



Partners in improving local health



We are a leading NHS provider of commissioning support, providing a full range of services from transactional to transformational to clinical.

We aspire to enable life changing improvements to the health and wellbeing of communities by designing and delivering innovative solutions for our customers.

About us

We are partners in improving local health.

We release time for our customers to concentrate on what they do best. We know from customer feedback that our flexibility and commitment to adapting our services to meet their unique needs is what makes us special.

We are guided by our principles:

Our first responsibility is to our customers and the patients they serve.

We need to be commercial but we will always uphold the principles of the NHS. We aim to achieve excellence and delight our customers by exceeding their expectations. We will charge fairly for our services to make a reasonable profit. We will re-invest in NECS, our people and our products, for customers' benefit.

We will challenge ourselves to be the best we can possibly be.

Continuous improvement is our priority. We will support and empower our people to find and solve problems and share best practice. We will innovate, learn from the best and we will have the courage to make changes.

We will be a responsible and conscientious member of the community.

We have a social purpose and aim to make a positive difference in everything we do.

Why NECS?

We bring together the best for you.

We combine the unique knowledge and specialist skills of our experienced workforce with market leading applications to provide customers with high quality services and creative solutions.

We work across boundaries and organisations, for example helping all partners manage winter pressures across the north east by leading on monitoring, information sharing and communications.

We share best practice and continuously learn and improve. Working closely with our customers we have developed an online Commissioning Knowledge Hub to share innovation and best practice.

We innovate and lead the way on national issues, in partnership with our customers, such as personal health budgets, seven day working and '111'.

We develop creative solutions, working with customers to make sure we meet their specific needs. RAIDR, our business intelligence tool, was originally designed in collaboration with GPs and our customers continue to shape its development.

Our scale means we offer resilience and can increasingly drive efficiency. Our in-depth knowledge and considerable experience means customers benefit immediately from the valuable intellectual capital that we have accrued.

Our customers

Our headquarters are based in the north of England - distance isn't a barrier. We work right across the country, from Cumbria to Suffolk. Our current customers include CCGs, GP practices, Foundation Trusts, other CSUs, NHS England and Local Authorities.

We value each customer as an individual and respect their specific needs. We have dedicated relationship managers to give each customer a single point of contact, as well as access to experts across the many specialist areas in our organisation.

We bring together the right people, the right tools and the right attitude.

Our values



Our values drive everything we do and the way we do it.

We pride ourselves in being highly professional, acting with honesty and integrity, delivering to the highest performance standards.

We treat everyone we work with, our customers, our partners and our own people, with the greatest respect and dignity. We believe that a happy and fulfilling place to work is best for our people and our customers.

Our services

We offer end to end commissioning support. This includes a range of transactional and transformational services, from business support functions like HR and finance, to major service reform, to clinical support.

Bs

Business Support

We can deliver essential support functions, releasing your time to focus on the things you do best. Our people have professional experience and knowledge, making sure that essential areas of your organisation run smoothly. We can support you with individual services or tailor-make a package to suit your needs. We can help with:

- Financial Services
- HR & Organisational Development
- ICT
- Governance

C

Communications & Engagement

Our communication professionals know the best way to involve and inform people, and get your organisation known for all the right reasons. From giving strategic advice, to delivering multi-channel marketing campaigns and major public consultation programmes, we act as your one stop shop for all communications and engagement needs. We can help with:

- Policy, Strategy & Management
- Consultation
- Patient & Public Involvement

P

Procurement & Provider Management

We know our way through the complexities of the healthcare commissioning cycle. With our support you will get the best from contracts and suppliers. Our experts ensure that procurement is carried out to best practice and standards, getting value for money and a successful outcome that meets your specific objectives. We can help with:

- Healthcare Procurement
- Market Management
- Provider Management

T

Transformation & Service Planning

We use insight and innovation to help shape services, get better value for money and improve outcomes for patients. We draw on our expertise and specialists across the whole organisation to create solutions that support your needs, from service planning to large scale transformation. We can help with:

