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Capita Membership Services is the leading NHS membership provider and delivers membership database, recruitment and retention, engagement and consultancy services to over 80 NHS Trusts and manages the records of approximately 700,000 patient, public and staff members.

Capita is proud to introduce the latest development in membership management database technology which is unique in the membership market. Our new database (CMS) provides the following key benefits to your trust:

- 24 hour access to a secure web-based portal
- unique 'Google™' membership and trust boundary mapping
- ability to show trust acute hospital and primary healthcare sites
- access to socio-economic data, ACORN™
- ability to plan health events and messaging using integrated Health ACORN™
- regulator reports and charts
- reports – pre-defined and user-defined
- membership targeting module
- events and campaign management
- governor management.

Capita is the first NHS Membership Services provider to offer Google™ mapping functionality combined with your Trust's membership information and boundaries. With most users familiar with Google navigation, use of the system couldn't be more simple.

Reporting

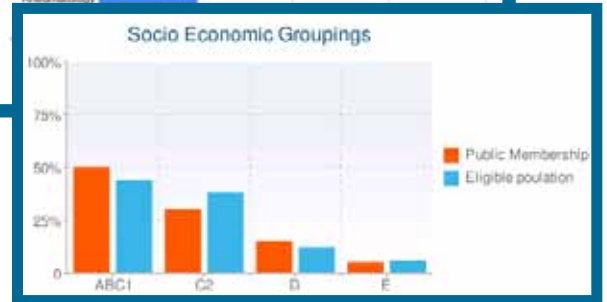
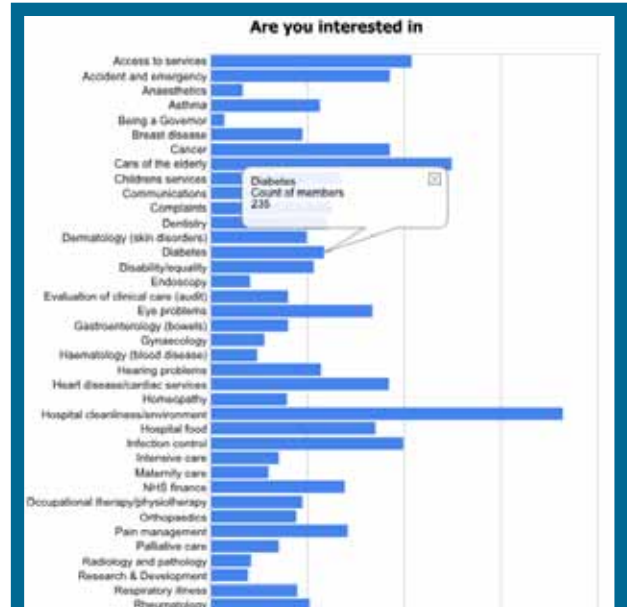
CMS's advanced reporting function allows you to analyse your membership data as and when you need it. We understand that your board, governors and Monitor want to know what you're doing around your membership - CMS allows you to run reports quickly, including visual charts and maps which will succinctly illustrate your membership progress.

There is a comprehensive suite of pre-defined standard reports, covering such things as:

- membership overview
- age
- events
- socio-economic/ACORN™
- HealthACORN
- regulator reports.

As well as the pre-defined reports, CMS also allows you to create your own outputs to meet your specific requirements. From creating ad hoc mailing lists, to analysing specific areas or demographics, anything is possible.

Our comprehensive reporting functionality also allows you to view the results of the reports in a graphical format, providing you with a visual 'dashboard' of the membership which can be used to supplement Board reports and plans as well as help Governors understand the membership in their wards. The results of the reports can also be outputted into a CSV file, enabling you to create mail merge files. All the reports are linked to the Google™ mapping tool, providing a 'heat map' of where members are located.



Membership trajectory targeting

CMS incorporates a membership targeting tool which allows you to plan and track their membership growth by ward and member type, whilst tracking spend against the planned budget.

CMS can also produce a graphical overview to show how the membership is actually growing against the targets that have been set by the trust. The dashboard also shows the targeted budget spend, the actual spend and the variance; giving a quick and easy way of seeing which months were the most fruitful and cost effective. CMS therefore improves results, budgeting, saves costs and targets marketing spend appropriately.

