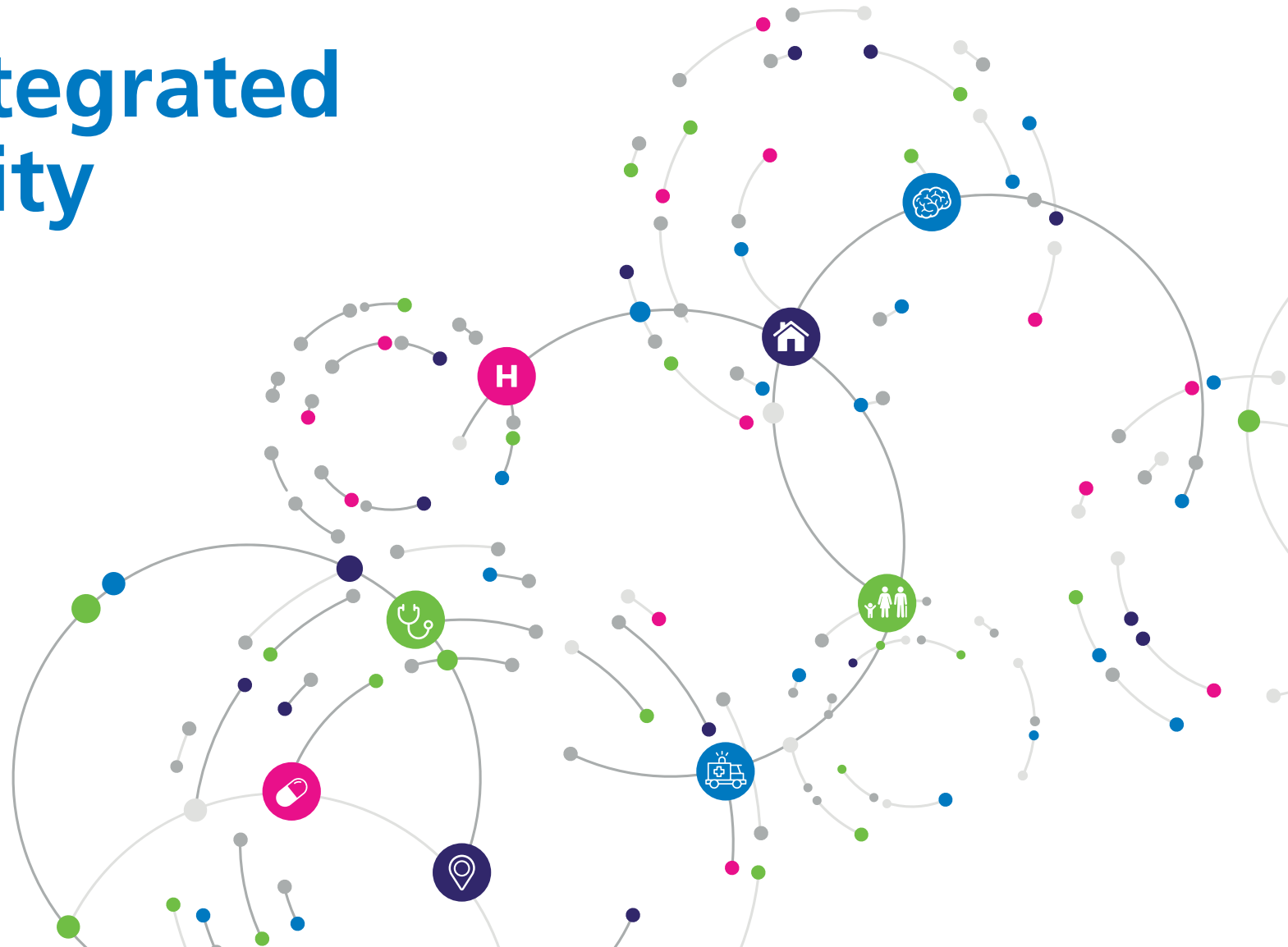


Making integrated care a reality



Integrated Care Systems (ICSs) are already creating many opportunities to improve population health, advance the quality of care and ensure the sustainable use of NHS resources through joined-up planning and delivery of health and care services.

