

Delivering a high profile change programme **at the NHS**



We fundamentally would not have delivered on the Programme objectives to the same level without the support of the Moorhouse team. Their overall performance was excellent and all team members were of good quality each with their different personal styles and strengths that combined as a powerful proposition.

Alan Perkins, Group Programme Director, Service Implementation, NHS Connecting for Health



I totally endorse the Moorhouse people and their rigorous approach to Programme Management. Individually and collectively they have been ideal partners in ensuring that this large complex programme has been gripped. They ensured we grasped the nettle by providing the necessary controls, energy and professional knowledge to keep us on track.

Richard Jeavons, Director of IT Service Implementation, Department of Health

The challenge

The NHS depends on the successful handling of vast quantities of information to function safely and effectively. The NHS National Programme for Information Technology (NPfIT) is a ten year programme which presents an unprecedented opportunity to use IT to reform the way the NHS uses information, and hence to improve services and the quality of patient care.

Following a National Audit Office review in July 2006, the NHS Management Board tasked the Moorhouse Team to develop and implement a strategy to transfer ownership of the Programme from NHS Connecting for Health (CFH) to the NHS to achieve the following outcomes:

- Provide Strategic Health Authorities (SHAs), including their trusts and Primary Care Trusts, with greater participation in the choice of NPfIT products and in the planning and timing of deployments;
- Achieving greater alignment between NPfIT products and services and NHS needs and requirements;
- Increasing organisational, managerial and clinician engagement;
- Increasing the rate and impact of deployment, by providing greater encouragement and incentives for NHS trusts and Foundation Trusts;
- Safeguard the advantages of having a national IT approach.

Our approach

We worked with senior NPfIT stakeholders to provide the leadership and energy to initiate this complex and politically sensitive piece of work, reporting to the NHS Management Board and NPfIT Programme Board. Key areas we were involved in:

- **Organisational Design.** We defined how roles and responsibilities would migrate from NHS CFH to three regional NHS Programmes for IT;
- **Governance.** We aligned Programme governance with extant statutory NHS governance. Moorhouse defined and established terms of reference for the key governance groups;
- **Strategic Risk Management.** Moorhouse Consulting identified and managed the key strategic risks that could impact the ultimate objectives of the repositioning programme.

Case Studies are available for each of these areas.

How did this deliver value to the client?

The relevant NHS CFH capability and resources transferred successfully to the three NHS programmes for IT on the 1st July 2007. This was the outcome required by the NHS Management Board.

In addition we enhanced the NHS planning and transition capability by embedding Moorhouse Project Managers within each of the three NHS Programmes for IT, i.e. London; South; and North, Midlands and East. These project managers worked closely with SHA CIOs and CEOs to facilitate the transition process.

For more information contact:

Tel: +44 (0)203 004 4482

Email: info@moorhouseconsulting.com