- Service Planning & Reform
- Research & Development
- Major Transformation



Clinical Support

We share your goal of improving outcomes for your patients and communities. Our expert advice and specialist services deliver support that you can be confident is of the highest quality, informed by best practice and national standards. We can help with:

- Medicines Optimisation
- Joint Commissioning
- Continuing Healthcare
- Clinical Quality



Business Intelligence

Information is essential to improving services, patient outcomes and value for money. We have the expertise to report and analyse the wealth of NHS data with our business intelligence tool RAIDR. We also manage that data and are able to deliver the analysis and evidence you need to support your decision making. We can help with:

- Business Intelligence Tool
- Intelligence and Analytics
- Secure Data Management



"North of England Commissioning Support is clearly one of the organisations to watch in the leading edge of commissioning support and this success is based on working closely with CCGs, bringing new ways of working and the ability to operate at scale."

Andrew Kenworthy
National Director
NHS England BDU

"The support and tools that NECS have developed have been invaluable to us and enabled us to work together to manage the inevitable winter pressures."

Ali Wilson
Chief Officer
Hartlepool &
Stockton-on-Tees CCG

"I have certainly found it much more user friendly than other data products available."

Christian Townend
GP Practice Manager

"We've been delighted with the professional expertise and support from NECS in developing and delivering such an excellent targeted campaign for us."

Nicola Bailey
Chief Operating Officer
North Durham CCG
and DDES CCG

"Your knowledge, enthusiasm and efficiency have made this a very positive experience for us all."

Dr Anne Szarewski
Clinical Senior Lecturer
Wolfson Institute



RAIDR[®]

Reporting Analysis & Intelligence
Delivering Results

RAIDR

Intelligence for health professionals

RAIDR is our healthcare intelligence tool, developed with GPs to provide a single portal for all your needs. It puts you in total control, with all the information you need at your fingertips.

RAIDR enables you to navigate, select and drill down to gain intelligence, from high level trends to detailed patient level data.

RAIDR is the dashboard analysis and reporting tool now used by more than 600 GP practices throughout England.

RAIDR offers:

- Information that GP practices need to help manage resources and patient care.
- Insight into health needs of local communities – and the ability to compare this with others.
- Clarity and evidence to help decision making and improve patient care.



RAIDR provides:

Flexible reports: from high level trends to patient level data, you can drill down to gain intelligence in a variety of ways, in a single portal that integrates previously isolated data sources.

Matching primary and secondary care data: provides powerful intelligence on patient pathways by matching this data and presenting it in flexible, fast dashboards.

Dynamic easy to use risk stratification tools using multiple sources: utilising proven predictive models, enabling enhanced outcomes and driving down cost.

Tight security and robust infrastructure: with strictly controlled levels of access and data held to the highest information governance standards.

Multiple dashboards for use across the organisation: dashboards include secondary care (in-patient, out-patient and A&E), primary care, daily urgent care, finance and contracting, QoF, quality & performance, prescribing – and others can be developed as a bespoke service.



Benefits to you



No more waiting for reports, no more estimating – just fast answers to critical questions in user friendly, graphical dashboards. By having up to date, easy to use, integrated information you can make evidence based decisions about resources, patient care and priorities.



How we help...

Implementing RAIDR for Cumbria CCG with 81 practices across a remote and wide geographical area brought additional challenges for the team.


To help with training and subsequent ongoing support as well as implementation, a comprehensive engagement and communication programme was developed to make sure GP practices and key stakeholders were all involved and informed.

This included developing 'frequently asked questions' documentation and a series of demonstration sessions where people could discuss issues and raise queries.

Some practices asked about the right of patients to dissent from their data being extracted from the GP clinical system. This is taken care of within the data extract process.

Patient groups and the CCG had assurances that the data extracted from the GP clinical system is transferred and processed within strict legal guidelines.

We offer flexible training options. Here we used a 'train the trainer' method. CCG staff and several 'super users' were educated by the RAIDR team so they could then cascade the skills and knowledge to others.



It is easy to use and the resultant graphs and charts are simple to interpret. I have certainly found it much more user friendly than other data products available to primary care organisations.

Christian Townend
GP Practice Manager




RAIDR is used across our Clinical Commissioning Group and allows me to engage with the practices to develop their understanding of activity and financial performance.