Arden & GEM is ideally placed to support Integrated Care Boards, Provider Collaboratives, Primary Care Networks, Local Authorities and NHS England to deliver their vision for an integrated care system.

We have a proven track record in bringing together health and social care to improve the health and wellbeing of populations. With over 1,000 employees we deliver expertise including analytics, transformation, digital healthcare, financial modelling, procurement, workforce, organisational development, governance, IT, consultation and engagement and medicines optimisation. We have the NHS experience, skills, expertise and deep understanding of local and national priorities required to design and implement practical solutions for your organisation.

As an integral part of the NHS family, we share your values and commitment to improving services for patients. Our inclusion on a number of NHS frameworks ensures straightforward and timely access to our broad portfolio of solutions.

We would welcome the opportunity to support you on your journey towards to making integrated care a reality.



About us

Supporting over 90 customers across the health and care system



NHS England
(Regions and National Programmes)



Integrated Care Systems



Integrated Care Boards



Provider Collaboratives



Primary Care Networks



Local Authorities

Our accreditations:

- ✓ Cyber Essentials Plus
- ✓ Investors in People Silver
- ✓ ISO 9001
- ✓ ISO 14001

Our recognition:

- ✓ Health Business Awards – winners
- ✓ HTN Now Awards – winners
- ✓ Investors in People Awards - finalists
- ✓ Patient Safety Awards - finalists
- ✓ PrescQIPP Awards - shortlisted

Our people:



1054

permanent staff

Our business:



£95 million
turnover



£34 million
in new business

Our solutions

We are working collaboratively with Integrated Care Systems to evolve our service offer to ensure we continue to support to them in achieving their objectives.



Clinical redesign, integration and provider collaboration

Our support provides the capacity and capability needed to redesign services, delivering tailored, joined-up care which improves health outcomes. We employ a structured approach to redesign, integration and collaboration which spans:

- Clinical strategy development
- End-to-end pathway redesign
- Implementation
- Continuous improvement.

This approach is underpinned by digital transformation, workforce planning, data and analytics.



Place, community and primary care transformation

Our place, community and primary care transformation service provides the developmental, transformational and transactional support required to enable integrated service offers.

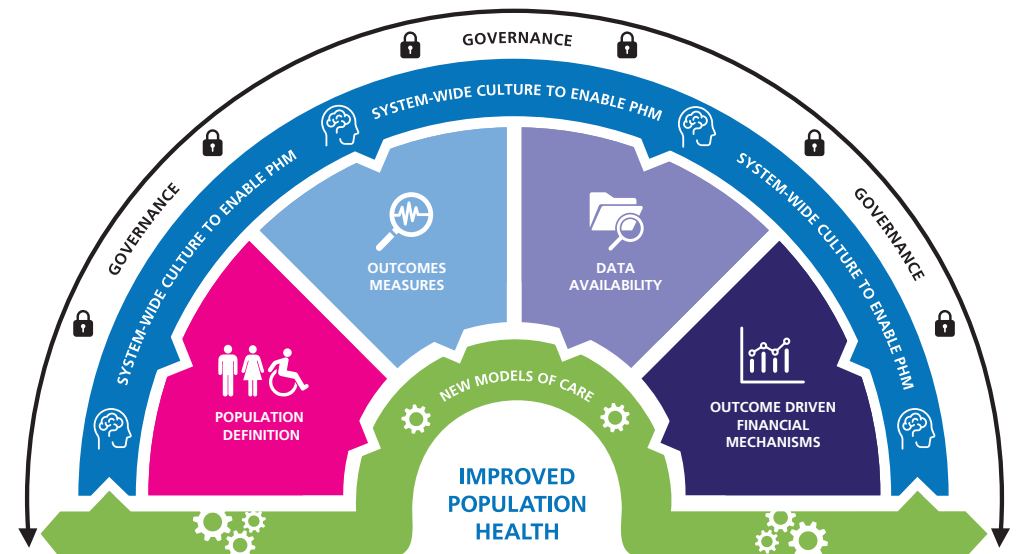
We support providers to work together at a place and neighbourhood level to manage common resources, integrate community teams and improve health and reduce inequalities for the populations they serve.



