

Capacity review

Demand and capacity review, underpinned by benchmarking against peer group best practice which can be evidenced by simulations and 'what if' scenario modelling. The review will also cover benchmarking productivity of all staffing groups.

Sustainability

A sustainability audit. Overall, hospitals have to reduce their carbon footprint and improve energy efficiency. Not only are there a number of valuable tool kits, but external benchmarking should drive sustainable services and lower estates and operating costs.

Good governance and minimising risk

Organisational and Statutory Governance - An essential part of any review is to use data and an external review, to drive the provision of high quality and risk free environments for both patients and staff.

Consumer - centric experience

Healthcare needs to become much more consumer centric. It could benefit from following the lead of the retail industry; using I.T as one of the enablers and reconsidering clinical processes to be more sensitive to clients' needs.