Dr. Alistair Blair
Chief Clinical Officer

The product is being constantly developed, with new functionality being added every month. The breadth and depth of the system is now exceptional, yet it remains easy and intuitive to use.

Mark Adams
Accountable Officer
Newcastle and Gateshead
Alliance CCG



Get in touch
and find out
what RAIDR can
do for you

Contact

Email: necsu.raidr@nhs.net

Tel: 0191 217 2724



Business Intelligence: Data Management



Data
Management

We are an NHS England approved Data Services for Commissioners Regional Office – which means we have both the expertise and systems to manage your data safely and securely. Our data management environment provides the perfect foundation on which to build dynamic business intelligence tools and solutions.



We offer:

- Data warehousing – from simple spreadsheets to multimillion record datasets our automated processing routines provide efficient and reliable platforms in which to hold your data.
- Data security – we utilise a state of the art data centre making sure your data is safe, secure and always available.
- Integration – disparate systems with data held in silos is history; we have systems and processes in place allowing data to flow seamlessly between applications.
- Knowledge – our team are experts both technically and with their understanding of NHS data standards and frameworks like Payment by Results.
- Robust governance – carefully protecting the flow and management of sensitive personal data, assuring confidentiality.
- Primary Care – providing access to the rich data held within GP practices alongside expert advice on data quality all while maintaining strict patient confidentiality.



Partners in improving local health



North of England
Commissioning Support

Benefits to you

Managing data brings huge issues around confidentiality, legalities and security. We take away all of the headaches this can bring and give you peace of mind around all aspects of handling, storing and disposing of data.

Data
Management



The **COPD Audit project** rolled out across DDES CCG by NECS Primary Care Data Quality Team has proven beneficial to us as a practice in improving data recording and patient care.



Philip Jackson
Practice Manager,
Bishopgate Medical Centre

You may also be interested in:

RAIDR
Intelligence and Analytics

Get in touch

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Business Intelligence: Intelligence and Analytics



Intelligence and Analytics

Once you have the tools for collecting data and information you also need the expertise to provide insightful analysis. We support an evidence based approach to your decision making by analysing, interpreting and reporting on data – making it meaningful and useful, and generating real insight and intelligence.

We offer:

- Evidence based analysis, reporting and recommendations to support pathway reform, commissioning intentions and business case development.
- Geographic analysis and mapping.
- Benchmarked analysis using statistical processes and tools to highlight variation.
- Impact analysis of commissioning decisions and pathway redesign, including baseline assessments, demand/scenario modelling and outcome evaluations.
- Data analysis and scorecards to underpin performance reporting.
- Professional interpretation, advice and support on data and its uses, including advice on the impact and implementation of national policy.
- Expertise in analysis techniques and statistical processes.
- Moving from data to decision through insight, recommendation, and answers to 'so-what' questions.



Partners in improving local health



North of England
Commissioning Support

Benefits to you

With our experience and expertise you can be confident that you are making informed decisions based on robust evidence to support your operations - this includes contracting, finance, planning, public health and medicines optimisation. We enable you to plan for meeting patients' needs, now and in the future, and ensuring you are getting best value for money.

How we've helped

We produce deep dive analysis bringing together local intelligence, JSNA and national data to help inform commissioning leads of the opportunities for financial saving across the healthcare system.

With a focus on variation in primary care, our analysis promotes reduced expenditure through improved quality and has informed incentive schemes and commissioning intentions for our CCG customers. Benefits have included:

- Improved case finding and completeness of disease registers.
- Identification of outliers in primary care in the use of hospital outpatient and community services.
- Review of prescribing practice in primary care.

We produce comprehensive risk profiles of health populations and support CCG risk stratification schemes. Our geographic analysis by disease prevalence, age, gender and service uptake facilitates the design and targeting of CCG interventions.

We work with commissioning and clinical leads to develop metrics for evaluation and impact analysis of healthcare interventions. We match our risk profiles to locally tailored Health Needs Assessments to give a holistic view of the health economy at CCG or small area level. We have for example supported:

- Development of primary care risk stratification schemes.
- Profiling of initiative impact for the Better Care Fund.
- Equality analysis of service provision.

