NHS

City Health Care Partnership

Developing a Social Business

Providing Quality Care

Andrew Burnell – Chief Executive

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City Health Care Partnership

Leading through: Re –Structure, Business Models and Staffing

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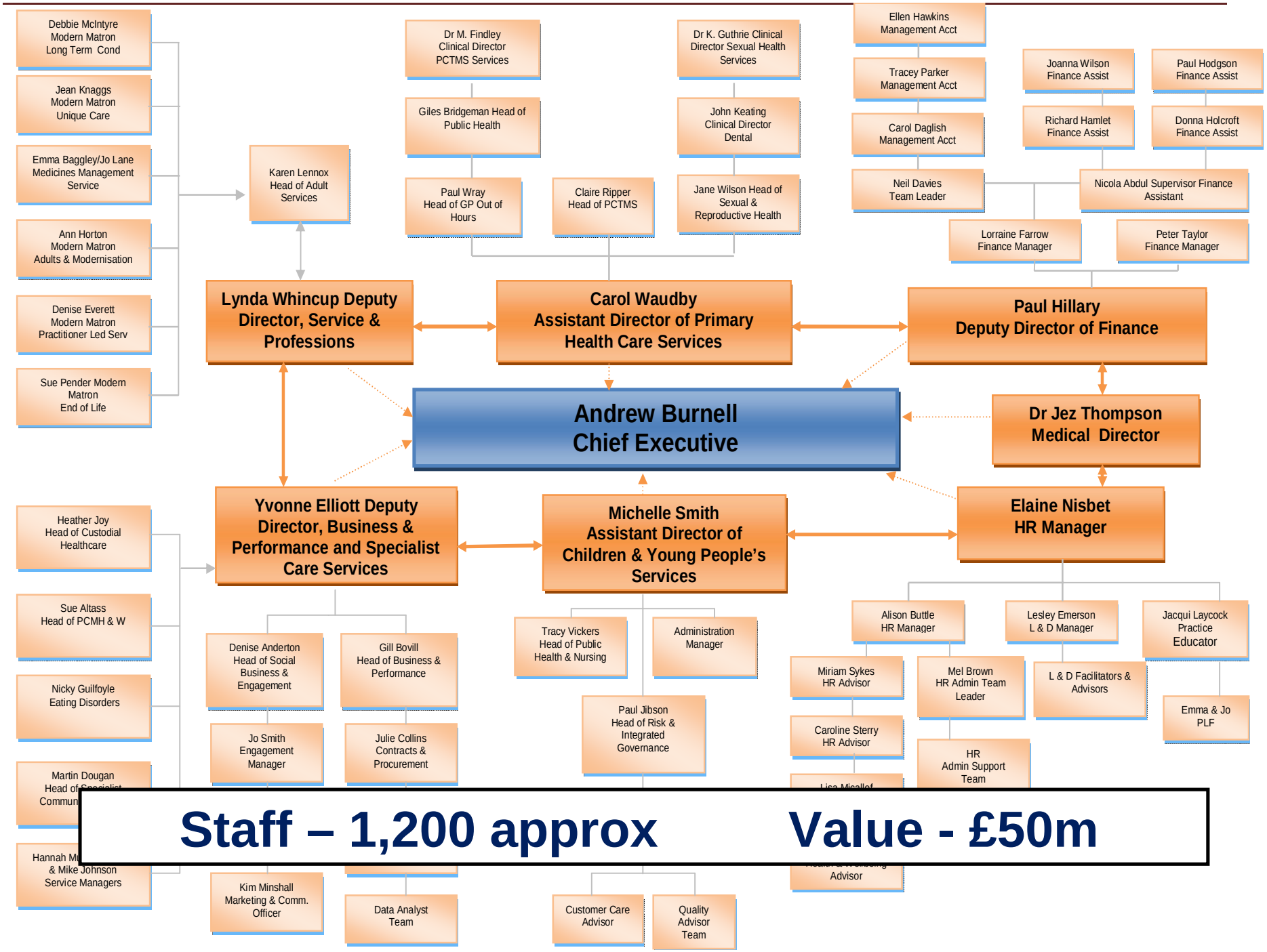
City Health Care Partnership

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

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City Health Care Partnership

