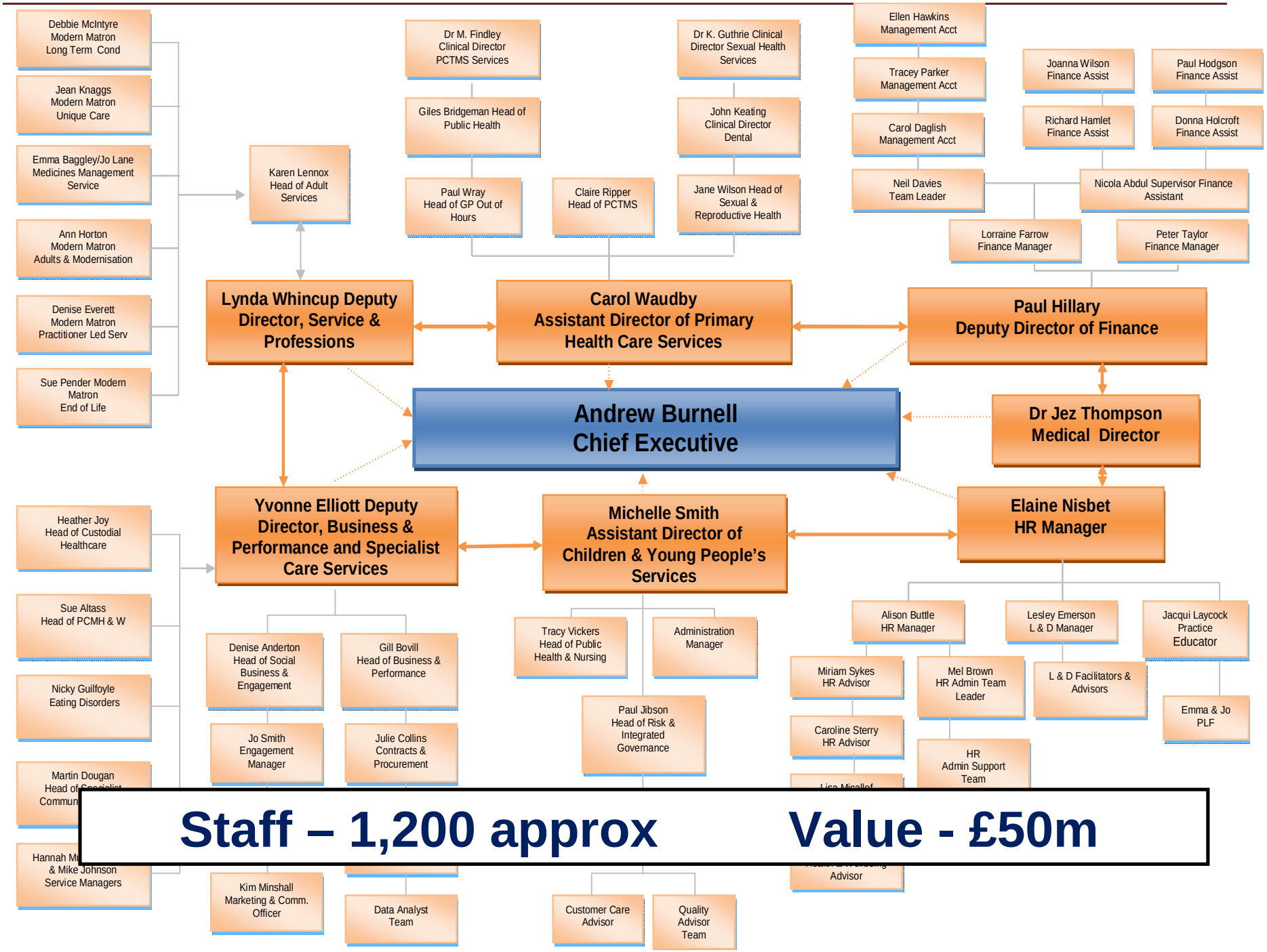
NHS

City Health Care Partnership

CHCP CIC

City Health Care Partnership CIC is a not for profit Community Interest Company responsible for providing NHS services in Hull and East Riding.