PHM analytics and decision support

A PHM analytics and decision support solution that provide ICSS with the tools, information and understanding needed to improve the health and wellbeing of their population.

Our holistic solution spans six core areas of delivery which can be tailored to existing priorities and PHM maturity:





Developing collaborative, accountable health systems

We act as an independent and trusted partner, to deliver transformational support, both within and across ICSs, to enable the transition to collaborative system-wide working. We understand that each ICS is being developed in response to local context and need, which is why we work in partnership with you to define a tailored roadmap for system development which delivers:

- Integration, leadership and relationship building
- Agreed governance and clear accountability
- Effective strategic planning
- Integrated finances and aligned funding
- Impact based performance management
- A connected and aligned workforce.



Digital transformation and IT

Our digital transformation support combines a deep understanding of local and national challenges with a unique network of technology partners and the provision of the essential underpinning IT infrastructure.

Our solution draws on multidisciplinary capabilities from service transformation, IT and business intelligence to deliver the whole lifecycle of transformation, with a focus on co-design and co-development:

- Discover and design
- Refine and develop
- Implement and scale.



Workforce transformation, resilience and planning

Our workforce resilience, planning and transformation service enables systems to implement a population and place-based workforce planning approach to improve the quality of care, as well as providing the organisational development required for system-wide collaboration and generating energy for change.

Our support includes:

- Integrated workforce planning and strategy development
- Attracting and retaining talent
- Training, leadership, cultural and organisational development
- Digital inclusion and readiness
- Workforce health and wellbeing.





Business enabling services

Resilient, locally responsive, best practice support functions that deliver standardised approaches and economies of scale across IT, data and analytics, human resources, information governance, finance, procurement and provider management.

We offer three delivery models to meet your exact requirements:

- Transformational and advisory – for strategic and consultancy projects
- Business partnering – for blended matrix style working
- Transactional – for efficient day to day operations.



Communications and engagement support

An extensive range of services that enable effective patient communication and engagement strategies focused on improving population health, addressing inequalities, managing risks and reputation, deriving insight to inform improvement and delivering clear messages.

Our specialist support includes:

- Insight, engagement and consultation
- Communication, editorial and media management
- Campaigns, creative and digital marketing
- Equality, inclusion and human rights
- Freedom of information requests.



Flexible resourcing

Our flexible resourcing solution is specifically designed for the NHS, working with systems and individual organisations to find and mobilise high quality resources and multidisciplinary teams quickly and efficiently.

Our support includes:

- Access to experienced NHS practitioners
- Multidisciplinary teams tailored to meet your individual requirements
- Rapid mobilisation inclusive of vetting, onboarding and administrative management.



Specialised services

Our support has been designed to enable both commissioners and providers of specialised services to work collaboratively to improve performance, productivity and value with a focus on quality of care and experience for patients. This includes:

- Developing and implementing frameworks for delegated commissioning
- Service review and planning which incorporates care models, workforce models, service standards, service specifications, costing and outcomes measurement
- Predictive modelling across population segments and disease areas
- Provider selection, management, oversight and development
- Specialist capability in medicines optimisation and high cost drugs.



Why Arden & GEM?

We seamlessly combine our experience and expertise to deliver integrated solutions that help our clients to address their most pressing challenges.



PROVEN TRACK RECORD

We have a proven track record in the successful transformation of health systems, our multi award-winning work in this area delivers proven experience and best practice.



CUTTING EDGE

Our work with exemplars, vanguards and unique network of partners ensures we are at the cutting edge of innovative healthcare solutions that improve outcomes and enable the delivery of better integrated care.



COLLABORATIVE WORKING

Our strong background and passion for collaborative working across the social care, voluntary, community and health sectors ideally positions us to deliver integrated models of care.