Adding value - COMPANY

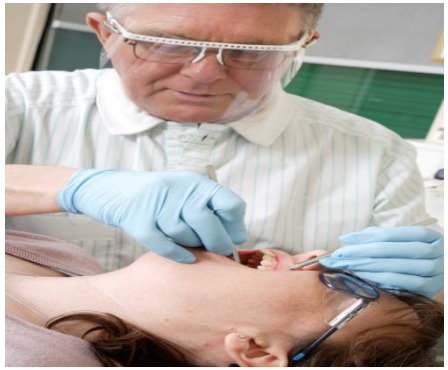
The Company's objects are to carry on activities which benefit the community and in particular (without limitation):

To provide excellent, responsive and cost effective health services;

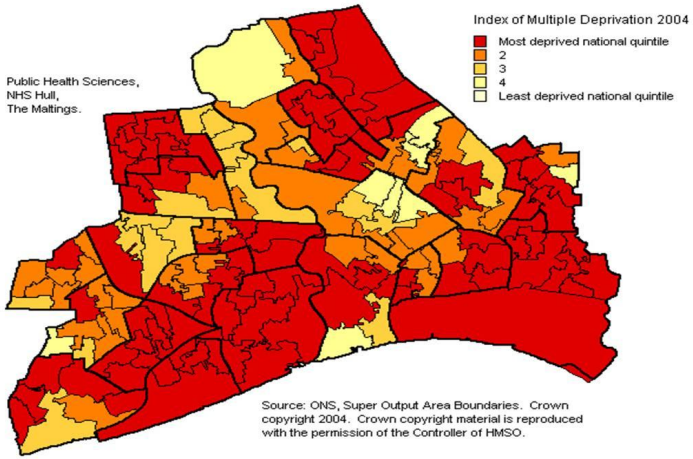
To pursue any charitable purpose or purposes relating to the National Health Service;

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.

