



MCA Awards 2018 Finalist

Change Management in the Public Sector

PwC with Epsom St.Helier University Hospitals NHS Trust

The A&E target, that 95% of patients attending A&E should be admitted, discharged or transferred within four hours, is one of the highest-profile NHS targets. Yet many Trusts have struggled to achieve this – Epsom & St Helier University Hospitals NHS Trust included.

This was the challenge PwC took on as part of the Trust's five-year transformation programme. PwC and the Trust designed a 'PatientFlow' improvement programme and within a year, Epsom & St Helier became one of the top-performing trusts for A&E performance in the country. It is now consistently in the top 10, reporting number 1 on numerous occasions.