

# Case Study

Lincolnshire Partnership NHS Foundation Trust



## Lincolnshire Partnership NHS Foundation Trust uses SSentif for Competitive Tendering

### About:

The Lincolnshire Partnership NHS Foundation Trust was established on 1st June 2002 when social care and health services, formerly provided by Lincolnshire County Council and Lincolnshire Healthcare NHS Trust, were brought together to create new mental health and substance misuse services for adults. It was then authorised as a foundation trust on 1st October 2007.

The Trust has nearly 2,000 members of staff and provides care and treatment for a local population of some 735,000 people, as well as specialist services for people who live in other areas of the East Midlands.

### Challenge:

The Lincolnshire Partnership NHS Foundation Trust's service delivery mission is focused around three clear priorities: improving the patient experience, increasing clinical effectiveness and safeguarding patient safety and the Trust must achieve all three whilst working within a strict budget.

With large parts of the NHS being put out to competitive tender, like all other NHS organisations, Lincolnshire found itself faced with the additional challenge of bidding to provide Specialist Clinical Services in direct competition with neighbouring hospitals.

To manage costs, monitor its performance nationally and regionally and gain competitive edge in the tendering process, the Trust needed a data analysis tool that would give it access to a broad range of datasets and the ability to build tailored reports using different indicators.

Steve Lidbetter, Deputy Director of Performance and Innovation, said: *"We needed a tool which would allow us to look at a range of information, from performance against Government targets, to spending data. We were also particularly interested in looking at spend per head of population as traditionally Lincolnshire has always emerged as a 'low spender' and we wanted to look at the expenditure of trusts with similar demographics."*

*"Although that information is already out there, it's not easy to get to and other systems were only able to offer anonymised data, which was meaningless for our purposes. What SSentif offered was access to everything we needed all in one place."*

### Solution:

Founded in 2004, SSentif has developed the widest range of fully analysable health sector data in the UK. Its unique system contains approximately 25,000 different indicators and more than 10 years worth of historical data.

SSentif's system provides NHS trusts with a tool to look for ways to improve value for money and service performance.

Steve Lidbetter: *"We were extremely impressed with the training provided by SSentif and the simplicity of the system. Very quickly we were able to build our own reports, both for internal use and for tenders. We realised immediately that the system had huge potential and we have set up a monthly group of Heads of Service, who make up the Trust's clinical management structure, to discuss the use of SSentif. These people work on the ground at our hospital sites to provide care for patients as well as managing the individual issues in the services, specialities and on the sites where they work, so the information SSentif gives them access to is invaluable."*

Lincolnshire also identified that the SSentif system would prove a useful tool in managing its workforce and resource.

Steve Lidbetter: *"Using the SSentif system has allowed us to look at how other Trusts have approached their workforce breakdown and grading structure. It has enabled us to identify areas in which we are too lean, as well as those where we are potentially too top heavy and could be more efficient."*

## Outcome:

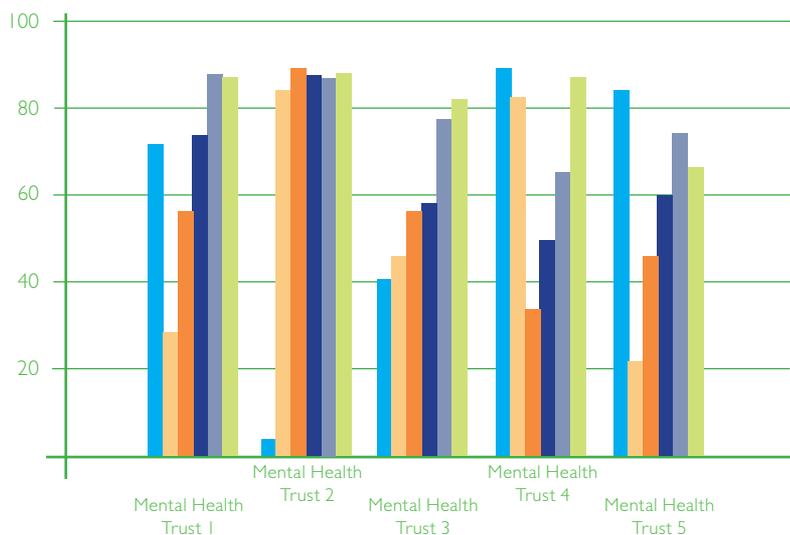
SSentif's system has given Lincolnshire access to a single data benchmarking source that allows it to monitor its performance against government targets and similar organisations and to bid competitively to provide additional services.

SSentif's comprehensive collection of hospital spending data will give Lincolnshire a considerable competitive edge, enabling the Trust to win service provision contracts outside of its immediate catchment area. Using 'inside' spending and performance information gleaned from SSentif's datasets, Lincolnshire is now able to put forward highly competitive tenders for service provision contracts.

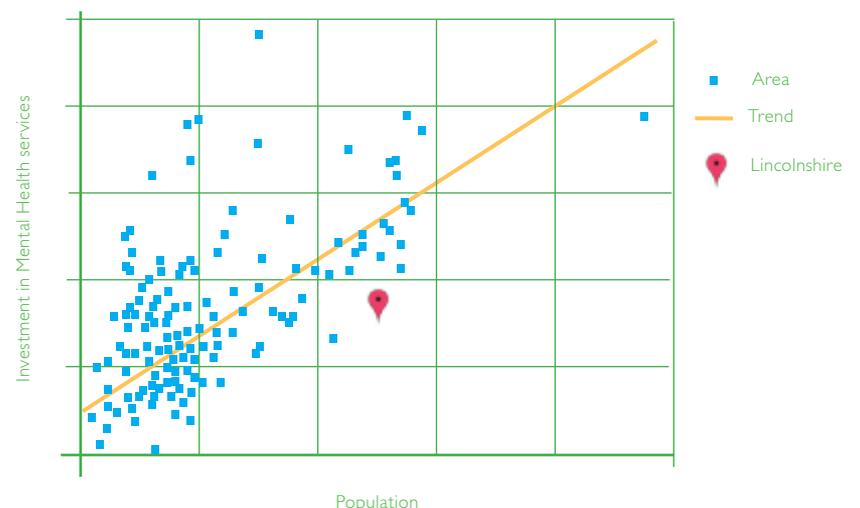
Steve Lidbetter, concluded: *"This is a very exciting time for our Trust. The more we use the SSentif system, the more we realise its potential to influence positive change within our organisation. The SSentif team are genuine enthusiasts, as eager for new data as we are. We are constantly in dialogue and they are always open to our suggestions for new data to be added to the site. They are extremely responsive."*



Percentage of users on CPA reviewed in last 12 months (Mar 2011 - Jun 2012)



Mental Health investment level across England



### Data Range

- Financial
- Outcomes
- Activity
- Performance



### Analysis Tool

- Benchmarking
- Performance Tracking
- KPI Dashboards
- Efficiency Savings



### Support

- Online Training and Tutorials
- Onsite Training
- Bespoke Report Services
- Helpdesk Services

## What do you think of SSentif Intelligence Benchmarking?

**Steve Lidbetter:** *The more we use the SSentif system, the more we realise its potential to influence positive change within our organisation.*