

CAPITA



Capita Health:
Using our services to
support your Trust

Introducing Capita Health

Capita works with over 300 NHS organisations to help them improve quality while reducing costs. As the UK's No1 business process outsourcer, we understand how to maximise efficiencies and deliver a better patient experience. We are at the leading edge of redefining and transforming services to the public. Capita is helping to deliver the transformation of the health sector demanded by Government and public alike.

We make your business our business

Capita Membership Services (CMS)

CMS is the leading provider of membership services and provides public, patient and staff engagement to NHS trusts across the UK. Services cover:

- Membership database hosting, including Google mapping
- Membership recruitment and retention
- Consultancy, including member strategies, profiling and analysis
- Multi-modal communications
- Governor elections

Capita Health Service Partners (part of CMS)

Capita HSP understands the need for enhanced performance whilst restraining costs. We provide HR information and consultancy to assist with:

- Benchmarking against other organisations
- Supporting organisational change
- Review services and "back office" functions
- External investigations
- Remuneration advice on Directors or other roles

Capita Surveys and Research (part of CMS)

Capita Surveys and Research carry out a range of surveys on the patient experience and employee engagement for over 250 organisations each year. Maximising response rates by using a multi-mode approach including:

- Web based surveys
- Postal surveys
- Telephone (CATI)
- 'Ask the Audience' and sound bites
- Pulse surveys
- Discovery interviews and focus groups

CHKS

CHKS uses healthcare intelligence to help the NHS identify the greatest opportunities for quality improvement and efficiency gains. Services include:

- Benchmarking
- Bespoke consultancy, analysis and board reporting
- Web-based healthcare intelligence systems
- Clinical coding improvement services
- Accreditation and quality assurance

Cardiff Research Consortium (CRC)

Cardiff Research Consortium is a leading international health outcomes consultancy providing a spectrum of consultancy, research and scientific services around the core disciplines of:

- Health Economics
- Economic Modelling
- Capacity Planning
- Epidemiology
- Outcomes Research
- Health Technology Assessment

Capita Health Solutions (CHS)

CHS is the UK's leading national Occupational Health Provider. Our 30 years' successful service delivery assures a low risk, high-quality, approach. We:

- Offer robust and defensible medical advice;
- Provide world-class screening and assessments;
- Support employee well-being and reduced sickness absence.

If you are interested in learning more about how Capita Health can assist your trust, please contact your existing Relationship Manager or would like to have an informal chat about the range of services Capita Health can provide please use the contact details below.

For more information, please contact:
health@capita.co.uk

www.capita.co.uk/
www.capita.co.uk/markets/pages/healthoffering.aspx

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