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STAFF - Adding value

Communication and Engagement

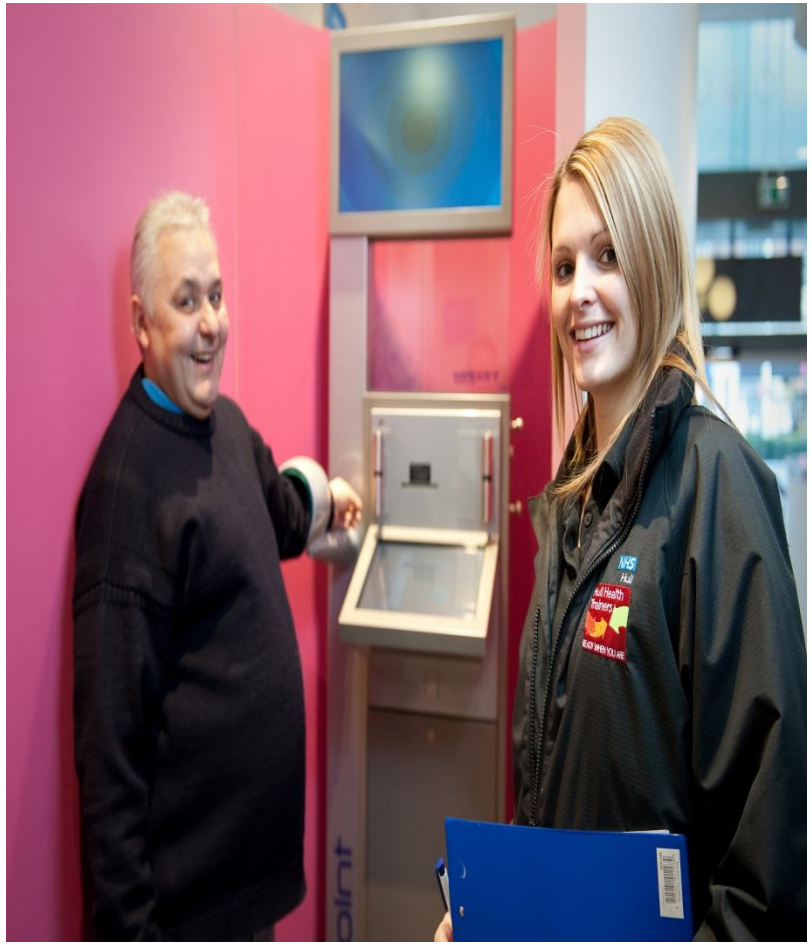
Partnership Share → Ownership

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

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

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SERVICES – The Business

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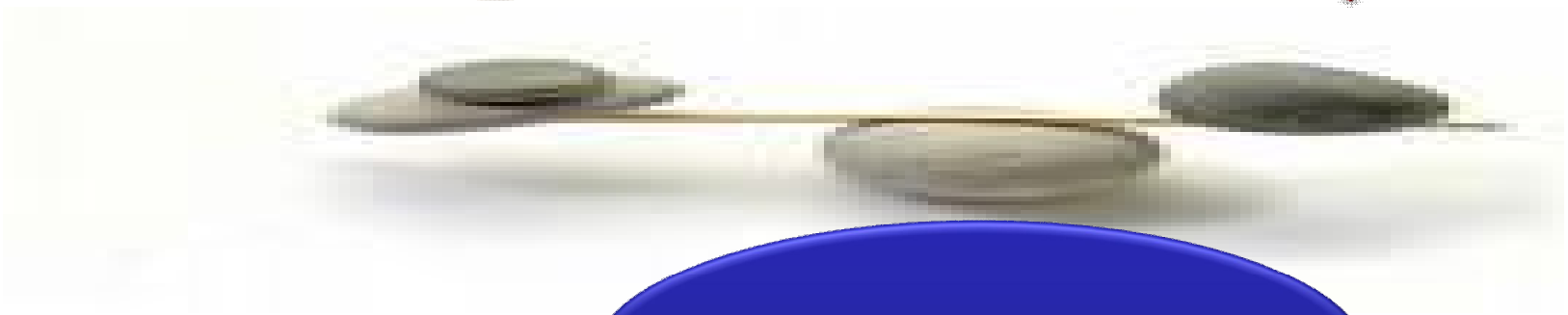
BUSINESS

QUALITY CARE



A Confident, Efficient, Safe and Caring Company

Providing Quality Care

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City Health Care Partnership

