

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 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 have 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