

### *'Delivering Quality Healthcare for Hertfordshire' Programme Implementation*

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

#### What our client wanted

The two PCT's and two Acute Trusts in Hertfordshire wanted an interim programme director for the implementation of Delivering Quality Healthcare for Hertfordshire, whilst a permanent appointment was made to the post.

#### What Frontline did

In the role as programme director we:

- set up a programme office and team of 5 people reporting to the Programme Director
- established programme management systems based on PRINCE 2 principles
- coordinated and ran a programme structure comprising 10 groups including 4 providers and 2 PCTs
- set up a programme master plan
- ensured the successful implementation of the first service moves
- managed the programme on a day-to-day basis over a period of 10 months
- established good relationships between programme team, Hertfordshire County Council and Strategic Health Authority

#### What difference we made

Frontline provided the on the ground resources to ensure the successful start up of this important service change programme for the clients. We also transferred knowledge and skills to the client's staff.

#### What our client said

*"Frontline has worked with us for nearly a year now in support of the "Delivering Quality Healthcare for Hertfordshire" strategy. They joined us at the end of the consultation stage, where they pulled together the final public report setting out the responses to consultation in the form of a paper to the combined Hertfordshire NHS boards. Since Decision Day, Frontline has continued to support us in the implementation phase of the strategy. We have found them adaptable, knowledgeable and they deliver as promised. Part of the firm's ethos is to transfer knowledge to clients, and they have also been valuable in this regard."*

Gareth Jones, Director of Strategic Planning, Hertfordshire PCTs