You may also be interested in:

RAIDR
Data Management

Get in touch

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Business Support: Finance Services

Bs



Finance Services

We help you have control over and confidence in your finances. Our professional advice and expertise gives you peace of mind. Our financial experts work closely with you to provide a range of help from day to day support to longer term planning and management.

We offer:

- Financial reporting – from monthly board reports to annual statutory reports, including liaising with external auditors.
- Financial planning – delivery of short, medium and long term forecasts.
- Invoice payment and creditor management services including managing VAT.
- Income and debtor management service to raise invoices promptly and instigate effective credit control procedures.
- Cash and treasury management service including managing cash flows.
- Control accounting service including monthly reconciliation.
- Financial overview and impact of any changes to Payment by Results (PbR) national guidance.
- Procurement financial advice, documentation and evaluation throughout the entire procurement process including benchmarking and cost benefit analysis of services being procured.
- Financial expertise in managing contracts, contract negotiations, monthly reconciliation accounts and future demand predictions.
- Training – we provide financial management advice and training to your budget managers, promoting value for money and efficiencies and risk reduction.



Partners in improving local health

NHS

North of England
Commissioning Support

Benefits to you

Managing finances is critical to all organisations. Our expertise and experience means that we understand your financial challenges and work as part of your team to reduce risk, increase efficiencies and spot opportunities to get more for your money.

Finance Services



How we've helped

We improved the efficiency of cash flow between CCGs and care homes by setting up a new electronic payments system. Previously payments relied on manual checking and inputting and queries or errors could result in delayed payments.

Our Commissioning Finance team developed and implemented a new automated 'ready to pay file' which means that processes are done electronically leading to more accurate and effective system. This has had major benefits for both the CCGs and their customers.

Get in touch

For Financial Controlling and Accounting contact:
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For Commissioning Finance contact:
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Business Support: Governance



Governance

We help ensure organisations are responsible and accountable, following legal guidance and best practice in all areas of governance. Our experts can support you with advice and guidance, risk management and assurance.



We offer:

- Advice, support and tools on a range of governance issues including corporate governance, risk and incident management, health and safety, equality and diversity, and information governance.
- Policy - we utilise a range of in-house experts to develop governance policies and procedures. We also provide a policy horizon scanning service covering a broad range of areas including policy and regulation, commissioning, quality improvement and performance, NICE Guidance, public health and workforce, education and training.
- Information Governance - our experienced and qualified experts provide advice and guidance on appropriate information sharing, data protection and records management. We offer training to use the Health and Social Care Information Centre's Information Governance Toolkit.
- Information Access Requests - our team is experienced in processing Subject Access Requests (Data Protection Act 1998) and Freedom of Information Requests (Freedom of Information Act 2000). We have led on creating Publication Schemes in line with the Information Commissioner's model scheme.
- Equality and Diversity - we offer information, advice and support to ensure compliance with the Equality Act 2010 and the public sector equality duties. We can help you to implement long-term, practical methods to promote equality and diversity and prevent discrimination. We can provide training and keep you up-to-date with relevant legislation.



Partners in improving local health



North of England
Commissioning Support

Benefits to you

We help give you peace of mind that your organisation is safe, secure and discharging responsibilities in an appropriate way. We support you in reducing concerns as well as managing any potential risks you may face. Our team keeps up-to-date with policy and regulation so that we can proactively advise customers on changes and actions and help to ensure your governance is robust.

Governance



The production of the NECS diversity calendar and advice around equality and diversity issues has been fantastic, always responsive and happy to help.



Phillipa Poole
Partnership Project Officer,
South Tees CCG



How we've helped

NECS Governance Team stepped in to support 12 Clinical Commissioning Groups to comply with the Freedom of Information Act by providing expert advice and help.

With a short timescale, our information governance experts worked with all of the customers to provide them with their own individual publication scheme. These were developed in line with best practice from the Information Commissioner's Office model.

We worked across NECS and involved our communications team to make sure that the schemes were published as required and on the relevant websites.

