

case study

Cheshire and Wirral Partnership NHS Foundation Trust

Cheshire and Wirral Partnership (CWP) is an NHS Foundation Trust which provides specialist mental health, learning disability and substance misuse services (www.cwp.nhs.uk). The Trust, which currently employs more than 2,750 staff, was introduced to QlikView by Performance Management specialists and QlikView partner, Bellis-Jones Hill Healthcare Management Solutions.

The Challenge

During 2008, the Trust reviewed its clinical management structure and reporting as part of an overall Service Line Management programme. It was felt the existing reporting tools were not responsive enough.

Solution

Following a market testing exercise, Cheshire and Wirral Partnership brought in Bellis-Jones Hill in October 2008 to support the implementation of Service Line Management. CWP deployed QlikView to understand its performance and organise its services in a way which benefits service users and carers.

The Trust wanted to bring clinicians to the forefront of operations and promote a culture of continuous improvement. QlikView is helping to achieve that goal for The Trust. It works by pulling together millions of records from disparate data sources and displays it in an easy-to-use visual dashboard. The in-memory technology enables users to drill down to team and ward level – meaning clinicians can take the lead on service development, performance and quality of their services and drive improvements in patient care.

Janet King is the Associate Director of Informatics at CWP; “QlikView



“Cheshire and Wirral Partnership NHS Foundation Trust has been at the forefront of developing Service Line Reporting in mental health. We embrace innovative approaches and believe in using technology to support the effective delivery of services. We needed a better and more efficient way to manage Service Line Reporting. The system we had was long-winded and time-consuming. QlikView has solved these problems.”

Janet King,

Cheshire and Wirral Partnership
NHS Foundation Trust



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requires very little training for end users. It was only a matter of weeks before we were able to develop our first balanced scorecard. It has enabled us to deliver service line reporting in a user-friendly, straight forward way.”

“We have found it allows clinicians to manage their data and substantially reduces lead time for reporting. Managers have the information at their fingertips. It has engaged clinicians and given them assurance that key targets and standards are being met. In addition, it provides sufficient data to support investment decisions.”

The QlikView Business Intelligence solution is currently being used across the organisation by senior staff including Executive Directors, Division Directors, Clinical Directors and Business Managers. There are future plans to roll QlikView out to a wider Trust audience.

Janet adds; “There are almost no limits to what we can do with QlikView. We are developing it for internal performance reporting, as well as to bring in other data sources such as risk and estates management to provide holistic performance reporting.”



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