

# MAJOR WIN IN NEW NHS MARKET TO DELIVER SUPPORT SERVICES

A consortium formed by Kier has successfully broken into a new area of the NHS market and is now delivering a range of support services to NHS organisations in the Yorkshire and Humber region



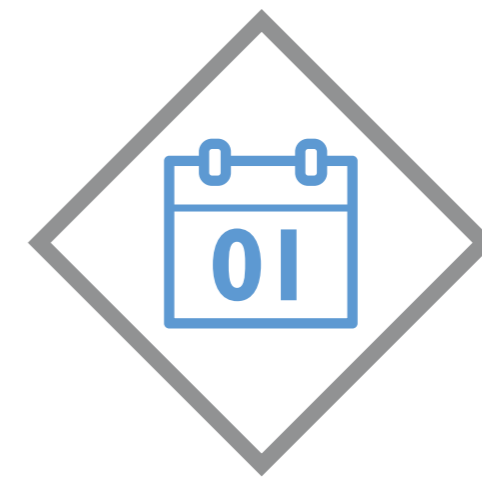
Secure foothold in part of the NHS market previously off limits to the private sector



Single win worth over £70 million or 10% of the overall market share in England



Beat all other competition from public and private sector providers



Successful go-live on 1st April 2016, following complex transitions managed within a 4 month window



A platform for growth and developing our market share

## OUR SERVICES IN THE YORKSHIRE AND HUMBER CONTRACT



**IT**  
Provided to 748 GP practices and many other NHS organisations in the Yorkshire and Humber region



**BUSINESS INTELLIGENCE**  
Business intelligence tools and resources are used by commissioners to make decisions about which services patients are going to need and help NHS trusts and other health providers assess performance and drive up standards of care and reduce NHS spend



**CORPORATE SERVICES**  
Equality and diversity, freedom of information requests, patient liaison, engagement services to support service redesign and communications



**BUSINESS AND SUPPORT SERVICES**  
Business and support services such as payroll, HR, finance and procurement

## BENEFITS

- ✓ We will get the basics right, without fuss or bother, in an organisation which requires swift stabilisation by using our extensive experience of providing professional outsourcing services to numerous clients
- ✓ We will implement change which will make a difference, rather than change for changes' sake. This will help to minimise spend on admin and maximise spend on frontline services instead
- ✓ We can already demonstrate that we have invested time and resource in engagement and collaboration with our employees and our customers and this is just the start
- ✓ We don't just talk about co-design of solutions, we know from experience that this is the best way to create a win, win situation for all involved
- ✓ By bringing private sector innovation to the NHS landscape, we will deliver modern, integrated support systems previously not available to our clients
- ✓ We will provide NHS commissioners with better business intelligence to drive up the quality of patient care

## NHS England



## eMBED PARTNERS

Each partner chosen by Kier is an expert in their particular field

The consortium was specifically created to provide services to health commissioners seeking support through the NHS England Lead Provider Framework



Specialists in transformational outsourcing, workforce change and service improvement



Health financial analysis, system transformation, service redesign and procurement programme specialists with the NHS



Recognised by the Kings Fund for development of a method at the forefront of patient engagement



Market leading BI services provider to over 70 CCGs and half of England's hospitals

## TIMELINE



## ENGAGEMENT WITH TRANSFERRING EMPLOYEES

- ✓ Regular e-newsletter set up with all transferring employees
- ✓ Dedicated portal set up and regularly populated with news and useful information for transferring staff including a rolling FAQ section
- ✓ Engagement sessions set up in the 9 major locations where employees are based
- ✓ Welcome video produced
- ✓ Weekly session with transferring managers to enable them to support their transferring teams and continue to feel empowered
- ✓ Day 1 welcome meetings set up