You may also be interested in:

Finance Services
HR & Organisational Development
ICT

Get in touch



Equality & Diversity:
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Information Governance:
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Risk Management:
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Business Support: HR & Organisational Development

Bs



HR & Organisational
Development

We help maximise the performance of organisations and their people, to be as effective and efficient as possible and make sure they are fit for future challenges. We identify gaps and issues and deliver creative solutions to benefit individuals, teams and your organisation.



We offer:

- Specialist advice around all aspects of organisational development, continuous improvement and people management.
- Bespoke leadership development programmes covering areas such as managing change, developing a vision, negotiating, influencing and leading teams.
- Specific specialist support for executive officers, teams and governing bodies.
- A variety of learning and development to suit your needs – including coaching, workshops, toolkits, master classes, facilitation.
- Expert support in areas such as strategy, structure, systems, culture, people development and continuous improvement.
- HR Contact Centre team available to answer your queries and provide business focussed solutions.
- On-site support to assist you with more complex individual employee or workforce issues.
- Business Partnering approach to support you with:
 - reducing the risk of employment claims and improving your employee relations culture
 - contributing fresh ideas and advice to inspire creative solutions
 - developing bespoke policies and procedures that link with your business goals and objectives.
- Bespoke handbooks and toolkits based on best practice to help guide you, your managers and employees.
- HR Resource packs to assist with the management of all aspects of the employment relationship in order to maintain efficiency and productivity.
- Facilitated payroll provision.
- Support with criminal record checks through our disclosure and barring service.



Partners in improving local health

NHS

North of England
Commissioning Support

Benefits to you

From setting strategy to delivering hands on training, we offer a whole package of professional HR and organisational development services that can be tailored to your particular needs. Our bespoke support, delivered by experienced experts, prepares individuals, teams and organisations for future challenges.

HR & Organisational
Development



The CCG is in its early stages of development as an organisation. Creating the time for the team to come together is essential to ensure we have a common understanding of priorities and business objectives. We've really benefited from NECS professional knowledge and support to identify what we need to do for our organisation and gain an appreciation of how each individual's work contributes to the overall achievement of the CCG's goals.



Jackie Kay
Assistant Chief Officer
Darlington CCG

How we've helped

As a new organisation, Darlington Clinical Commissioning Group wanted to develop their leadership team and organisational values.

NECS Organisational Development (OD) team first engaged with the CCG to understand the challenges it was facing and what the current issues were.

A team away session was planned, working closely with the customer to develop an agenda and outcomes that would address specific needs. The session focused on developing better team working, understanding of the team's values, and sharing individual and team objectives. The day, facilitated by a member of NECS OD team, resulted in:

- Using the Belbin model, leadership members understanding their role better
- Identifying overall skills and gaps within the team
- A set of organisational values being developed
- A better understanding of developing good working relationships.

Get in touch

For HR contact:
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For Organisational Development contact:
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Head of OD & Continuous Improvement
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Tel: 0191 3744162



Business Support: ICT Programme planning & delivery

Bs



ICT Programme
planning & delivery

We make sure you are getting the best from technology. From setting systems up and providing helpdesk support to developing new creative solutions, our experienced experts work closely with you to make sure your ICT supports your business needs now and in the future.

We offer:

- Implementation, configuration and management of networks and systems ensuring the highest levels of security, resilience and confidentiality are maintained.
- Support and maintenance of all ICT infrastructure and applications, with appropriate helpdesk support for issue resolution and specialist input for any change management activities.
- Development and maintenance of interactive business intelligence and analysis tools and dashboards, bespoke websites and intranets, ©Microsoft SharePoint and other tools.
- Provision of service management reports, review and escalation routes and a customer portal for customers to track incidents and issue resolution.
- End to end programme and project management services, with appropriate governance and support of a team that understands your ways of working.
- Delivery of business change and benefits realisation services. We support customers in understanding return on investment and benefits for clinicians and patients.
- Tailored online and classroom applications training services, which offer customers the opportunity to enhance skills to meet evolving business needs.



