

Herfordshire PCTs



'Delivering Quality Health Care for Hertfordshire' Consultation

West Hertfordshire Primary Care Trust and
East and North Hertfordshire Primary Care Trust

What our client wanted

The two PCTs and two acute trusts in Hertfordshire came together in an acute services review board to consult on significant changes across the county. These involved the centralisation of acute services from four to two sites, children's services from three to two sites, establishing an NHS surgicentre, the development of local general hospitals on two of the four acute sites, and a network of nine urgent care centres. The review board wanted a programme director for the period of intense activity between the end of the consultation and the formal board meetings to consider the outcomes.

What Frontline did

In our role as programme director we:

- reviewed the process and results of consultation on behalf of all four NHS partners
- produced a comprehensive set of papers describing the process and results of consultation in an even handed and un biased way
- took legal advice about process and content
- set out appropriate recommendations for the four NHS boards
- mapped the steps required to bring about change, including comprehensive timelines, to provide comfort to boards and the public that decisions and recommendations could be delivered
- formulated a programme implementation plan
- supported the organisation of public board meetings on decision day

What difference we made

All four boards accepted the recommendations put to them. These were then considered by the Hertfordshire County Council Overview and Scrutiny Committee who decided not to oppose them. The organisations are now moving into the implementation phase.

What our client said

"Frontline Consultants worked with us to quickly interpret and fully understand our requirements .The net result was a product which exceeded our expectations. We have since used Frontline to provide help on the next stage of the project. "

Gareth Jones, Director of Strategic Planning, Hertfordshire PCTs