

## SUCCESS STORY WEST CHESHIRE CCG

### CLIENT

West Cheshire  
Clinical Commissioning Group

### BUSINESS FOCUS

Planning and efficiency savings



## WORKING WITH NHS WEST CHESHIRE CLINICAL COMMISSIONING GROUP

NHS West Cheshire Clinical Commissioning Group (CCG) is one of 207 CCGs across England responsible for the planning and commissioning of healthcare services for their local area. Each CCG must assess its local needs, decide on its priorities and buy appropriate services. As local needs change, which they constantly do, CCGs must also adapt and respond to these changes.

CCGs have to regularly report on their plans and progress to NHS England, to their local Health and Wellbeing Board and to the public in their area. Their success is measured on how much they improve outcomes.

West Cheshire CCG serves a population of about 261,000 and has an annual budget of around £330 million. The CCG is made up of 35 GP practices from three localities each with 3-clusters. Together they work to secure high-quality, high-value healthcare that meets the needs of their local population. Their stated aim is: "Making sure you get the healthcare you need."

### WHAT WEST CHESHIRE CCG WANTED TO ACHIEVE

West Cheshire CCG wanted to improve their programme management systems. They also had the challenge of needing to deliver a balanced budget in 2016-17 and again in 2017-18. This meant they had to have a rigorous financial recovery plan in place that detailed how they would find savings of around £10 million in each of the two financial years. As such it was essential that the CCG could:

- Work to consistent processes
- Easily and accurately monitor projects
- Easily and accurately report on outcomes
- Plan with confidence
- Make efficiency savings

In particular, the PMO team were under pressure. They were managing all the CCG's projects manually on excel spreadsheets. This was time-consuming and did not allow for robust risk management or confident reporting on milestones.

### OUR SOLUTION

We started working with West Cheshire CCG in July 2016. By September they were able to start introducing Verto to individual project leads. By March 2017, everyone who needed to be was working on the new system.

We configured Verto in line with how the CCG works and to make it easy for them to transfer their project data. This meant that when staff logged on for the first time they could immediately see all their project documentation.

**"The team from TMI really listen. They're keen to fix issues and do so in a really short time. They're open to new ideas and see opportunities for development rather than problems. This makes the whole process of introducing a new system much easier."**

**Reza Rahmani-Torkaman, Head of Programme Management, West Cheshire CCG**



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### THE BENEFITS

The way Verto is set up makes it easy for people to follow project management best practice. As a result, the PMO team say that since moving to Verto everyone is working in a more calm, controlled and consistent way. This means there is no longer a pressure to find funds to expand the PMO team. And may have helped the CCG deliver their planned savings in 2016-17.

Because Verto is based in the cloud, CCG staff and members can now access their data wherever they are and whenever they need. This is supporting more flexible working and is something people have commented they appreciate.

CCGs have to measure their progress against national data. Because Verto gives the PMO team reliable and current data they can now measure their progress, project future outcomes and plan with more confidence.

As well as the PMO team, Verto also gives individual commissioning managers, the finance team and the business intelligence team easy access to their project data. This means they can manage risk, monitor and report on projects in a much more robust way.

We continue to support and work with West Cheshire CCG as they introduce new programmes of work and develop new practices. For example, in the future they intend to work in partnership with other organisations and across boundaries to deliver some major projects. Verto will make this collaborative working much easier for them.

To find out more about how Verto can help your organisation contact [info@vertocloud.com](mailto:info@vertocloud.com) or call us on **0118 334 6200**