Partners in improving local health

NHS

North of England
Commissioning Support

Benefits to you

Our experts and experience will help you get the best technology solutions for your organisation's specific needs, helping it not just run smoothly but also increasing efficiency and improving performance. Cost effectiveness is achieved by virtualisation, consolidation and standardisation while still being able to provide personalised solutions where appropriate.

ICT Programme
planning & delivery

How we've helped

We respond to customers' specific needs. We worked with a GP practice which specialised in dealing with asylum seekers. This brought with it some unique challenges. It meant the practice dealt with a large number of transient patients who were there for short periods of time. They needed specific health checks and the practice had to meet additional regulations as well as usual national standards.

We examined the customer's specific requirements, reviewed the current processes and then mapped them onto a new clinical system that would align with the business needs. We also involved other NECS experts in business change and training to offer an all-round service. Data quality and reporting requirements needed bespoke changes before implementation of the new system.

Our support continued after go live to validate that the business changes worked as desired and were effective.



NECS programme team worked closely with us to make sure the new system would really meet our needs. Due to the nature of the practice and our patients we had very specific issues we needed to be addressed. The implementation went smoothly, with all staff trained and able to use the new system very quickly.



**Elaine Bunting, Practice Manager,
Haven Medical Practice**

Get in touch

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For Programmes and Systems contact:
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Clinical Support: Clinical Quality



Clinical Quality

Our clinical quality team provides expert advice and guidance to our customers in the field of clinical quality. We are specialists in the development and implementation of robust quality and governance systems to support the NHS Outcomes Framework, providing customers with the assurance that patients receive safe, effective care and a positive patient experience.

We offer:

- Expert advice.
- Tools, resources and staff to support you in the development of patient safety and clinical quality standards, policy and processes.
- Establishment and monitoring of key assurance systems.
- Training and education on incident reporting and management to ensure ownership of incidents, their root causes, solutions and lessons learned.
- Management and monitoring of Serious Incident reporting.
- Complaints management.

Benefits to you

We help give you peace of mind that you have robust systems and processes in place, and safety and quality are being effectively managed to improve patient outcomes. We also ensure there is continuous improvement and learning.



How we've helped

NECS clinical quality team supports a number of CCGs with their rolling programme of commissioner visits which includes: acute hospitals, mental health sites, community hospitals, nursing homes, independent providers, community nursing teams, ambulance stations, emergency departments and urgent care centres. These aim to seek assurances that quality services are being delivered by providers in relation to:

- Healthcare associated infections.
- Eliminating mixed-sex accommodation.
- Patient experience.
- '15 steps challenge'.
- Safeguarding adults and children.

We support the panel of assessors and make sure they have relevant information to be able to carry out their visits. Compliance is measured using a set of agreed assessment questionnaires and verbal feedback is given at the end of a visit to the ward/department teams. We then compile a formal, written report outlining visit findings that is shared with the provider organisation.

We also support the CCGs in monitoring the implementation of recommendations made by the visiting panels.

You may also be interested in:

Medicines Optimisation
Joint Commissioning
Continuing Healthcare



The commissioner visits programme has helped the CCG gain assurance of the care provided in a number of settings. As Board Nurses the programme gave us a great opportunity to meet front line staff and see the care being delivered. We used the programme to get real time feedback from our patients and staff. The CCG has been able to use the assurance gained to support our own assurance programmes and it has allowed us to feedback confidently to the Area Team and CQC about the quality of our providers.



Gill Findley
Director of Nursing
Durham Dales, Easington & Sedgefield CCG

Get in touch

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Head of Clinical Quality
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Clinical Support: Continuing Healthcare

