



Health Consulting

A fresh approach to health consulting

Healthcare solutions – ‘Making it happen’

At Chantrey Vellacott DFK, our health consulting team has a strong and growing reputation.

Over recent years the team has established itself as a leading provider of professional services to the NHS and the health sector in general.

Our clients include strategic health authorities, acute, mental health and care trusts, PCTs and ambulance trusts. We also work with private sector providers, social enterprises and not-for-profit organisations involved in delivering health and social care as well as with primary care practitioners and hospital consultants and consultant groups.

Our approach is coordinated through our multi-disciplinary Health Practice. This is a strong team comprising senior professionals, who have all had extensive operational experience at chief executive and director levels in the health field and who bring practical hands-on experience and a philosophy of ‘making it happen’. Our practice brings the right blend of skills, experience and influence to meet the needs of organisations in health and social care and to keep them informed of key opportunities and changes.

This brochure gives an overview of who we are, what we do and how it all works for you. We hope you will be quick to realise the benefits of working with Chantrey Vellacott DFK. Any member of our team will be delighted to have a confidential discussion on how we may be able to provide significant change for your benefit.

The services we provide in the health sector are summarised across the following business niches:

- Business Development
- Efficiency and Effectiveness
- Foundation Trust Development
- Leadership, Governance and Risk

Within the team our passion is to deliver a ‘best in class’ level of service, thereby ensuring that you receive clear and measurable benefits and results.

From the outset you will benefit from a highly personalised and sophisticated approach. Our team will identify your needs and then exceed your expectations through their in-depth knowledge and understanding of the specifics of your business, services and operational environment.



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'If you are going to have a mock board to board, and you'd be mad not to, this is the one you want'

The Chantrey Vellacott DFK Difference



What makes the Chantrey Vellacott DFK team different is the comprehensive range of skills and the relative number of specialist partners, directors and senior personnel involved in service delivery.

Our services have been developed to meet changing needs and the NHS strategic development agenda on matters such as the Next Steps Framework, world class commissioning, foundation trust preparation & development and Monitor's requirements, mergers and acquisitions, care pathways partnerships and service integration, and CQC regulation and compliance.

NHS clients rightly expect both the highest quality of service and the best price in one package.

Our team meets that expectation of best practice through a clear and deep understanding of our clients' issues.

'Boards need to change the way they see the world'

Real benefits

Business development without compromising quality.

More than ever before, today's NHS is a demanding environment in which to operate. Nowhere is this more apparent than in the area of stagnating tariff uplifts and the drive for increasing efficiency programmes.

In such a changing and demanding environment it is essential to be able to adapt swiftly and efficiently to address new challenges as and when they arise. Our consultancy team can assist you in meeting these challenges and recognises that, in order to succeed, a range of skills and experience is needed.

Our consultancy team comprises experts from a variety of backgrounds, giving a strong, complementary blend of skills and health experience to meet the needs of both the private and public sectors. Whether you need to deal with internal issues affecting performance or address external risks and opportunities, our team will help you.



We need to make improvements to the business, but how do we know what to change?

In a modern and patient centred NHS, no business process is set in stone. Changes must be made to adapt and align processes to new strategies such as modified care pathways or the introduction of new technology.

Failure to implement change results in wasteful inefficiency and a loss of patient focus through an inefficient use of resources. Processes must reflect the aims of your organisation and fit in harmony with the partners and systems across your local health economy.

Chantrey Vellacott DFK's health consulting team has extensive experience across business and service process review, both in the public and private sectors. Techniques such as process mapping provide a clear understanding of your current situation and its strengths and weaknesses.

Working closely with your management team, and using our expertise in business planning, root cause analysis, systems and change management, we are able to work with you and your partners to prepare effective and achievable solutions.