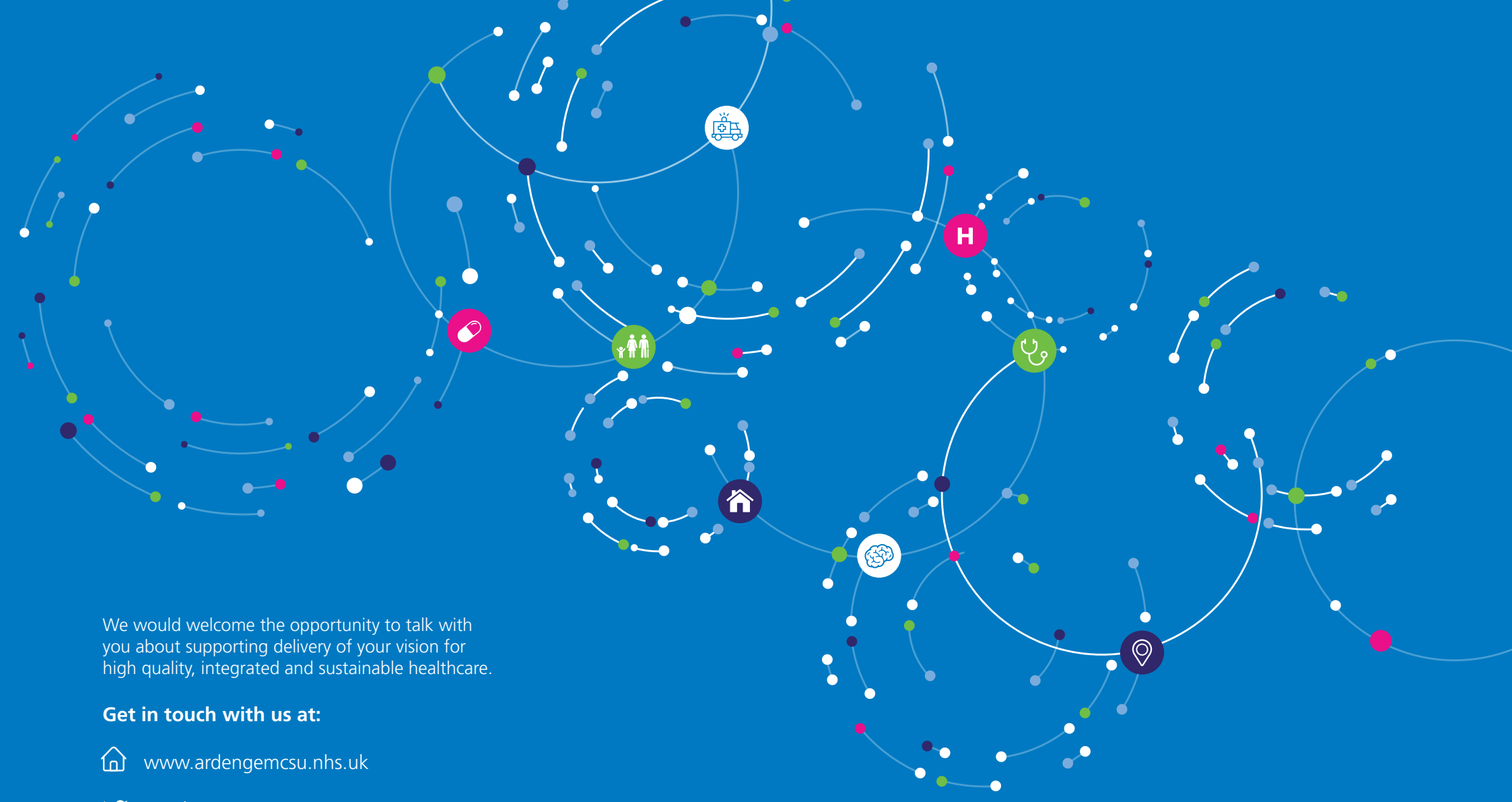
SKILLS BASE

Our scale and diverse skills base enables us to build the multidisciplinary teams required to successfully navigate each stage of the change process.



BUSINESS INTELLIGENCE

Enabling business intelligence services that have the capability to link data sources and the tools required to provide population health management insights, both at strategic planning level and to support clinical workflow management.



We would welcome the opportunity to talk with you about supporting delivery of your vision for high quality, integrated and sustainable healthcare.

Get in touch with us at:

 www.ardengemcsu.nhs.uk

 @ardengem

 contact.ardengem@nhs.net