



January/February 2011



NHS & Social Care:

Working together to achieve greater efficiencies, cut costs and deliver quality care

Allow professionals to do their jobs and reduce costly manual administration!

"Government spending plans will test the NHS and social services in England to the limit, according to a report by the Commons Health Select Committee. However, better interaction between health and social care is "critical" to achieving cost savings" The Independent, 14th December, 2010.

Aimed at both the NHS and Social Care departments, this half day seminar will address the challenges that are faced by our healthcare providers in the delivery of quality care. Examining how real shared services can be delivered through the integration of NHS and Social Care systems and how integrated mobile working can help in the delivery of front line services, meeting the demands of the government spending cuts with a focus on real case studies and a proven return on investment.

Be the first to see the ground-breaking community care integrated mobile application on a BlackBerry smartphone!

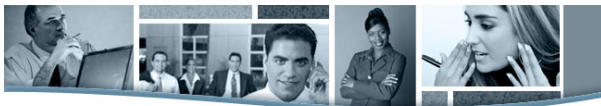
Dates & Venues:

**3rd February - Royal College of Nursing, London (Fully Booked)
10th February - Worcester City Council
1st March - NHS Rotherham**

PLACES ARE LIMITED, BOOK EARLY TO AVOID DISAPPOINTMENT

email info@ndl.co.uk or call us on 01937 543500

Who should attend? - All managers of community care teams, Directors and Assistant Directors of Social Care/Social Services, Directors and Heads of Adult Services, Directors and Heads of Children's Services, Business Development Managers, Heads of Community Nursing and ICT Managers.



Switch & Save - How "Channel Shift" can save you money!

Improving Customer Service and Cutting Costs post Comprehensive Spending Review.

This seminar examines how Local Authorities have achieved real savings through "channel shift". Moving away from face to face and telephone contacts to engaging with the citizen via the web and self-service e-forms, including the way in which the work force liaises in the field.

The Comprehensive Spending Review (CSR) has emphasised the need for Local Authorities to address the way they deliver public services. This seminar will also reveal the results of the "2010 Integration & CRM Survey", the most comprehensive survey in Local Government post-CSR.

Dates & Venues:

**9th February - Kensington Town Hall, London
2nd March - Ashton Town Hall, Tameside,
Manchester**

**Integration & CRM Survey 2010/2011
The Results!**

[Click here to request your free copy!](#)

In the most comprehensive survey of local government since the Comprehensive Spending Review, we find out about the issues and challenges facing Local Authorities across the country. The survey looks at changes to plans since last year's report, the impact of the CSR, and how technology will be used both to support cost cutting and increase efficiency. Areas investigated include self-service, shared services, application integration and mobile working strategies.

NDL produces two additional reports:

- The annual Health Report which this year addressed the "Efficiencies and Cost Savings to be made through the utilisation of technology."
- A comprehensive review of the role of Mobile Working in the public sector.

15th March - Bristol City Council

Places are limited, book early to avoid disappointment.

Email events@ndl.co.uk or call 01937 543500



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