Change is difficult

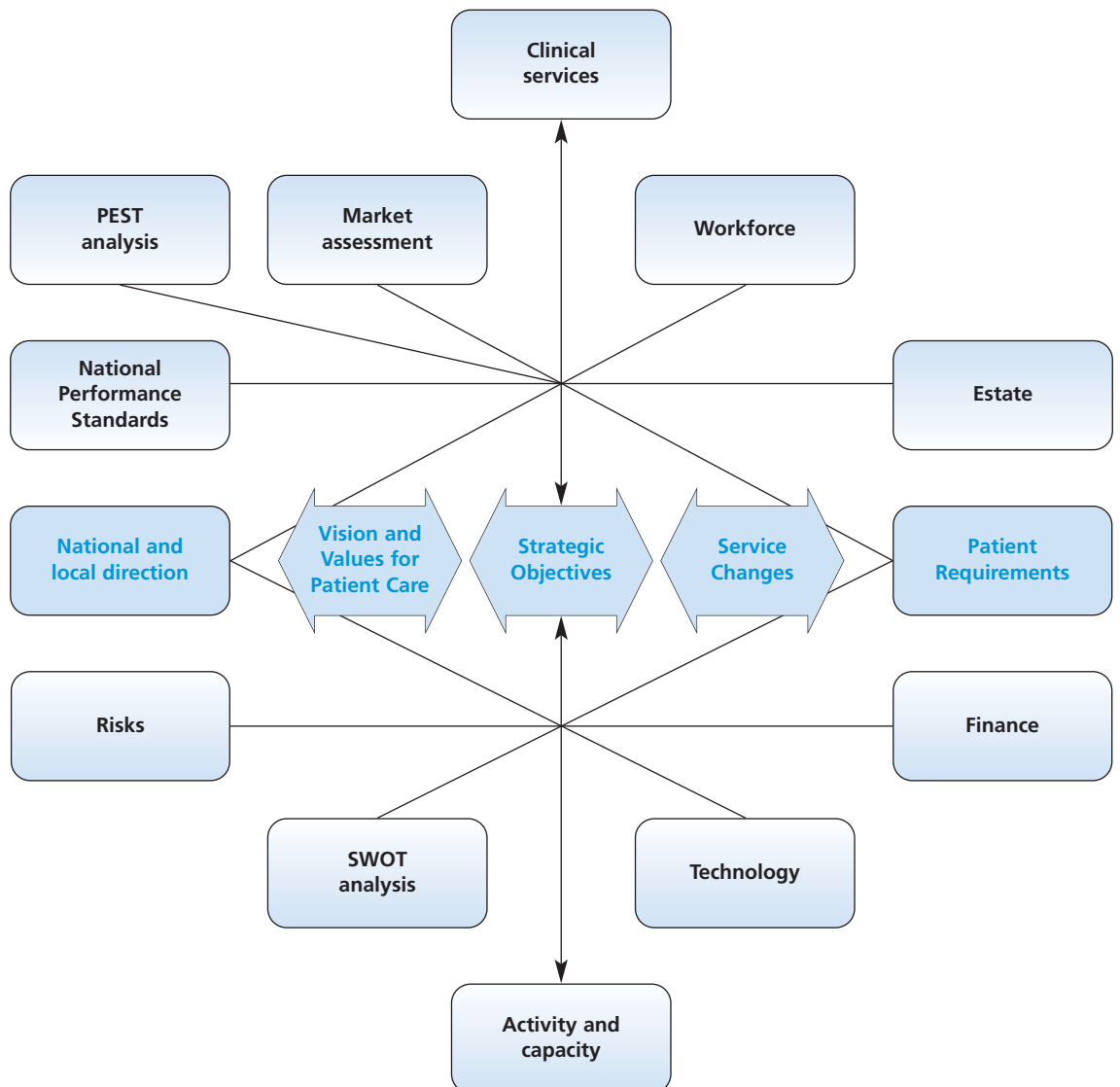
Without effective management, the benefits of change can be lost, and lasting harm to your organisation could be the result.

Change is a constant feature of the demanding economy in which today's NHS operates, with many trusts juggling their priorities to simultaneously improve services and efficiency, build partnerships and strive for competitive advantage.

NHS organisations must be fleet of foot and ready to identify the challenges of both partners and competitors. Yet whilst change is vital, it must be carefully planned, communicated and implemented for the benefits to be harnessed for the benefit of patients, and the risks avoided. In the meantime your organisation must continue to provide quality services – the lights mustn't go out.

Chantrey Vellacott DFK's health consulting team can help your organisation to plan, communicate and implement change without disruption to your core business. All of our consultants have senior management experience and have overseen change projects within the public and private sectors. With a keen understanding of the potential drivers, obstacles and pitfalls, our team can help you to adapt, develop and thrive.

The need for change can be driven by any one of a wide variety of internal and external drivers as illustrated in the diagram below.



By embracing change the rewards can be enormous

Identifying and understanding the drivers is essential

**‘Working with
you we can
together conquer
the challenge’**

Making a difference

Our aim is to create added value for our clients across the health sector and to achieve this we set out to recognise the unique and particular circumstances of each client. We achieve our aim through our pro-active approach, developing a constructive relationship for each specific assignment.

By keeping ‘ahead of the game’ on NHS strategies and objectives, our clients tell us that we are able to guide and assist them to a degree that is unusual in our profession. This means understanding each situation in depth, whilst relating to the client’s overall objectives and priorities.

To see the wider picture, we also have a range of established service delivery partnerships with leading specialist firms including legal advisors, organisational development specialists, IT specialists and independent clinicians. This has allowed us to develop specific solutions that are cross-cutting and add true value.

To achieve our mission requires the energy and commitment of all our people. Our clients constantly tell us they are

delighted with our enthusiasm, understanding and levels of commitment. More often than not, the quality of our work is such that we are retained to provide further or additional services following the completion of the initial assignment.



We provide ‘help and support at every stage’.

Who to Contact

For further information or advice, please contact Miles Hewitt–Boorman, Beverly Peacock, Sharon Slack, your usual Chantrey Vellacott DFK partner or one of the following:

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