

ISSUE 1

# HIU Newsletter

17<sup>th</sup> February, 2010[www.inel-healthintelligence.info](http://www.inel-healthintelligence.info)

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## Welcome to our first newsletter ...

This is the first in a planned series of weekly briefings designed to keep staff, customers and partners of East London and the City Alliance's new Health Intelligence Unit up to date with news about the project and our transition process.

Our vision is to build a world class business and health intelligence service that adds value to our NHS customers through the generation of insight based on well designed analysis and evidence management.

We will use this briefing each week to provide information about the steps we are taking to form the new unit and to help deliver better commissioning services across NHS City and Hackney, Newham and Tower Hamlets.

## Message from the Interim Project Director

I have great pleasure in bringing you this first weekly bulletin from the HIU transition project team. At our end of consultation meeting last week, the importance of an effective communications strategy was emphasised by staff from across the service. Whilst a newsletter alone is not sufficient, I hope that this weekly briefing will prove a useful start in drawing together a summary of what's been happening and what's coming up in the weeks ahead.

Now that we have received formal approval to form the new unit from the ELCA Sector Commissioning Group, I want to ensure that everyone in the new team has an opportunity to contribute to our exciting new agenda. The new HIU will 'go live' on Thursday 1<sup>st</sup> April. Whilst there is still a huge amount of work ahead of us all, I'm very much looking forward to working with staff in the new unit and commissioners across the sector as we make the changes.

I'll be using this column each week to highlight a few of the key steps that we'll be taking. My main message this week is about communication. Over the next few weeks I'll be spending a significant amount of my time with the staff who'll be forming the new unit and the directors and senior managers who'll be relying on us to deliver. I'm sure you'll help me in my role by telling me what your expectations are and how we can best work together.

With best wishes,

David King

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*Everyone in the new team  
has an opportunity to  
contribute*

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## Employee news

The consultation with staff on the new arrangements for the HIU concluded satisfactorily on Thursday 11<sup>th</sup> February with the end of consultation meeting at St Leonards. You can see the final management proposal which was discussed [here](#). We also used the opportunity to highlight some of the key actions that staff want to see prioritised in the coming weeks and the resultant action plan is also available on the website. This will be picked up by the transition project team as a set of objectives to deliver.

The next step in the consultation process will be individual 1-to-1 meetings for staff with their existing line managers. To facilitate this and ensure consistency, David King will be meeting with each line manager in advance of the 1-to-1s (supported by Sean Key and/or HR where required) to make sure that the management proposal and next steps in the process are well understood by everyone.

Job evaluation panels have been convened for the last week in February to finalise the bandings for each of the new roles in the unit. These evaluations will be conducted as a 'desktop' exercise by specialist HR and trained staff side representatives.

Once the evaluation panels have concluded, members of staff will receive formal notification of the new roles that they will be assigned to and a written transition plan will be agreed between the staff member, their existing line manager and the new line manager.

Finally, we'd ask everyone to keep **Friday 19<sup>th</sup> March** free in their diaries. This is the proposed date for the first HIU Away Day – a chance for us to start to build our new team, explore our working methods and learn from each other.

*The next step in the consultation process will be individual 1-to-1 meetings*

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*Keep Friday 19<sup>th</sup> March free for the first HIU Away Day!*

## Introducing the new management team

From March onwards, the transition project team will be operating as a 'shadow' management team for the new unit and will become an 'actual' management team from April onwards. The members of the team are:

- David King, (Interim Project) Director of Health Intelligence
- Clive Ball, (Acting) Head of Data Management and Reporting
- Jurgen Schmidt, (Acting) Head of Analytics and Evidence
- Rodney Young, (Acting) Head of Service Development
- Bruce Garner, (Acting) Head of Service Delivery
- Sean Key, Interim Project Manager (to end of March)

Please feel free to get in touch with any of us with your ideas, questions or concerns. Contact details can be found [here](#).

Our thanks are also extended to Olufunke Alonge from NHS Newham, who has been supporting the project in recent months.

## Commissioner news

If we are to continually improve our service to commissioners, the new HIU will inevitably involve some changes from the way we currently operate. David King will be scheduling 1-to-1s with many of the directors and senior managers across ELCA in February and March with a view to exploring the benefits of new ways of working. He'll be using the opportunity to review the proposed work programme for HIU in 2010/11 and to discuss changes in the way that work will flow through the unit. The meetings will also provide an opportunity for the new heads of service in the HIU to get acquainted with their 'designated' PCT or the SACU as they take on a more formal 'account management' relationship with our customers.

You can access a copy of the draft work programme for 2010/11 [here](#). Bruce Garner, (Acting) Head of Service Delivery, will be leading the work for the new unit in agreeing the detail of the work programme.

The HIU project team have already initiated two pieces of high priority work for the sector. The first is the development of a detailed activity and finance model to support the business case development of Health for NE London and polysystem roll-out, whilst the second is to commission a single integrated acute contract management system for the sector which will underpin a lot of other systems such as claims management and PBC reporting.



*The HIU work programme for 2010/11 sets out the scope of our products and services to commissioners*

## Commissioning Support for London news

We are delighted that Shakill Allybocus has now joined the ELCA HIU as a CSL Analyst. Having Shakill working closely with the local team means that we'll be able to quality assure and migrate more of our 'heavy lifting' data processing tasks to CSL more quickly. This will, in turn, free up more capacity in our local teams to devote to deeper insight generation with commissioners.

Otherwise, the project team (along with the SACU) are liaising closely with CSL around a number of other initiatives, including data acquisition, quality benchmarking, IT support, claims management, modelling, performance reporting and training.

## Accommodation options

By now, most of you will be aware that the project team is finalising the decision about the future location of the 'central' HIU team (which will comprise mainly the two teams for Data Management & Reporting and Analytics & Evidence). Our first preference is still to locate the central team at Aneurin Bevan House. However, the building is already nearing full capacity and we are looking for confirmation that the central team can be accommodated there safely and comfortably within a reasonable timeframe.

If ABH is not going to be possible, our second option is to utilise new accommodation offered to us at Clifton House in Worship Street (near Liverpool Street station). This will be the new home of the commissioning arm of NHS City and Hackney from the end of May. Some staff have already visited the new offices and have reported favourably (but with some important caveats).

Our intention is to finalise this decision by the end of February at the latest. If you would like to support the project team in assessing the pros and cons of either option, or if you have a view you like to be taken into account, please speak to Jurgen Schmidt or Sean Key in the first instance.

Of course, the embedded PCT and SACU teams will stay with their respective organisations and will not be moving.



*A decision on the proposed accommodation of the central HIU team will be made by the end of Feb*

## Initial work packages

The transition project team are currently scoping and agreeing five important work packages that will provide greater clarity to staff and stakeholders about some of the changes planned for HIU. They are:

**HR** – implementing best practice in relation to the change management process, including job evaluation, TUPE, slotting in and recruitment

**ICT** – establishing our detailed ICT requirements from server systems to desktop software and collaboration tools

**Organisational Development** – supporting staff through team building, skills development, transition planning, workflow and project control

**Accommodation** – agreeing and managing the relocation of staff across the sector (see also the panel above on the central team location)

**2010/11 work programme** – finalising with commissioners what is expected of the HIU in 2010/11

We will be providing more information about each of these work packages in future editions of this newsletter. In the meantime, please get in touch with any member of the project team if you'd like to find out more.

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This newsletter will be published every week during the transition and set-up of the new HIU. If there is anything you would like to see covered in it, or if you would like to help with its production each week, please get in touch with us.

Thanks!

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