CAPITA MEMBERSHIP SERVICES

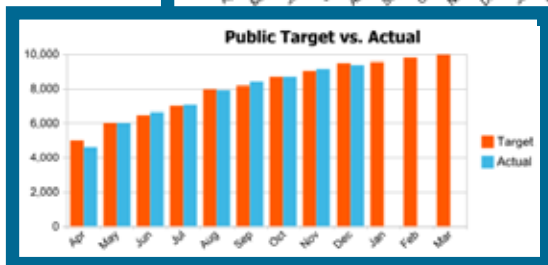
Membership Targets

Trust Name: _____
 Enter figures for June

Public:	Cumulative target for month	Cumulative prev month
North Somerset target:	<input type="text" value="10"/>	10
City of Bristol target:	<input type="text" value="30"/>	30
South Gloucestershire target:	<input type="text" value="30"/>	50
Other:		
Patients:	<input type="text" value="60"/>	40
Staff:	<input type="text" value="50"/>	50
Budget:		
Estimate:	<input type="text" value="100"/>	
Actual:	<input type="text" value="0"/>	

Amount of target for month

Buttons: Save, Close



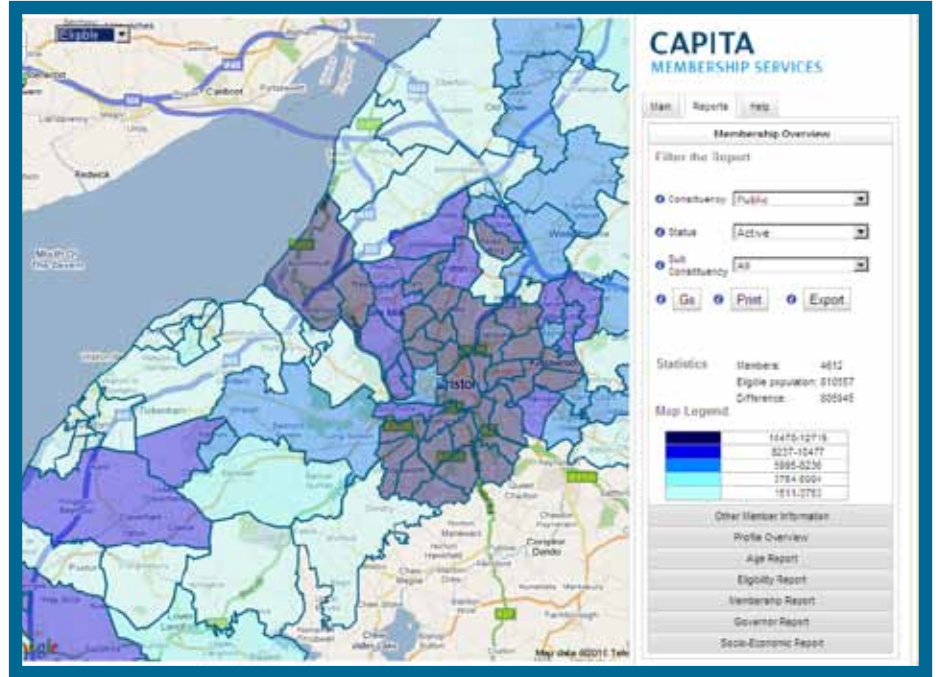
Member recruitment

Recruiting a membership population that is representative of the diversity in the local community requires a deep understanding of local geography and demographics.

Our membership platform has a unique built-in member recruitment tool that allows you to identify areas of socio-demographic under-representation and can produce targeted mailing lists for recruitment campaigns.

Our strategic analytical tools allow you to select areas within your catchment, returning a full list of all households within each area, excluding existing and former members.

With the versatility to generate reports that conduct socio-demographic profiling of your existing and potential membership, CMS allows you to tailor a targeted recruitment campaign that ensures a greater success rate.



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Campaign and event management

CMS does more than just hold your members' personal and address details. CMS allows you to create and track member events as well as create invitation lists for events or recruitment campaign mail-outs for both existing members and eligible members.

The campaign and event function provides gives you the ability to:

- track members who said they were interested or who have attended an event
- select individuals and/or groups of people to add to an event or invitation lists
- produce reports on attendance and participation in an event.

The Google™ maps also allow you to identify a point of interest and ascertain on a 'heat map' the members or eligible members who live close by. This valuable feature enables Trusts to select venues for events that are close to as many members as possible, helping to increase attendance and participation.

Governor management

The CMS Governor area allows you to manage your elected and appointed governors with the ability to access their details, terms of office, constituency and wards.

The Governor area also enables you to create and manage the various groups and committees that the governors are part of as well as keep track of their meetings and who is involved in them.

The Documents area allows you to upload key documents relating to the Governors, such as Meeting Minutes, election results and constitutions.