Registered in England No:06273905


Debbie McIntyre Modern Matron Long Term Cond
Jean Knaggs Modern Matron Unique Care
Emma Baggley/Jo Lane Medicines Management Service
Ann Horton Modern Matron Adults & Modernisation
Denise Everett Modern Matron Practitioner Led Serv
Sue Pender Modern Matron End of Life
Karen Lennox Head of Adult Services
Dr M. Findley Clinical Director PCTMS Services
Giles Bridgeman Head of Public Health
Paul Wray Head of GP Out of Hours
Claire Ripper Head of PCTMS
Dr K. Guthrie Clinical Director Sexual Health Services
John Keating Clinical Director Dental
Jane Wilson Head of Sexual & Reproductive Health
Ellen Hawkins Management Acct
Tracey Parker Management Acct
Carol Daglish Management Acct
Neil Davies Team Leader
Joanna Wilson Finance Assist
Paul Hodgson Finance Assist
Richard Hamlet Finance Assist
Donna Holcroft Finance Assist
Nicola Abdul Supervisor Finance Assistant
Lorraine Farrow Finance Manager
Peter Taylor Finance Manager
Lynda Whincup Deputy Director, Service & Professions
Carol Waudby Assistant Director of Primary Health Care Services
Paul Hillary Deputy Director of Finance
Andrew Burnell Chief Executive
Dr Jez Thompson Medical Director
Yvonne Elliott Deputy Director, Business & Performance and Specialist Care Services
Michelle Smith Assistant Director of Children & Young People's Services
Elaine Nisbet HR Manager
Heather Joy Head of Custodial Healthcare
Sue Altass Head of PCMH & W
Nicky Guilfoyle Eating Disorders
Martin Dougan Head of Specialist Commun
Hannah M & Mike Johnson Service Managers
Denise Anderton Head of Social Business & Engagement
Gill Bovill Head of Business & Performance
Jo Smith Engagement Manager
Julie Collins Contracts & Procurement
Kim Minshall Marketing & Comm. Officer
Data Analyst Team
Tracy Vickers Head of Public Health & Nursing
Administration Manager
Paul Jibson Head of Risk & Integrated Governance
Customer Care Advisor
Quality Advisor Team
Alison Buttle HR Manager
Lesley Emerson L & D Manager
Jacqui Laycock Practice Educator
Miriam Sykes HR Advisor
Mel Brown HR Admin Team Leader
L & D Facilitators & Advisors
Emma & Jo PLF
Caroline Sterry HR Advisor
HR Admin Support Team
Advisor
Staff – 1,200 approx
Value - £50m

NHS

City Health Care Partnership

Adding value - COMPANY

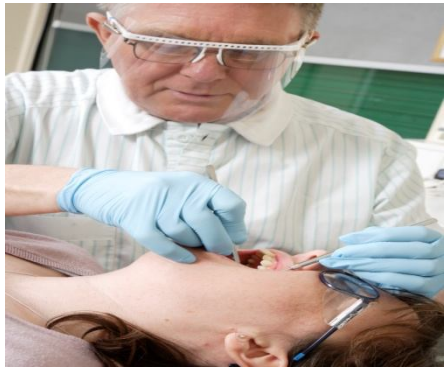
The Company's objects are to carry on activities which benefit the community and in particular (without limitation):

To provide excellent, responsive and cost effective health services;

