



Patient centred integrated care

Supporting Clinical Commissioning Groups



As the leading experts in healthcare workforce development with over 14 years' experience, we'll work with you to successfully implement bespoke programmes. We have been working with CCGs nationally since their establishment.

We work with employers to optimise the potential of their workforce. Our proven solutions, raise the quality of health and healthcare, improve productivity and maximise efficiency.



Let's work together

Skills for Health understands many of the issues Clinical Commissioning Groups (CCGs) are facing.

There's ever present funding pressures, with a rising expectation to deliver more, improve quality and efficiency and achieve better value for money. All of this, whilst managing change and concentrating multimillion pound budgets to meet patient needs.

With around 70% of the cost of services spent on the workforce, ensuring teams are fit for purpose is integral to good quality and efficient commissioning processes.

Skills for Health uses methodologies that make it easy for CCGs to achieve this and to improve their effectiveness. Our services for Commissioners focus on your needs in two key areas:

- Supporting CCGs as a commissioner of healthcare services.
- Supporting CCGs as employers; helping to develop your organisation and ensure best practice.

“Skills for Health were very flexible in their approach. They managed to – very quickly – get everyone’s buy-in and engagement, which is no mean feat. Within the short space of time that we had, Skills for Health delivered a high-quality product. I’d personally recommend them to any organisation throughout the country.”

Gerri McKenna, Interim Project Manager, South East London Commissioning Strategy Programme Office



Work with us and Skills for Health will:

- Work for the benefit of your whole organisation, teams, patients – we are a not-for-profit organisation.
- Act as a critical friend – we give independent and objective advice and analysis.
- Develop your capacity and capability to ensure commissioned services are as effective and efficient as possible – spotting potential problems early and mitigating risk.
- Help you find ways to redesign services and workforce focused around patient need.
- Show you how we have helped others to integrate health and social care workforce teams.
- Provide bespoke support from Skills for Health experts in healthcare and workforce development.

We spoke to you about
“what good commissioning considers”
and you told us:

Voluntary sector
Robust quality outcomes Nurses
Face to face contact Team work
Quality systems Cultures Histories
Getting out into the community
Age Religious Honest
Getting it right Great standards for the workforce
Bench marking quality Open Patient forums
Transparency Commissioners
EMPOWERMENT FOR ALL Include All
Service responsiveness well led Understand diversity of needs
Private Building on what is achieved
Top training Continuous development
Patient centred Clear action plans
Talking to patients and ask what they want Communication
Is A&E for me? Understanding Responsibility
Standardising care across practices
Value for money
Putting the person at the centre of their care
Quality mark Building relationships
Culture of candour
How cheap can you do it?

Supporting CCGs to improve healthcare commissioning

Skills for Health supports CCGs in two distinct ways

Programmes

Programmes to improve commissioning:

- Care pathway and service redesign supporting workforce structure and development.
- Capacity building to assess providers' workforce plans and planning process.
- Workforce Planning Toolkit for optimal workforce commissioning process.
- Workforce development strategy – analysis of the health and social care workforce in a locality, understanding areas of impact and risk to delivery.
- Assessing future service demand, linking this to workforce and expenditure. Using such analysis to inform strategic service commissioning.
- Facilitating CCGs to work collaboratively, adopting an holistic approach to reshaping services and implementing strategic change.



How we can support CCGs

Products & Services

Products & Services for CCGs & Primary Care Organisations

Statutory/Mandatory Training Compliance Package

We offer three core products; Core Skills, E-Learning and WIRED. Together they form a comprehensive training package for CCGs and Practices.

The Core Skills Training Framework (CSTF)

Nationally agreed programme that delivers common skills with greater consistency, and higher compliance across a local economy. The programme promotes efficiency, improvements in patient safety and streamlines the movement of staff.

E-Learning*

Making learning flexible and accessible at a time that suits your staff and your organisation – ours is the most extensively used E-Learning package in the NHS.

WIRED

Reports on compliance within seconds, allows for reporting across team, position, role & competence for full visibility and 100% accuracy.

Apprenticeship Training Agency and our matching service*

Enabling you to engage in and benefit from apprenticeships easily and without stress. We can recruit, employ and train apprentices.

Support with Training & Development

Through our NSA for Health CCGs and Primary Care can access bespoke advice on training and development.

Values Based Care & Recruitment

Ensuring Providers are not just capable of providing services, but also deliver them through staff who exhibit the right organisational values.

Healthcare Assistant (HCA) Workforce development programme

Works locally to understand needs of the HCA role, then standardises training, expertise and experience across the region.

* Delivered through the National Skills Academy for Health



“Skills for Health have been very supportive throughout the process of workforce planning and responsive to our needs and wishes. They are willing to go the extra mile to ensure we are satisfied with the quality and content of reports.”

Debbie Westwood, Senior Programme Lead, South Worcestershire Clinical Commissioning Group

We asked you
“How do commissioners ensure
a quality service is provided?”
and you told us:

Positive- “half full”
“We must get better at asking the end user”
Qualities Integrated approach
Share the decision making
Meet the needs of the client
Sign post to the right place Innovative **Courage**
Being able to manage risk
Leadership Finding value for money 1+1
Strategic and lateral thinker
Outcome focused Buy in from key stake holders **Integrity**
Explore data intelligence **Equality**
Skills Patient centred commissioning
Good training Effective engagement
Coordinator “I put a smile on the person’s face”
“Stick your head above the parapet” “Challenge the norm”
Maximise opportunities Good communication
Ensure quality of care **Knowledge**
Team player Good understanding of systems, procedures and people
Clear pathway Compassionate
Open minded - Be able to trust - Autonomous

How we helped other CCGs maximise their teams and minimise cost

Cutting waiting times from 2 years to 4 weeks

In the West Midlands, a new Nail Carer role spanning health and social care has dramatically cut waiting times. This has the potential to save up to £10m if rolled out UK wide.

Upskilling staff to maintain dignity to the end

Our work with three CCGs in the Worcestershire region helped end of life care to be reconfigured to meet local needs, backed by stronger evidence based commissioning.



Consultation, standardisation and introduction of new support roles in less than 8 weeks

Fast track work with Commissioners led to introduction of standardised healthcare assistant to eradicate proliferation of HCA roles and job descriptions across general practice settings in six London boroughs.

The benefits of working with us:

- Access to value for money services as Skills for Health is a not-for-profit organisation licensed by Government as the UK Sector Skills Council for Health.
- Robust ways to develop the CCG workforce and the organisation as a whole, improving effectiveness.
- Get the right teams working in the right way, integrating health and social care effectively and efficiently.
- Proven ways to improve the functionality of your workforce teams and access to 170+ transferable role templates.
- Access apprenticeships as a way to grow and develop your workforce.
- Achieve greater alliance across primary care.
- Quality assurance of the workforce plans and planning supporting commissioned services.
- Reassurance of things being done well with solutions that are bespoke and scalable.



What next?

Skills for Health, the Sector Skills Council for Health and a not-for-profit organisation has been at the forefront of delivering innovative, sustainable and affordable high quality healthcare workforce development solutions for the past 14 years. Talk to us to help you achieve results and adapt novel, and proven solutions in your area today.

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CCGs we've worked with include:


Islington
Clinical Commissioning Group


Central London
Clinical Commissioning Group


South Worcestershire
Clinical Commissioning Group


Kernow
Clinical Commissioning Group



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