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Mental Health  
NHS Foundation Trust

# What the CIO needs from HR

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Trust



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# GMMH Background



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- Officially formed January 2017
- Two previous organisations: GMW, MMHSC
- Mental health provider
- Wide geographic footprint: Cumbria, Lancashire, Manchester
- ~ 5500 staff
- SMS, medium secure, CAMHS, community mental health, in-patient, rehab



# IM&T Provision



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- Windows 10
- Agile/mobile solutions
- Always on VPN
- Unified Communications
- GovRoam
- Civica Paris EPR
- New Digital Strategy 2019-2022
- Good levels of Cyber resilience (unaffected by Wannacry)



However.....

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# IM&T Provision from clinical services view..

- Too technical
- Rolled out with limited engagement
- Feeling of being done to
- Limited understanding from IM&T of how the services work
- Expensive
- Seen as a barrier not an enabler



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# GMMH Digital Strategy 2019-2022

## Principles

- Person centred
- ***Clinicians and leaders working in partnership***
- Innovative approach
- ***Rationalise systems and interoperate where possible***
- Improve digital maturity levels
- ***Digital inclusion – nobody should be left behind***
- ***Digital skills for the workforce***
- Evidence/Intelligence led healthcare
- ***Must underpin objectives of Quality, Workforce and Trust strategies***



# Expectations



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# Reality



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# The Challenge



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To ensure that clinicians, services and service users are able to truly enhance their working/clinical environment and to realise the benefits that are available through digital transformation.



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# What does a CIO need from HR

*(how an organisation can be stronger with collaboration between HR and IT)*

- Early identification of new ways of working
- Collaborative approach to staff support tools
- Consideration of IT tools rather than additional staff
- Communication, communication, communication
- Support for digital transformation
- Self service tools
- Understanding how digital can enhance/improve working lives
- Different opportunities for difficult recruitment – no need for 9-5
- Setting the digital culture



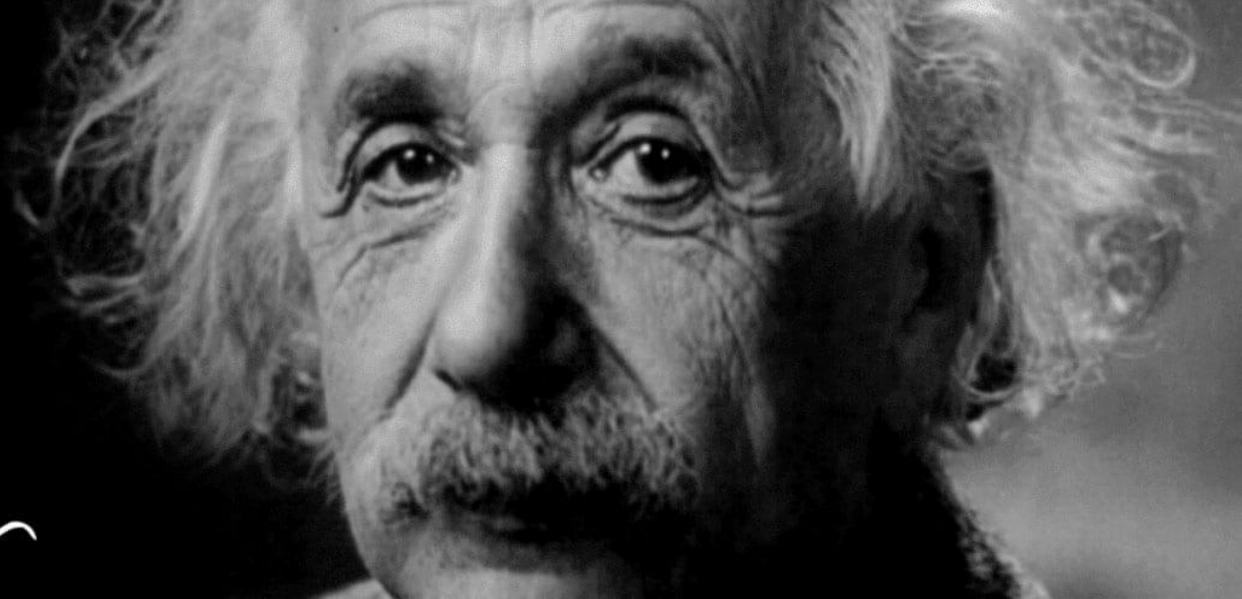
# Benefits of working together

- Improved retention rates
- Safer staffing levels
- Higher levels of staff satisfaction
- More attractive place to work
- Able to tap into different working models
- Improve the onboarding process of new starters
- Enables employees to reach their potential
- Improved productivity



“Insanity is doing the  
same thing over & over  
again and expecting a  
different result”

Albert Einstein





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Questions?



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