

What do Commissioners want?

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Vision for the North East

7 No's

No barriers to health and well being

No avoidable deaths, injury or illness

No avoidable suffering or pain

No helplessness

No unnecessary waiting or delays

No waste

No inequality



About NHS North East (1 of 3)



About NHS North East (2 of 3)



Serving a population of around 2.6 million, four commissioning clusters operate across the North east.

Individual NHS organisations include:

- 8 Acute Trusts
- 2 Mental Health Trusts
- 1 Ambulance Trust
- 6 community providers



About NHS North East (3 of 3)



Individual contractors:

400 GP surgeries

331 NHS dentists

551 pharmacies

Annual budget of over £4.6 billion



So what is commissioning?

Assessing needs

Designing service specifications

Procuring services

Monitoring contracts and performance

Sometimes this is described as a commissioning cycle – its certainly not rocket science.



What is a good commissioner?

World Class Commissioning competencies

- 01** locally lead the NHS
- 02** work with community partners
- 03** engage with public and patients
- 04** collaborate with clinicians
- 05** manage knowledge and assess needs
- 06** prioritise investment
- 07** stimulate the market
- 08** promote improvement and innovation
- 09** secure procurement skills
- 10** manage the local health system
- 11** make sound financial investments

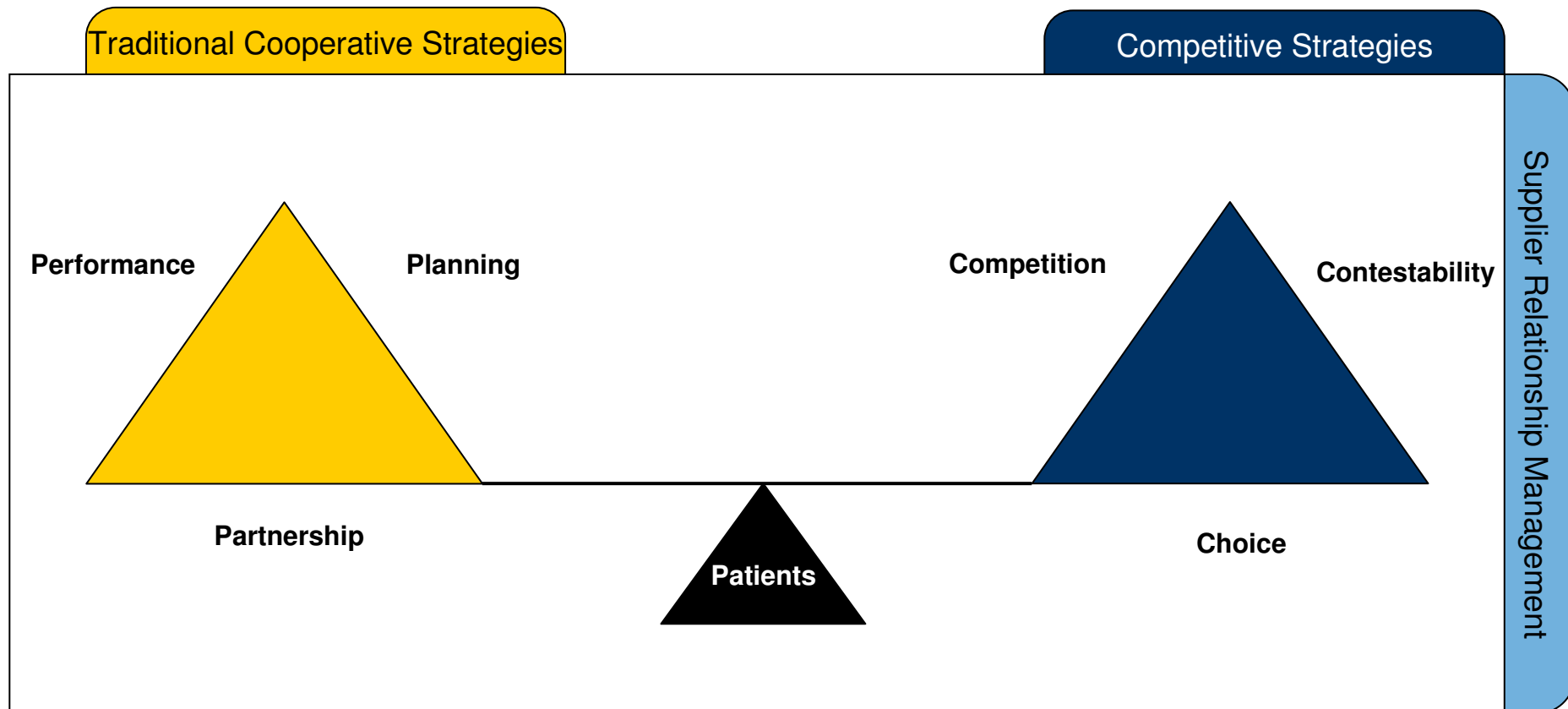


What are the challenges for commissioners?

- Large scale funding increases have come to an end
- Commissioners are tasked with driving out efficiencies whilst continuing to improve quality
- The provider market is no longer a monopoly – there are lots of organisations wanting to deliver services.



