



Service design

Health and Care Advisory

Understanding the needs of your staff, citizens, service users and their circles of care is the key to delivering truly transformed healthcare experiences.



Why CGI?

For over 25 years, we have supported more than 1,000 health and care facilities and 200,000 professionals globally. Committed to supporting our clients for every step of their transformational journeys, we established our [Advisory Services](#), where our experts combine their deep, first-hand experiences of working in the sector to deliver people-focused consultancy that truly makes a difference.

Our service design expertise helps you identify and eliminate areas of non-value add, considering not only your organisation as a whole, but your staff and citizens too.

By putting people at the heart of your digital transformation journey, we will help you deliver truly impactful, quality health and care services.

The challenge

Our health and care system is under more pressure than ever, with the NHS Long Term plan setting out five key challenges: insufficient funding, staff shortages, the backlog following the pandemic, an ageing population, and evolving healthcare needs.¹

Health equity is another fundamental issue of modern healthcare delivery, revolving around access to health resources according to genetic, socio-environmental and economic circumstances.

These factors present a persistent challenge to safe levels of care, and therefore the quality of service delivered to those who need it most. And although the same obstacles are present across the system, one solution doesn't necessarily fit all.

We are here to help

Working together, we'll re-design your end-to-end care pathways and services with the unique insight of your users, analysing their pain points to gain a holistic understanding of what people actually need from your organisation.

This human-centred approach has the power to reimagine healthcare experiences, through:

- Direct engagement with staff, citizens, service users and their circles of care, to address their needs by designing more modern, sustainable services that deliver the right care at the right time, from the right people.
- Gathering deep insights into the real-world challenges, experiences and expectations of your local population and workforce, across the spectrum of health and care: primary, community, acute and specialist services, as well as domiciliary, supported living and residential care.
- Addressing health inequalities through defining "what good looks like", to create accessible pathways of care and services for all.

¹ [longtermplan.nhs.uk](https://www.longtermplan.nhs.uk)

Our approach: people, process and technology

People

It's people - your staff, citizens and their circles of care - who should inform your solutions, as your organisation's challenges are best understood by them.

Using our human-centred research approach, we identify the real need for transformation across your services. This involves active listening and understanding, to analyse and theme insights from those who use and deliver your services.

Process

Our user research then helps us to design change programmes that place people-focused outcomes at the heart of your services and solutions.

Working together, we'll define your current state, and highlight the requirements for your future processes and pathways of care. Then we help to secure the fundamentals for an effective programme management office to deliver change that completely transforms healthcare experiences that are inclusive of all care groupings.

Technology

Technology is an enabler of service transformation. So, we recommend digital tools and solutions tailored to your organisation's needs, to truly enhance the scale of benefits realisation.

We are technology, solution, and supplier agnostic, so have no preconceived ideas about the "right" solution. We listen to your users' challenges, explore your objectives, and design plans that help achieve the best outcomes.

Benefits

- 1 Achieve **health equity** by addressing the needs and challenges of your users, helping to improve quality of life, reduce costs of treating preventable conditions, and consequently benefitting the wider economy.
- 2 Service users are part of the **change journey**, so they understand your newly transformed service models, and know how to effectively access the support they need.
- 3 **Buy-in from staff** who are engaged in shaping new models of care, and are empowered to deliver quality services.
- 4 Design a model of transformation which is replicable across the organisation and wider ecosystem, to address your **organisational and government priorities**.
- 5 Achieve long-term benefits from a **sustainable, future-fit**, human-centred health and care system.



About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 91,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

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[Advisory team](#)