

CLIENT STORY

Mersey Care NHS Trust: Re-designing corporate services to improve patient care



Re-designing Corporate Services to improve patient care

Jim Hughes, Director of Informatics and Knowledge Management at Mersey Care NHS Trust, talks about working with PA on a major change programme to re-design corporate services to improve patient care.

Mersey Care NHS Trust provides specialist inpatient and community mental health, learning disability and substance misuse services for adults in Liverpool, Sefton and Kirkby. When faced with the challenge of reducing corporate services costs by 25% without impacting on care, the Trust approached PA to help deliver this programme. In this video, Jim describes his experience of working with our team.

Jim explains: **"Mental health continues to be one of the biggest causes of disability in the UK, and this gives us a huge responsibility – both to our commissioners and the people we serve. So we have to be innovative in how we provide quality services and reduce our costs.**

"Corporate services for Mersey Care has an operating budget of around £40 million. The goal of the transformation over five years was to reduce this by around 25%. To give a sense of scale, we have 450 staff working across corporate services – so this wasn't a trivial exercise. What PA brought was a context from the work they had done elsewhere, and that helped us quickly get up to speed on what we were facing. In terms of the skills PA brought, it always felt like there was a small team on the ground that had broad skills and that were able to run the programme forward and had done this kind of work before. Then, as the work became more concentrated and more complex, it always felt that there was another person somewhere else that could be brought in, some expertise that could be tapped into. For us as an organisation that offered a huge degree of comfort – it felt like whatever we wanted was available."

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