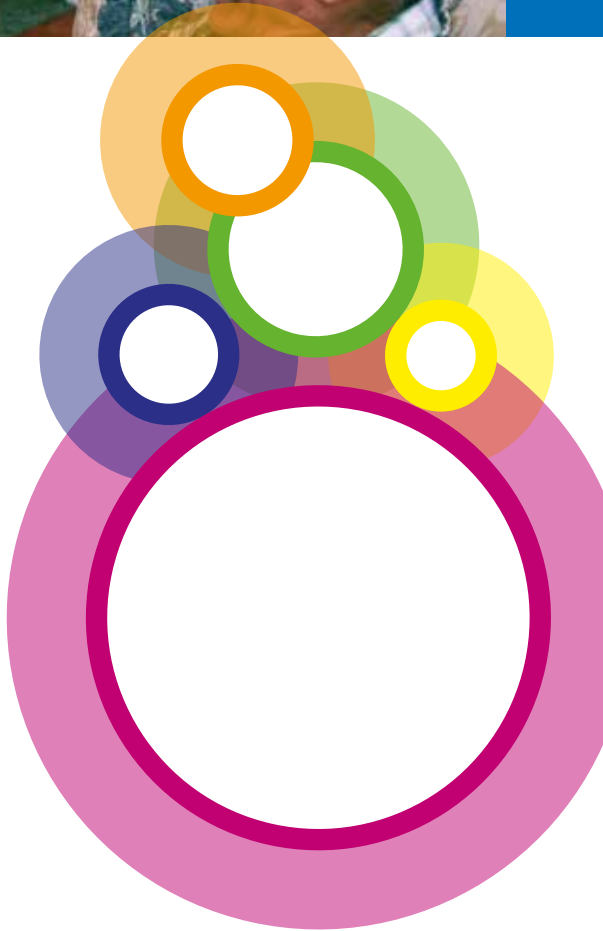


Continuing
Healthcare

We work with a range of partners to deliver high quality Continuing Healthcare, Free Nursing Care and Complex Care services. We ensure these meet statutory guidance and are good value for patients and commissioners.

We offer:

- Eligibility assessment including management of the fast track process and reviews.
- Liaison with customers, patients, families, providers, partners and other relevant stakeholders.
- Monitoring, evaluation and quality review of services.
- Contractual monitoring of assessment and case management where appropriate.
- Representation at Independent Review Panels.
- Involvement in the adult safeguarding process.
- Experience of delivering Personal Health Budgets for adults and children.



Partners in improving local health



North of England
Commissioning Support

Benefits to you

An increasing number of patients need Continuing Healthcare. Our comprehensive approach means that commissioners fulfil their requirements in the most cost effective way and patients and families get the best possible care.

Our experience and expertise means you are assured we will deliver best practice. We benchmark standards of decision making, ensure consistency of delivery and offer a responsive, flexible service.

Continuing
Healthcare



How we've helped

We engaged and mobilised five CCGs to form a partnership in the delivery of Personal Health Budgets for children. This collaboration aims to ensure a consistent approach to implementation, training and high quality delivery of PHBs. The starting point was the establishment of a sub-regional Children's Health Team (Continuing Care) which will achieve economies of scale and underpin the single approach to Personal Health Budgets for children who are eligible.

You may also be interested in:

Medicines Optimisation
Joint Commissioning
Clinical Quality

Get in touch

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Clinical Support: Joint Commissioning