Elected Governors					
Name	From	To	Const.	Subconstituency	Notes
St Philip Wadde	26/10/2009	25/10/2010	Patient	Principal Carer of a Pat	6
Heather Saunders	26/10/2009	25/10/2010	Patient	Local Group	2
Professor Christine Webb	26/10/2009	25/10/2010	Patient	Local Group	3
Mrs Gloria Anne Ford	26/10/2009	25/10/2010	Public	North Somerset	1
Mrs Patricia B Robinson	26/10/2009	25/10/2010	Public	South Gloucestershire	1
Fayola Yalder	26/10/2009	25/10/2010	Patient	Local Group	6
Mrs Maureen Schuler	14/02/2010	25/10/2010	Public	City of Bristol	1
Desmond Osborne	25/10/2009	25/10/2010	Patient	Tertiary Group	6
Lama Walton	25/10/2009	25/10/2010	Patient	Principal Carer of a Pat	1
Mrs Heather England	26/10/2009	25/10/2010	Public	City of Bristol	1
Mrs Anne Skinner	26/10/2009	25/10/2010	Patient	Local Group	1
George Wynn Nelson	26/10/2009	25/10/2010	Public	City of Bristol	1
David Clark	09/11/2009	25/10/2010	Public	South Gloucestershire	1
Alex Abwood	26/10/2009	25/10/2010	Public	North Somerset	5
Sula Smith	26/10/2009	25/10/2010	Patient	Principal Carer of a Pat	1
Clive Hamilton	26/10/2009	25/10/2010	Public	North Somerset	1
Jason Edgar	26/10/2009	25/10/2010	Public	City of Bristol	6
John Atcock	26/10/2009	25/10/2010	Public	City of Bristol	2
Rosemary Chalmers	26/10/2009	25/10/2010	Patient	Tertiary Group	1
Victor Stephens	26/10/2009	25/10/2010	Public	City of Bristol	1
Elizabeth Skyles	26/10/2009	25/10/2010	Public	City of Bristol	6
Elizabeth Congan	26/10/2009	25/10/2010	Public	North Somerset	1
Wendy Gregory	26/10/2009	25/10/2010	Patient	Principal Carer of a Pat	1

Appointed Governors					
Name	From	To	Organisation	Notes	
Jane Billon	26/10/2009	25/10/2010	Avon & Wiltshire Mental Health		1
John Duffield	26/10/2009	25/10/2010	University of the West of Engl		6
Jeanette Jones	26/10/2009	25/10/2010	Joint Union Committee		2
Deborah Lee	26/10/2009	25/10/2010	Bristol Primary Care Trust		3
James White	26/10/2009	25/10/2010	North Somerset Primary Care Tr		2
John Newham	26/10/2009	25/10/2010	Great Western Ambulance Trust		2
Andrew Yelbury	26/10/2009	25/10/2010	Representing voluntary and com		2
Chris Payne	26/10/2009	25/10/2010	South Gloucestershire Primary		2
Clr Sylvia Townsend	26/10/2009	25/10/2010	Bristol City Council		3
Massimo Pignatelli	26/10/2009	25/10/2010	University of Bristol		3

Groups		
Name	Leader	Govs
All Governors	Patricia Robinson	33
Financial Review Group	Andrew Yelbury	8
Patient Concerns Committee	Paul Magson	7
Foundation Trust Governors Association	David Clark	4

Meetings		
Date	Description	Group
24/05/2010	Board Review Meeting	All Governors
01/06/2010	Financial Review Meeting	FINANCIAL REVIEW
05/06/2010	Trust Open Day Planning	
24/06/2010	Board Review Meeting	All Governors
30/07/2010	Patient Concerns Committee	Patient Concerns
04/07/2010	Board Review Meeting	All Governors
01/08/2010	Financial Review Meeting	Financial Review
24/08/2010	Board Review Meeting	All Governors
12/11/2010	News Letter Design Review	

Documents	
Date	Description
14/02/2009	Governor FAQ Document
26/10/2009	Results of General Governor Elections
26/10/2009	Introduction Letter to new Governors
09/11/2009	Results of Governor By-Elections
14/02/2010	Results of Governor By-Elections
24/02/2010	Minutes of Trust Board Meeting
24/03/2010	Minutes of Trust Board Meeting
24/04/2010	Minutes of Trust Board Meeting

Our Experience

Capita Membership Services provides membership and engagement services to over 80 Trusts and maintains the records of over 700,000 Trust members.

We are a part of the Capita Health division which currently runs NHS Choices as well as provides services to over 70% of NHS organisations. These services include benchmarking, healthcare intelligence and quality improvement solutions through CHKS, staff surveys, consultancy services and HR, payroll and IT support. We have extensive knowledge of the NHS and the issues faced by healthcare professionals throughout the sector.

Capita Health is part of The Capita Group Plc, a FTSE 100 company and a leading provider of business process outsourcing in the UK. Capita provides a broad range of administration and support services and interacts with 35 million people across the UK on behalf of clients in both public and private sectors.

Committed to service excellence, we help organisations across the health service to achieve measurable step-changes in service delivery.

We have been working with health service organisations for two decades, giving us an impressive track record with organisations such as:

- Foundation and Primary Care Trusts
- Private healthcare suppliers
- the Department of Health
- Local authorities
- Central government departments

We understand the issues faced by health service organisations and have developed robust, proven solutions to deliver increased service efficiency and quality.

For more information on how we can support your Trust, please contact:
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Ross Hignett, Business Development Manager, 0776 0991 813 / ross.hignett@capita.co.uk

www.capitamembershipservices.co.uk

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