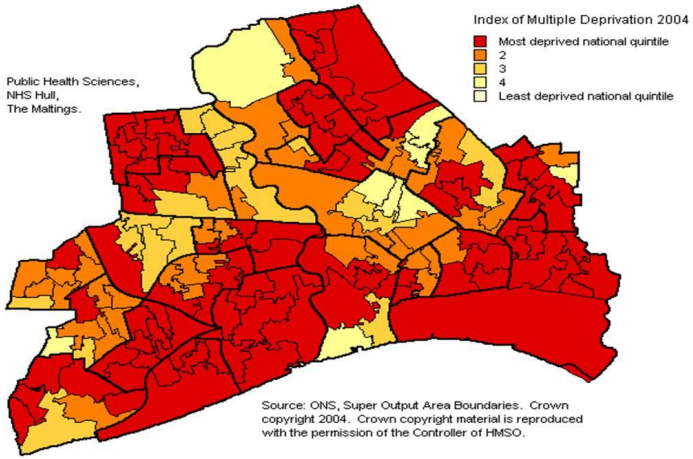
To pursue any charitable purpose or purposes relating to the National Health Service;

To promote new approaches to health care, and if appropriate to establish new companies with the aim of providing either health care or volunteering, training, work experience or employment opportunities to people with long-term illness or other care needs;

To promote and improve for the public benefit the economic and social well-being of people living and working in areas where the Company operates.



Invest


Index of Multiple Deprivation 2004
Most deprived national quintile
2
3
4
Least deprived national quintile
Public Health Sciences,
NHS Hull,
The Maltings.
Source: ONS, Super Output Area Boundaries. Crown copyright 2004. Crown copyright material is reproduced with the permission of the Controller of HMSO.

Treatment
Centre
Entrance

Mission

City Health Care Partnership

At City Health Care Partnership (Community Interest Company) our mission statement is simple;

- To grow a socially responsible commercial business that contributes to the wider well being of the communities in which we provide services.
- From which the high quality and safe services delivered are personally responsive, caring and inclusive of all.
- And where people love to work.

