
NHS Trust

How to identify the impact of cost reduction

A QOREX case study



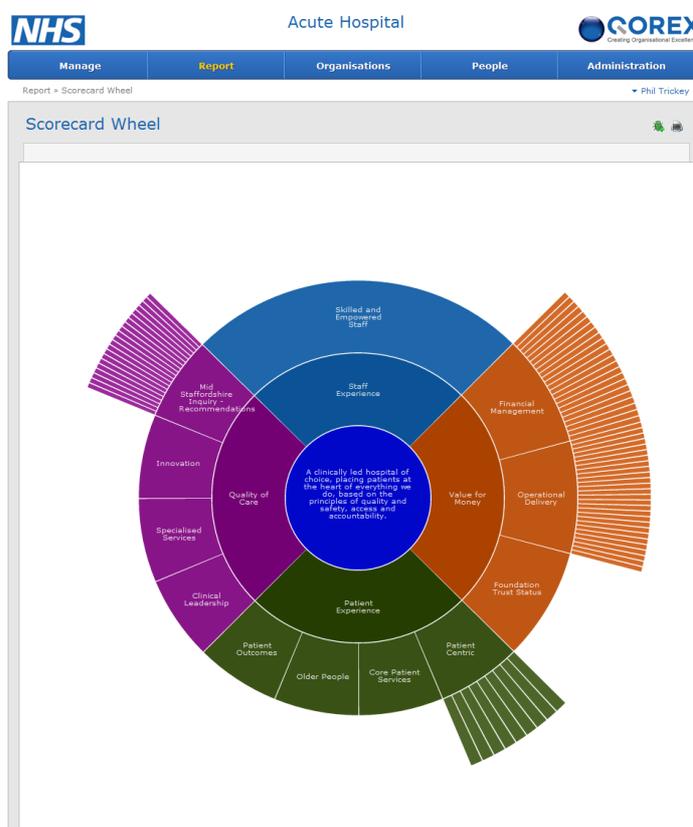
The Situation: An NHS Trust was required to make savings of £20m without compromising the quality of patient care.

The Trust faces a rising demand for services, which has to be delivered with finite resources, to a high standard of safety and quality. It was targeted with making year-on-year savings of £20m while maintaining standards – the focus was therefore on improved efficiency and the Trust implemented a Cost Improvement Programme to make savings in the areas of the workforce, support functions, procurement and service organisation.

The Challenge: The Trust was unable to quickly and easily identify the complex impact of combined cost reduction from the perspectives of different parts of the organisation.

Scoping, structuring and delivering an effective cost improvement programme across this complex NHS organisation are challenging.

- Projected savings of around £3m were targeted for the direct workforce through a number of initiatives including reduction in temporary staff and a streamlining of management structures and processes.
- A saving of around £2m was targeted for increasing the efficiency of support functions and raising revenue from assets such as car park advertising.
- A projected saving of £8m was pursued through a renegotiation with suppliers and contractors and business-as-usual savings.
- A reorganisation of services to improve service efficiency aimed to save £2m.



The result was a series of cost improvement projects, activities and outcomes which were complex and inter-related.

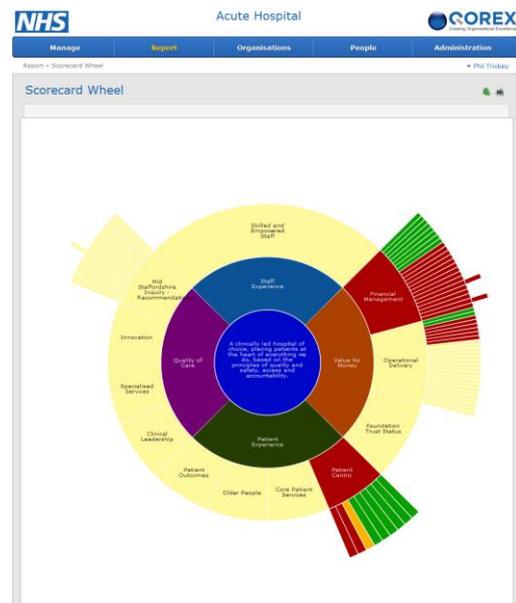
Without an integrated tool to make visible the impact of one set of actions on the outcomes of another, it was difficult to understand the consequences from both financial and a safety, quality and patient care perspective across departments, functions and projects.

The QOREX Solution: Significant improvements in revealing the impact of cost reduction on the whole and on different parts of the business to help deliver cost reduction while maintaining the quality of patient care.

The QOREX performance management functionality revealed the impact of cost reduction on aspects of the business through a visual and intuitive balanced scorecard referred to as the Business Perspective Wheel.

In order to ascertain the consequences of the Cost Improvement Programme the Wheel is configurable to view business performance from any perspective, such as:

- The whole of the Trust.
- A specific cost improvement project or portfolio of projects and programmes.
- A specific department or function.
- An individual.
- Specific business perspectives such as regulation compliance.



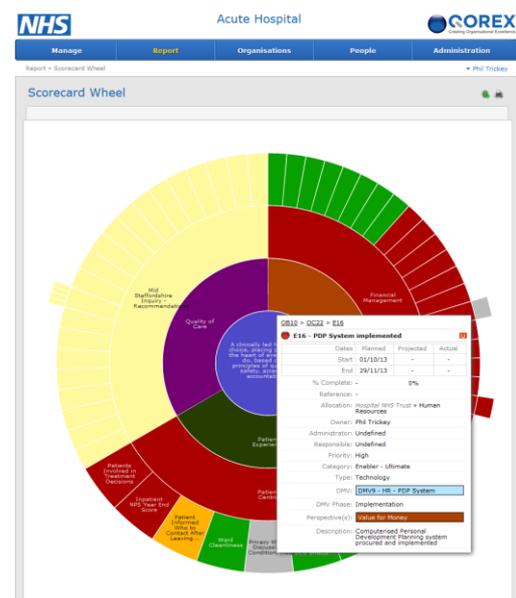
Within the Trust, performance of the Cost Improvement Programme can be visualised alongside any consequential impact on the quality of care, value for money and patient experience.

What our clients say:

“I can see how QOREX can completely transform our business”

Graham Softley, Director of IT at Buckinghamshire NHS Trust

Contact us:



QOREX is designed in the knowledge of the financial and resource constraints that our clients face and, so is focused on speedy deployment, minimising the time investment from our clients and maximising an early return on their investment. The combination of our methodology and structured approach with our leading-edge web-based software provides a compelling solution for our clients.

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