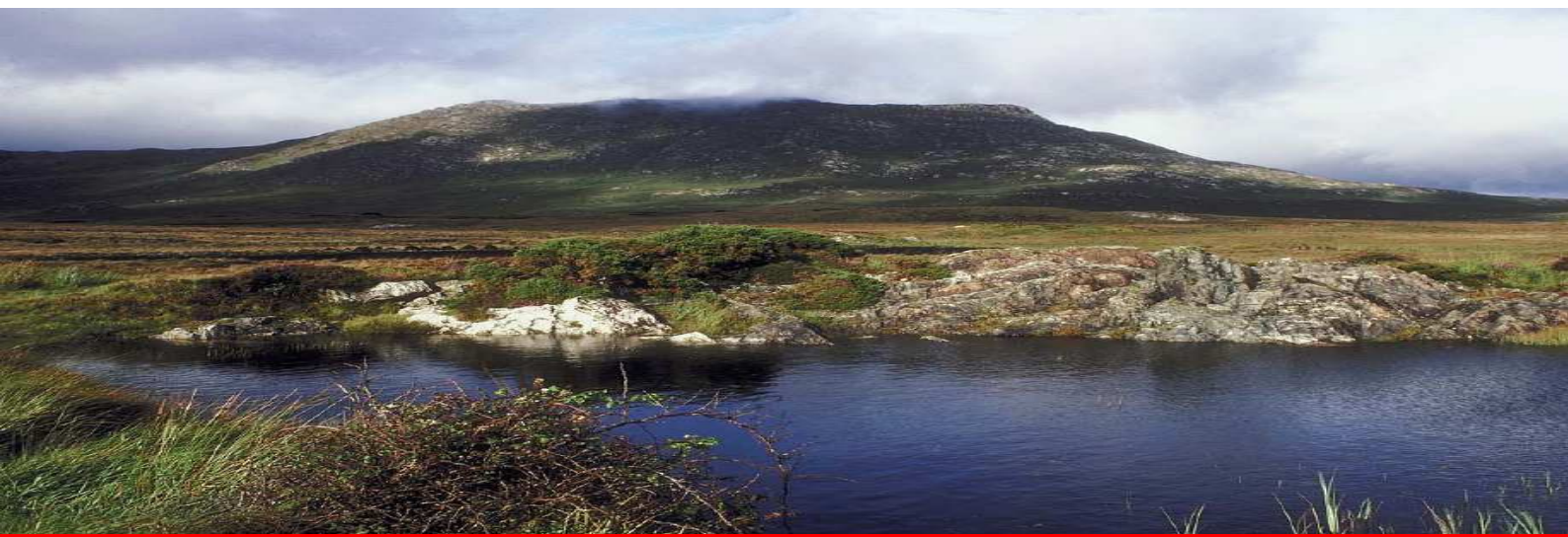




Cultural and Leadership Change in Dentistry.

The client...

Department of Health (DoH) - Dentistry

The issues...

- Improve public access to local NHS dentistry services
- Introduce and engage Dentists with new NHS contracts to re-provide an NHS service after twenty years of being a low NHS priority.
- Shift the responsibility and accountability for a £2bn budget, with 9,000 dentistry practices and 20,000 dentists across England, from a centrally controlled DoH programme to local Primary Care Trust (PCT) commissioners.
- Assure that the provision and access to service and value for money is maintained and improved upon transfer.

What we did...

Our task was to support and lead the changes nationally whilst equipping the local commissioners with the leadership and expertise to manage the contracts with Dentists. In order to do this, we designed and implemented an integrated programme consisting of workshops, coaching, presentations and written briefings to be rolled out across the organisation. A flexible management style was adopted to ensure all parties partnered the change. Added value to the ongoing management of the business was ensured via follow up workshops to develop and review progress and action plan the common themes.

What happened as a result...

Between July 2004 and April 2005, the programme achieved transfer to the local PCTs with new contract agreements for 25% of the 9000 practices, totalling £700m. By September 2005 over 60% will be transferred.

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