Services based on client needs not professional boundaries

Agility to respond and change

Flexibility in working in partnership with individuals

Responsiveness to customer satisfaction and commissioners

Improve **efficiency and effectiveness** of health care delivered

Flexibility to integration

DRIVEN BY

More Business Orientation and Focus

Wired Correctly ?

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Integration

New Business

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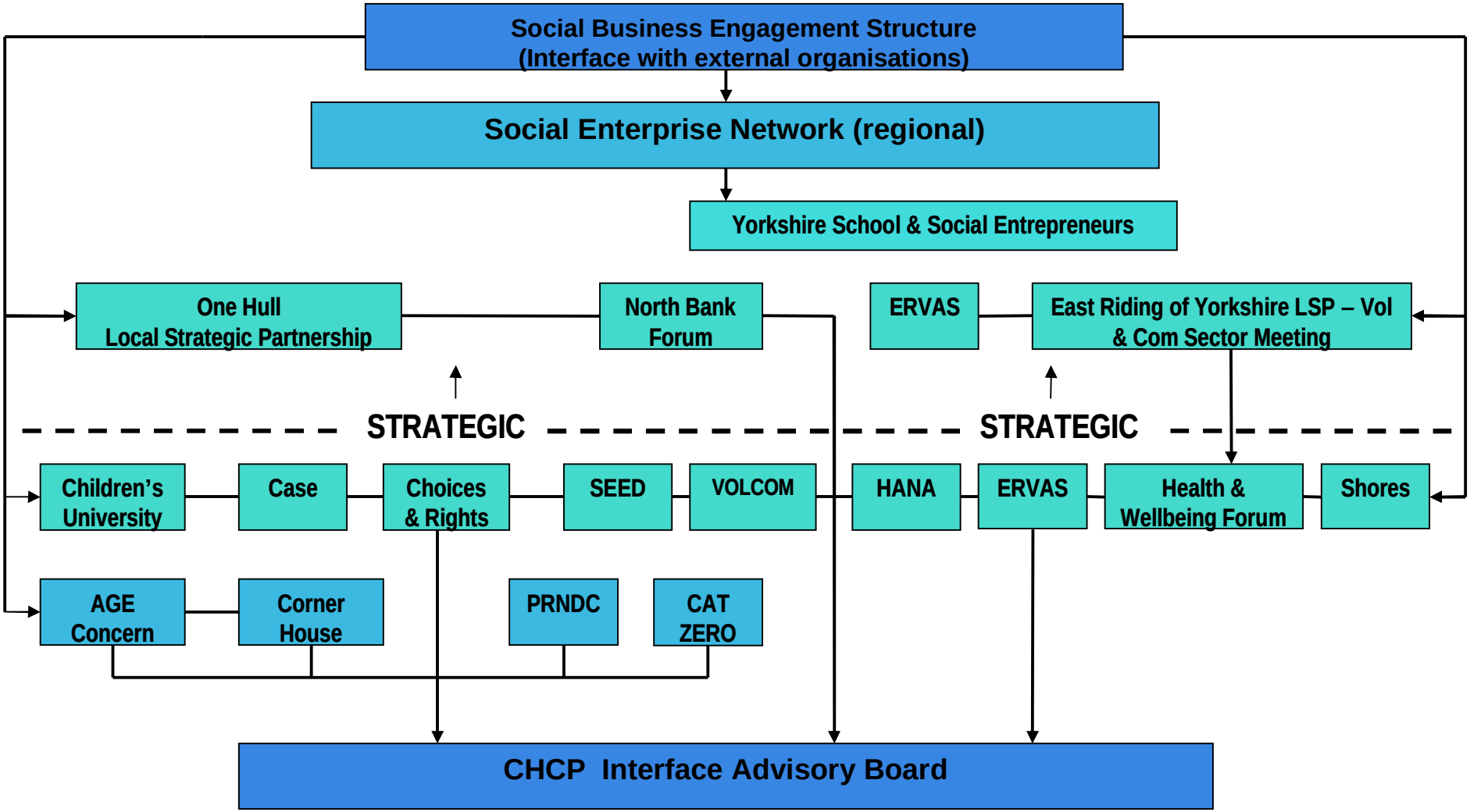
Adding value – EXTERNAL ALLIANCES

