

Hilary Brown

Senior Fellow

Health Services Management Centre

Contact details

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About

Hilary Brown is a Senior Fellow at the Health Services Management Centre, University of Birmingham. She joined the department in August 2008 following a ten year career in the NHS and a second career in journalism and PR in the private sector. Hilary is involved in a range of teaching activities including taking a lead role for student welfare and international students within the department. She is has also been a Knowledge Transfer Partnership academic supervisor.

Hilary's areas of special interest include:

- Policy, reform and service evaluation
- Patient and service user experience and involvement
- Primary and community care
- Whole system redesign
- Integrated care
- Governance

Qualifications

- MSc (Distinction) Health Care Policy and Management
- MSP Advanced Practitioner (MSP - Managing Successful Programmes)
- PRINCE2 Practitioner
- City & Guilds Radio & Journalism
- Chartered Institute of Personnel and Development Certificate in Personnel Management

Biography

Previous posts within the NHS also include Service Redesign Programme and Project Management roles, and Human Resource operational and project management roles. Hilary has also worked within both the acute provider sector and within the commissioning sector., encompassing workforce planning, policy implementation and management reporting. Between NHS posts, Hilary spent several years working as a journalist, developing expertise in internal communications and public relations within the private sector. Hilary is also the University's representative on the Council of Governors at Birmingham Children's Hospital and was previously a Director of the Foundation Trust Governors' Association.

Research

Current and previous projects

Hilary's research and consultancy projects at HSMC include:

- The NHS reforms and efficiency savings
- Exploring how best to promote a culture of research in the NHS
- Evaluation of cancer surgery services in the UK
- Learning disability service evaluations
- The effective use of patient and public feedback
- Shared decision-making in renal replacement therapy choices
- Knowledge management systems
- Benefits management and realisation

Publications

Brown, H., Ellins, J., Jackson, O., Gale, N., Sawbridge, Y. and Morton, D. (2014) An evaluation of cancer surgery services in the UK. A report for Cancer Research UK by the Health Services Management Centre, University of Birmingham, and ICF – GHK consulting, February 2014 (/Documents/college-social-sciences/social-policy/HSMC/publications/2014/policy-cruk-cancer-surgery-services-feb14.pdf).

Miller, R., Combes, G., Brown, H. and Harwood, A. (2014) Interprofessional workplace learning: a catalyst for strategic change? *Journal of Interprofessional*

Williams, I, Bovaird, T, Brown, H, Allen, K, Dickinson, H, Kennedy, J and Glasby, J (2013), Designing whole-systems commissioning: lessons from the English experience, *Journal of Care Services Management*, 6(2), 83-92.

Millar, R, Snelling, I and Brown, H (2011), *Liberating the NHS: orders of change?* HSMC: Birmingham.

Powell M., Millar R., Mulla A., Brown H., Fewtrell C. (Health Services Management Centre, University of Birmingham) McLeod H. (Health and Population Sciences, Health Economics, University of Birmingham) and Goodwin N., Dixon A., and Naylor C. (The King's Fund) (2010) [Comparative case studies of health reform in England \(Report submitted to the Department of Health Policy Research Programme \(PRP\) Health Services Management Centre\). \(/Documents/college-social-sciences/social-policy/HSMC/publications/2010/health-reform-england.pdf\)](#)

Brown H, Davidson D, Ellins J, (2009) *Real-time Patient Feedback* Health Services Management Centre (for NHS West Midlands) Health Services Management Centre (for NHS West Midlands).

Brown H, (2009) *A guide to capturing and using patient, public and service user feedback effectively* Health Services Management Centre (for NHS West Midlands). Health Services Management Centre (for NHS West Midlands).