NHS

City Health Care Partnership

A Confident, Efficient, Safe and Caring Company

Providing Quality Care

NHS

City Health Care Partnership

Adding value - STAFF

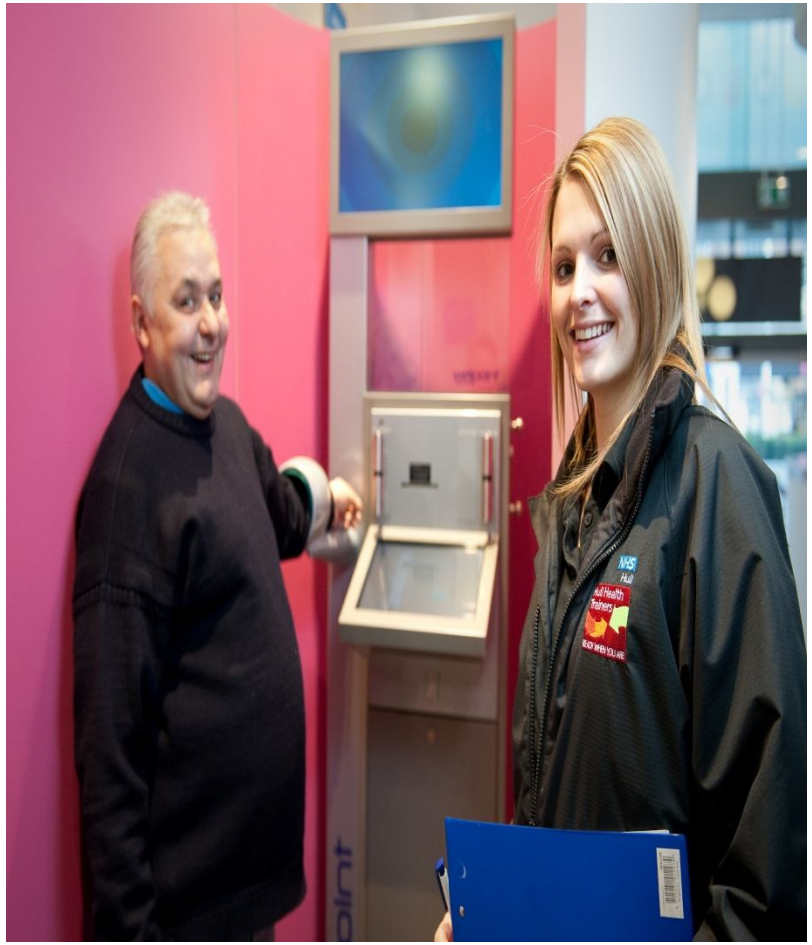
Partnership Share → Mutual

Employee
Share
Scheme

Creating purpose in the Shareholders

- Build motivation
- More focus
- Rise to challenge
- Persistence in delivery
- Tenacity to improve
- Willing to take risks
- Sustain high energy

Contagious Commitment



Not Passive Compliance

NHS

City Health Care Partnership

Adding value - SERVICES

Wired Correctly ?

NHS

City Health Care Partnership

Integration

New Business

NHS

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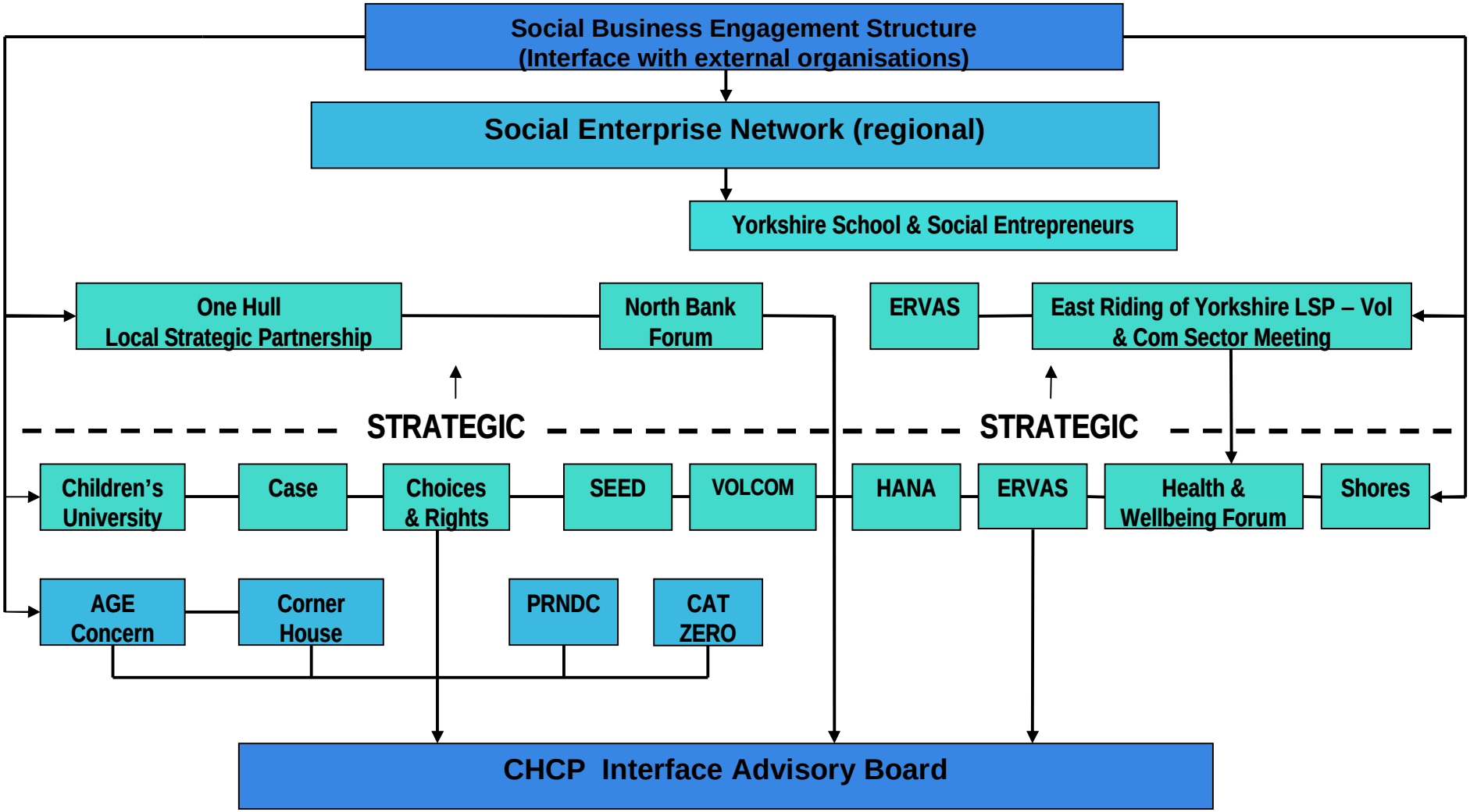
Adding value – EXTERNAL ALLIANCES

