

CASE STUDY: BARKING, HAVERING AND REDBRIDGE NHS TRUST

REVIEW OF CRITICAL ISSUES AT ONE OF THE LARGEST NHS TRUSTS

Board Support in development of a Management Action Plan across performance, quality and financial issues at Barking, Havering and Redbridge NHS Trust

November 2013 – Present

SITUATION

- Barking, Havering and Redbridge University Hospitals (BHRUT) has struggled for years with performance, finances and quality of service
- There have been many attempts to solve these issues with interventions, including new executive management, turnaround teams and intensive support from the wider NHS
- None of these interventions have resolved the deep seated issues

FTI CONSULTING'S ROLE

- To carry out a review of the Trust's operational, organisational and financial performance
- To carry out an analysis of stakeholder relationships
- To examine income, contacts and commissioning role in Trust's position
- To make recommendations on an implementation plan to create sustainable improvements

OUTCOME

- Our review was accepted by the Board and there is currently a procurement process taking place on support to implement the recommendations
- The Board of the Trust accepted our diagnosis of the need for a better clinical engagement process
- The NTDA supported the recommendations made by FTI



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CRITICAL THINKING
AT THE CRITICAL TIME™

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