

Queen Elizabeth Hospital NHS Trust King's Lynn

Financial Recovery



What our client wanted

The Queen Elizabeth Hospital NHS Trust in King's Lynn had been shocked by revelations about its financial deficit and the subsequent resignation of senior staff. Frontline were asked to provide support, as interim Chief Executive, then Special Advisor to the newly appointed incoming Chief Executive. QEH also had issues with patient access, particularly in A&E, where delivery of targets was uncertain.

What Frontline did

Over a six month period, we worked with the management team to:

- identify cost saving and income generation opportunities
- ensure appropriate people in key roles
- review all budgets with budget holders
- identify service reengineering opportunities

What difference we made

Working with the management team, we helped:

- secure delivery of A&E targets
- develop an agreed Financial Recovery Plan covering a three year period
- deliver key elements of the financial recovery plan 2005, amounting to £2.4m
- reengineering of patient pathways and bed management in support of 2 ward closures
- resolution of personnel issues within the executive team
- mentoring of senior management staff
- strengthen the financial management regimen and competencies of the Trust for the future
- engagement with staff, local people and the media to ensure smooth introduction of changes

What our client said

"Frontline has been of great assistance to this Trust in driving the start of the our financial turnaround and initiating improved performance across the whole organisation."

Ruth May, Chief Executive of Queen Elizabeth Hospital NHS Trust