Third and Voluntary Sector



The Business Week 2009

NHS

City Health Care Partnership

THE UNIVERSITY OF HULL
Business School

smith&nephew

HERE TO HELP: Organisation offers advice and guidance to people seeking employment and training in Hull

Working to make a real difference

SINCE Bounceback launched in January this year, City Works has helped more than 543 people in Hull into work.

BY PAUL WINN

Marketing & PR officer, Construction Works

City Works is a Neighbourhood Renewal Funded (NRF) Project that offers advice and guidance to people looking to access employment and training within Hull.

The organisation works directly with employers in the city to ensure local vacancies within the area are promoted through Jobcentre Plus and One Step.

Tracey Dervey, director of Construction Works, said: "City Works makes a real difference to the people of the city.

"We try to encourage realistic career opportunities and assist with the right choices to stay in employment."

One of City Works' recent success stories is that of Jessica Haldenby, who found work through the Future Jobs Fund.

Jessica had been out of work for a little over six months when she was advised by the Jobcentre to look at the vacancies that were available at City Works.

She had worked hard at school and college and graduated with a degree from the University of Hull. Having picked up a lot of "people skills" at university, Jessica jumped at the chance when a position became available in the HR Department of Hull's City Health Care Partnership.

"Working here is great," said Jessica. "I love the environment that I work in and the people I am with.

"This position is giving me a fantastic opportunity to gain some great experience that will help me for the rest of my career.

"There's no such thing as a typical day for me, as being in HR anything can happen.

"Often, I will be called to assist the Learning and Development Team, which may involve anything from filing to making telephone calls and chasing paperwork.

"I have recently been given the opportunity to work on the reception within another department, which is really letting me put my people skills to the test."

When asked why she has such an interest in HR, Jessica pointed out: "I would say that it gives me a better grounding than an admin-based job, for example.

"I can demonstrate a good level of attention to detail, which in turn will be useful in any future role."

"I like to think I'm a 'people person'. I enjoy talking with new people and finding out what makes them tick.

"The team here have been welcoming and incredibly helpful when showing me new tasks.

"It can be difficult to make friends when starting somewhere new, but here I am treated with respect and listened to when putting forward suggestions."

"I'm so grateful for the experience that I received with City Works.

"The team were excellent, so helpful and friendly and made me feel like they cared about me and helped build my confidence."

Jessica is just one of many people with a more positive outlook for the future thanks to the help and guidance available at City Works.

With premises in Ferensway and Princes Dock Street, the company offers a wide range of vacancies and provides help and advice with everything from filling out application forms to writing CVs.

Call 01482 308711 or 308733 or log on to www.cityworks.org.uk for more information.

'PEOPLE PERSON': HR admin assistant Jessica Haldenby at work at the City Healthcare Partnership in west Hull. Picture: Peter Harbour

I do very much “buy into” the culture that is being promoted where staff are encouraged to have a proactive but at the same time compassionate approach, take ownership of their service and be accountable for the care they are giving.

I do worry about the politics of everything but I believe that the approach and culture can only prosper and this is very much what I hope for the future.

Paediatric TB Liaison Nurse