Partnership Working in system change – a clinical commissioning viewpoint

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Engaged by accident/design?
Commissioning

- Prioritise
- Plan
- Implement
- Review

- Patients
- Workforce
- Service users
Success
Review and Prioritisation

- Dependent on:
  - Leadership, culture, attitude (both commissioner and provider)

- Staff feedback – What?
  - SEA, Never events, complaints, etc
  - Rewards, outcomes, quality, clinical review,
  - Internal and external performance management

- How?
  - Contract meetings, engagement events, listening, whistleblowing,
  - Online/IT, anonymous, mentoring, appraisal
  - Levers – contractual, rewards, events

- Decision making
  - Transparency
  - Governance
  - Representation
  - Accountability
Planning

- Outcomes focussed
- Standards
- Budgets
- Methods
- Small scale vs Large scale methods of change
- Service change and System Change
- Evolution and transformation
Implementation
Your local CCG

- Chair and CO
- Governing body
- Representation (lay, secondary care, PH, nursing, community)
- Constitution
- Strategy
- STP – 5YFVDP
- Vision, Values – culture
Challenges

- Financial – QIPP, rationing, short termism
- Transformation – 5YFV, STPs, Vanguards
- Commissioning – social/health/ph split
- Standards – hospital reconfiguration, service re-alignment
- Legal – competition, choice, constitutional
- Clinical – capacity, morale, trust, confidence
- Political – big and small “P”, union, MPs, LA, others
- Regulatory – NHSE, NHSI, CQC
- Conflicts of interest
- Leadership
- Cultural – paternalistic, tick-box, behaviour and attitude
Thank you

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