Third and Voluntary Sector



The Business Week 2009

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THE UNIVERSITY OF HULL
Business School

smith&nephew

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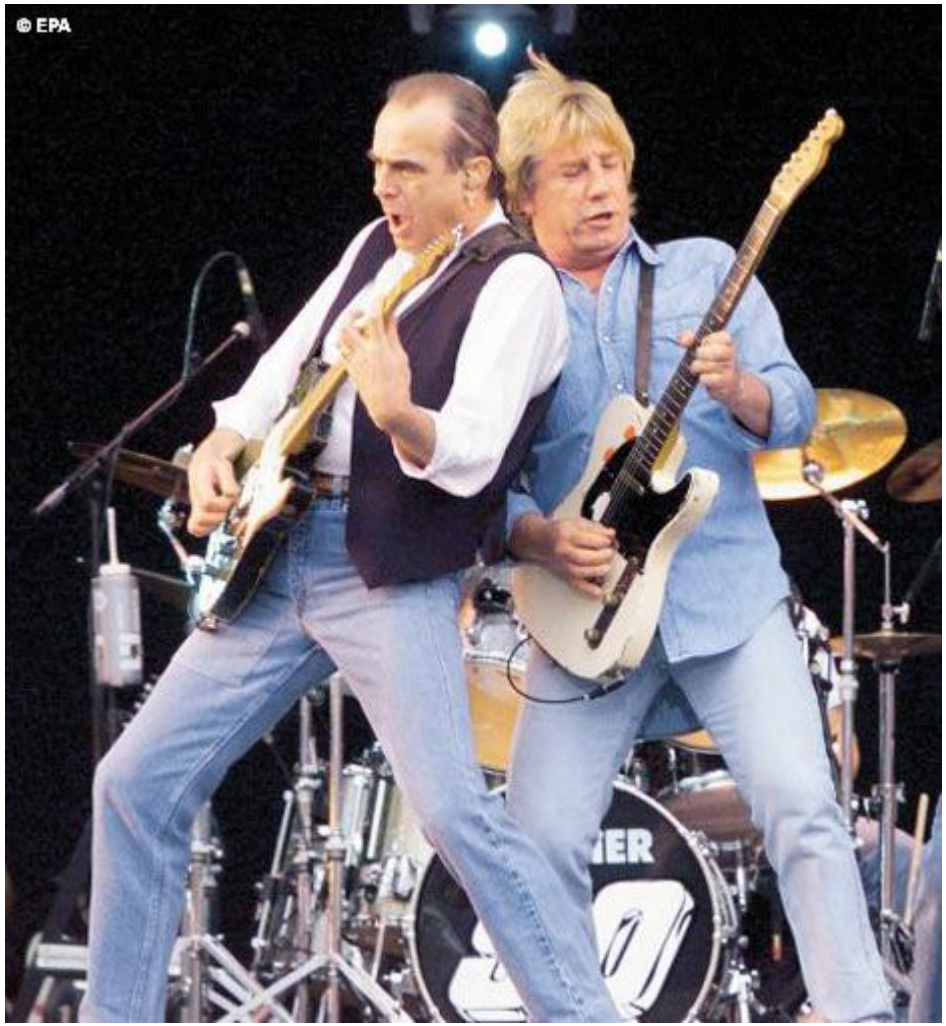
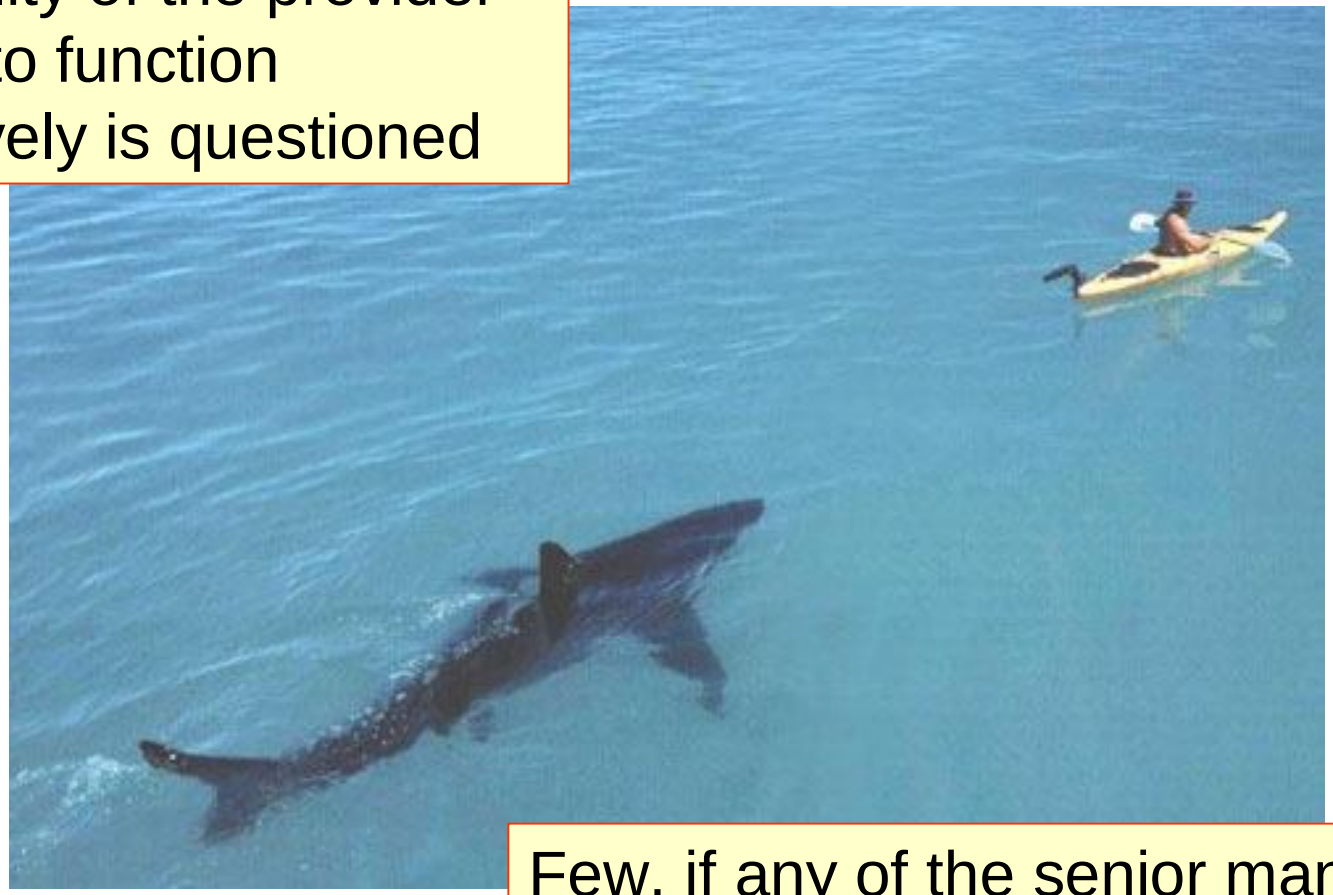
Leadership through the change

The Status Quo



Moreover, the business capability of the provider board to function effectively is questioned



Few, if any of the senior managers or staff have direct experience, skills or qualifications in relation to operating and managing health services outside the NHS or public sector