Market management – Getting the balance right

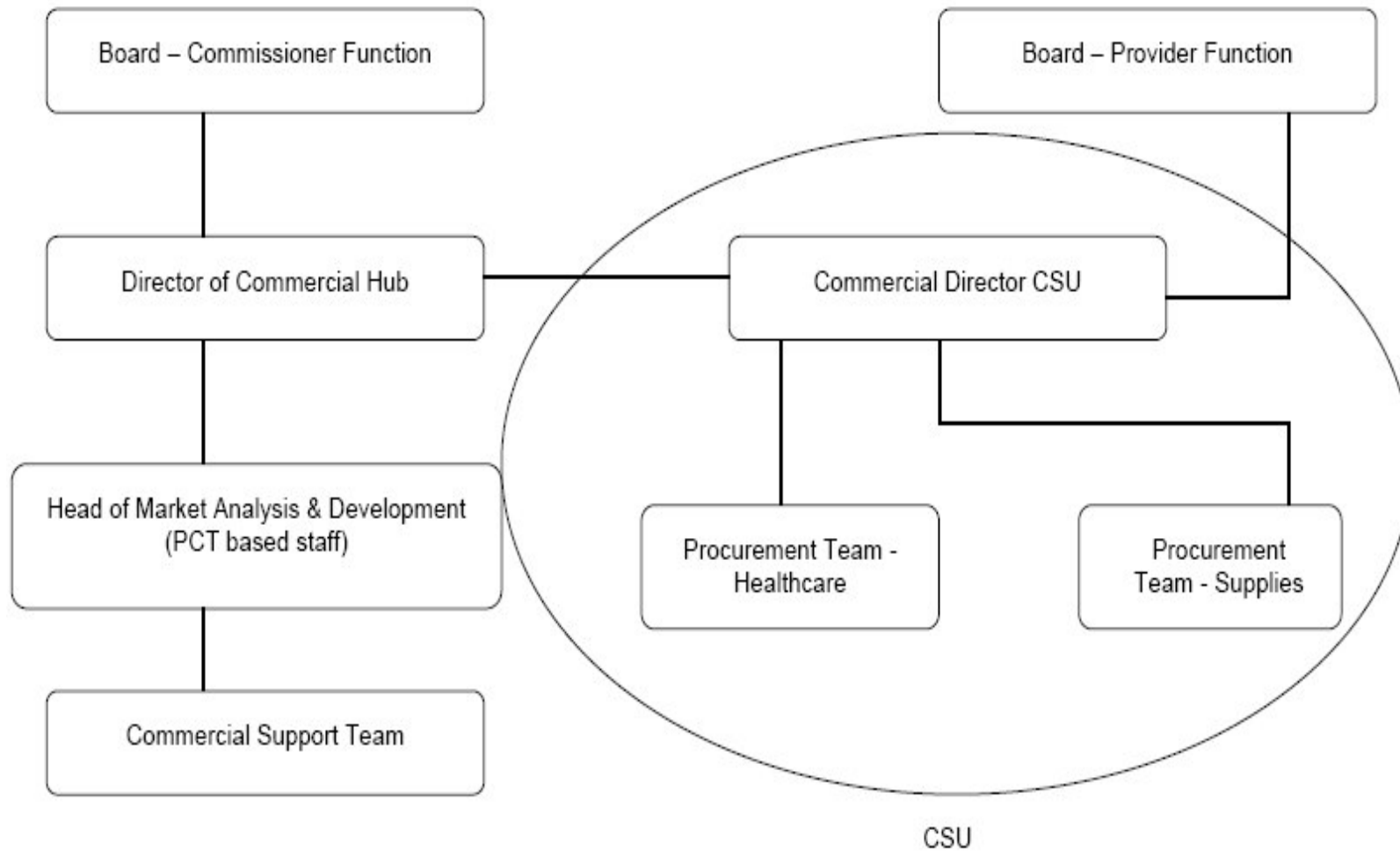


Who does what in market management?

	From	To
DH	Detailed policy inputs and performance measures	Broad policy direction but clearer on outcomes
SHAs	Strategies, plans and performance management	System Management
PCTs	Allocations, performance delivery, local accountability	Market Managers, public and patient accountability, promoters of choice and patient rights
Providers	Responding to targets, focus on clinically led service developments, cost reduction	Customer focussed and responsive competing on quality and standards focus on investment



Developing commercial skills in the North East NHS



Developing commercial skills

Commercial Hub responsible for:

- Market stimulation
- Procurement of healthcare services
- Some contract management for regional contracts

Provider CSU provides services such as:

- Procurement of goods and services
- Training and development of bidders
- Other offerings to be confirmed



How will the NHS work with the Third Sector?

It's a level playing field for us – but is it for you?



What do commissioners want?

Good health outcomes – defined in PCT strategic plans

Patient centred services that are

- Effective
- Efficient
- Valued and chosen by the public

Sound organisational forms that deliver contracts and report performance

A plural health care market that supports real patient choice.



Some Top Tips

NHS
North East





The **MUST DO** list

Know your market

Niche markets

Partnerships

Carer interface

Personalisation agenda

Self-care

Patient education





The **MUST DO** list

Know your PCT priorities

Joint Strategic Needs Assessment

Strategic Plans

Annual Operational Plans

PCT board reports





The **MUST DO** list

Be Clear about who and what you are

Know the markets you are aiming for

Establish an organisational form that is fit for purpose
(procurement and then delivering the service)

Frame your approach in a way that suits commissioners
(use their strategic plans to help you)





AVOID AT ALL COSTS *North East*

Do not make it up or stretch the truth.

Avoid making claims that you can't REALLY substantiate.

Here are some real examples of what not to claim



Avoiding acute admissions

“ In 2007, [name of organisation] reduced the acute admissions of our client group by 75% and maintained that position during 2008.”



Really?

Through providing a lunch club for 20 people?



Huge savings

The Outreach worker has achieved in excess of £45,000 in savings in the last 12 months. Should funding be approved, we will appoint a further 3 Outreach workers and achieve savings of a further £135,000.



Nowhere in the document did the provider say how.



Social Enterprise

NHS
North East

Best of luck

