




# Central Surrey Health

## A journey into ownership, innovation and change

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# Central Surrey Health



- company limited by shares with NHS contract
- co-owned by all 750 employees
- 4 community hospitals, therapies community nursing
- social enterprise

Combine best of NHS with 'can do' business culture



## What ownership has added to CSH

- Can do culture (why not?)
- ‘We’ or ‘I’ not ‘you’
- Better understanding and commitment
- More accountability (with help...)



## A few questions.....

- Do your co-owners have these skills?
- If not, how could they get them?
- And then...how would you create the climate to take the risks?



**“Don’t be afraid to take a big step when one is indicated. You can’t cross a chasm in two small steps.”** *David Lloyd George, Welsh Liberal Statesman*

## Our response – Phase 2 (P2)

- Start with diagnostics
- Full involvement of co-owners
- Over 90 co-owners involved
- Training and development
- Expert support partner
- Support structure



Thank you for putting so much faith in us to do the projects. I have always felt that it was a very brave decision and it most definitely was not the easy option.

