

In Review 2017/18

Continuing to invest • Continuing to improve • Continuing to grow



Arden&GEM

Health and social care systems support



About Arden & GEM

We are uniquely placed to work alongside health and care systems to develop and deliver a local vision for sustainable healthcare.

With a proven expertise in bringing together health, social care and the public to transform services, we can support clients to build a health and care system focused on prevention, personalised care and new models for the way that care is provided.

While we fully recognise that each system is unique and that one size doesn't fit all, we are able to draw upon proven approaches to designing, developing, testing and implementing health services that deliver the best possible value and outcomes.

This work is inextricably linked with our day-to-day objective to drive the cost-effectiveness and deliver the efficiencies we know are vital to our customers.

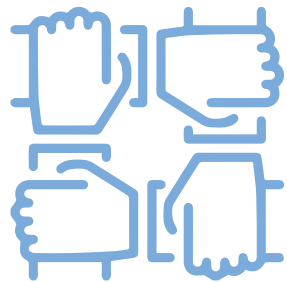
Looking back

Our highlights from the past 12 months

- Secured new opportunities with Clinical Commissioning Groups in Norfolk and Waveney and Essex
- Continued investment in our business intelligence systems, including GEMIMA and the NCDR, and implemented a more efficient and effective data processing and reporting system
- Worked with all the Global Digital Exemplar sites and Fast Followers through delivery of the programme's learning network and baseline evaluation
- Successfully retained our ISO 9001 certification for quality management across all main sites
- Achieved the NHS RightCare Lead Providers kite mark.

Our year in numbers

Delivering change for



50+
CCGs



900+ staff



including **160**
clinical staff

£78m



generated in
new business



4 award wins



Providing
IT support

to over
530 sites

Providing
place based
commissioning
data to all

195
CCGs

Average monthly customer
satisfaction score of **4 out of 5** ★



New partnerships

Over the past 12 months we have been privileged to be appointed by a number of new customers to provide a range of health and care systems support services. This has generated £78m in new business.

Becoming a strategic partner to Norfolk and Waveney CCGs

Our two new contracts began on 1 April 2018 with five CCGs across Norfolk and Waveney – North Norfolk, South Norfolk, West Norfolk, Great Yarmouth and Waveney, and Norwich.

The first contract covers end to end commissioning support (business intelligence, procurement and provider management, finance, human resources, information governance and freedom of information) and information technology support (GP and corporate IT). The second contract covers medicines management and optimisation, and individual funded request support.

The appointment was based on the CSU's successful track record in developing strategic partnerships that enable collaborative working and approaches. Our team is looking forward to working with the CCGs and to 'adding value' by providing high quality, flexible and responsive commissioning support services.

Running the learning network for the Global Digital Exemplar (GDE) programme

Our digital transformation team has developed, and is continuing to support, a learning network for the GDE programme on behalf of NHS England. The network is enabling information sharing and learning to be transferred between the sites and across the wider health system.

Providing business intelligence services to the Advancing Quality Alliance (AQuA)

Our business intelligence team was appointed by AQuA to design and develop a new clinical measures data collection system which allows for the capture, processing and reporting of measures relating to evidence based clinical intervention standards.



Looking forward

Building on a successful year in 2017/18, we are committed to continuing to improve and invest over the next 12 months. Our focus will be on delivering high quality services and increased customer satisfaction.

Preparing to deliver in Essex

We are delighted to be working with healthcare commissioners across Essex, officially from 1 July 2018, to deliver:

- Corporate IT support, including strategic planning and operational delivery, and GP IT support, to enable the transformation of primary care services, for Basildon and Brentwood, Castle Point and Rochford, Mid-Essex, North East Essex, Southend, Thurrock and West Essex CCGs.
- Business intelligence, finance and HR services for Basildon and Brentwood, Castle Point and Rochford, Southend and Thurrock CCGs.
- Business Intelligence services, to support knowledge development and drive innovation, for Mid Essex CCG.

The appointment was based on the CSU's successful track record in developing strategic partnerships that deliver collaboration, co-operation and co-design to improve outcomes within a financially challenging and fast paced local health economy.

"We are looking forward to working with NHS Arden & GEM CSU to commission and deliver the best health services for local people."

Caroline Russell, Lead Accountable Officer for the CCG STP Joint Committee

Supporting the journey to integrated care

As a number of localities begin their journey to integrated care, the system must go beyond formal collaboration to truly shared accountability across the local health economy. With a proven expertise in bringing together health, social care and the public to transform services, Arden & GEM is delighted to be an approved supplier on the NHS Shared Business Services Multidisciplinary Consultancy Services Framework and has submitted a comprehensive bid to the NHS England Health Systems Support Framework (HSSF).

Celebrating NHS 70

As the NHS turns 70 in July 2018, we'll be taking the opportunity to celebrate the achievements of one of the nation's most loved institutions and to recognise and thank all the extraordinary NHS staff - including our own team.



Award winning ways



Association of Healthcare Communications and Marketing Awards 2017

Winners in the best internal communications category for our 'Focus on Mental Health' e-learning and internal communications package, commissioned by NHS England, which has better equipped 111 call handlers to respond to people with mental health concerns.

"A well thought-out, creative campaign, using insight from people with mental ill health and peer-to-peer experiences."

"The resource pack is simple and engaging, and the approach has resulted in a supportive set of materials that will make a difference."



GO Public Procurement Awards 2017

Winners of the collaborative procurement category for leading a successful partnership approach to delivering direct commissioning support to NHS England, in partnership with North East London, South Central and West, and North of England CSUs.

"Working in partnership with both our delivery partners and our client has enabled us to significantly improve quality and consistency."



CIPS Supply Management Awards 2017

Winners of the best public procurement project category for our initiative to improve community services across Nottinghamshire – working with six Nottinghamshire CCGs, the local authority, local Trust and local hospice – which has improved outcomes for service users while achieving savings of £12m for the local health and care system.

“This was a very broad and challenging programme of change that required collaboration between multiple partners.”


“High level of patient involvement in creating systems and processes that would impact on them and their families.”



Health Business Awards 2017

Winners in the patient data category for our work to develop a risk stratification solution, based on the Johns Hopkins ACG system, which helps organisations predict behaviours, such as unplanned admissions, and intervene earlier to improve patient experience and reduce the burden on emergency care.

We were also delighted to be shortlisted for the HSJ Value in Healthcare Awards, HCSA Awards, and Patient Safety Awards for our projects to transform care for people with learning disabilities and autism in Coventry, Warwickshire and Solihull; and to develop an Atrial Fibrillation template to support GPs with decision-making and help prevent stroke admissions.

A large, stylized graphic in the top left corner, featuring white and blue shapes that resemble a stylized 'A' or a similar letter, set against a dark blue background.

We would love the opportunity to talk with you about working collaboratively to meet your challenges:

 www.ardengemcsu.nhs.uk  [@ardengem](https://twitter.com/ardengem)  contact.ardengem@nhs.net



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