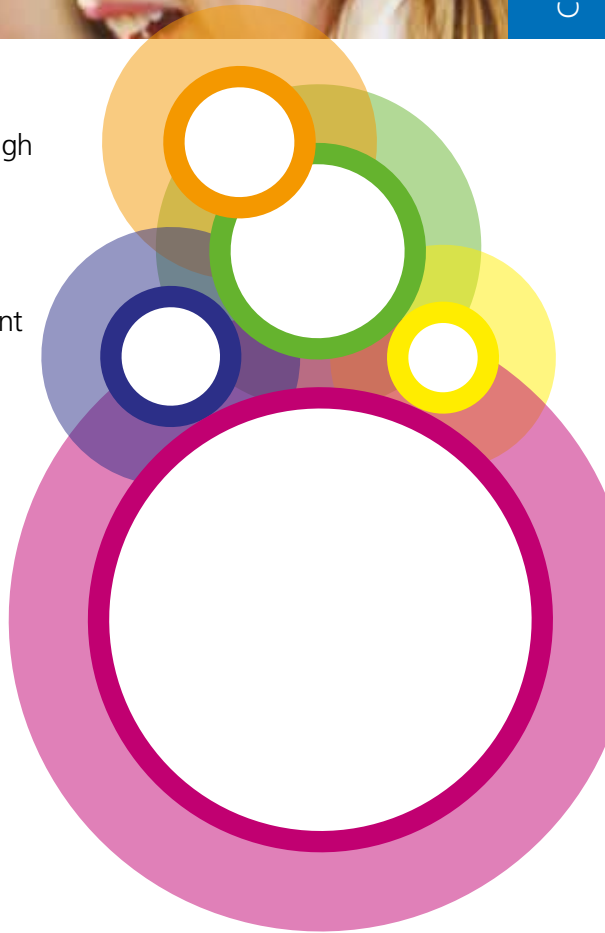


Joint
Commissioning

We are experts at building relationships and developing collaborative partnerships and through this are able to provide professional joint commissioning support to customers. With our experience we are able to identify, through review, opportunities for service development and transformation.

We offer:

- Design and production of commissioning strategies.
- Developing implementation and delivery plans for strategies.
- Managing partnership agreements.
- Development of relationships and partnership building.
- Review of agreements to standardise where possible and desirable and ensure delivery of required services.



Partners in improving local health

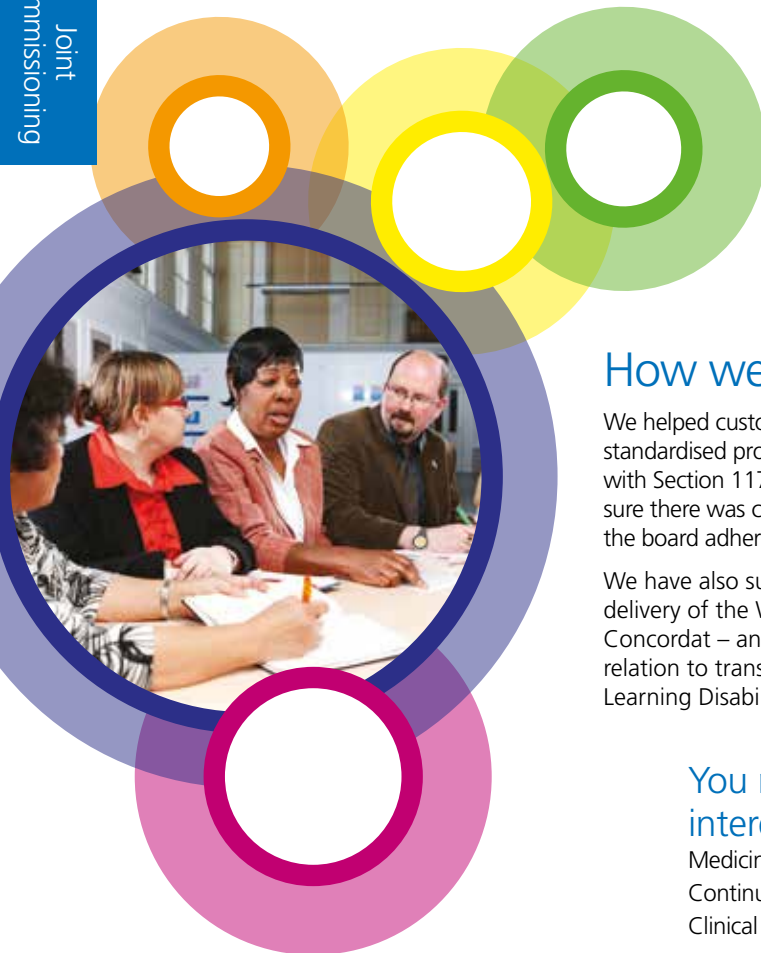


North of England
Commissioning Support

Benefits to you

Our cross boundary expertise means we bring a range of partners together to help improve health and wellbeing through personalised and integrated care. This wide experience means we are able to identify and share best practice and help organisations learn from others.

Joint
Commissioning



How we've helped

We helped customers come up with standardised processes for dealing with Section 117 aftercare – making sure there was consistency and across the board adherence to best practice.

We have also supported the delivery of the Winterbourne Concordat – and wider work in relation to transformation of Learning Disability Services.

You may also be interested in:

Medicines Optimisation
Continuing Healthcare
Clinical Quality

Get in touch

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Clinical Support: Medicines Optimisation

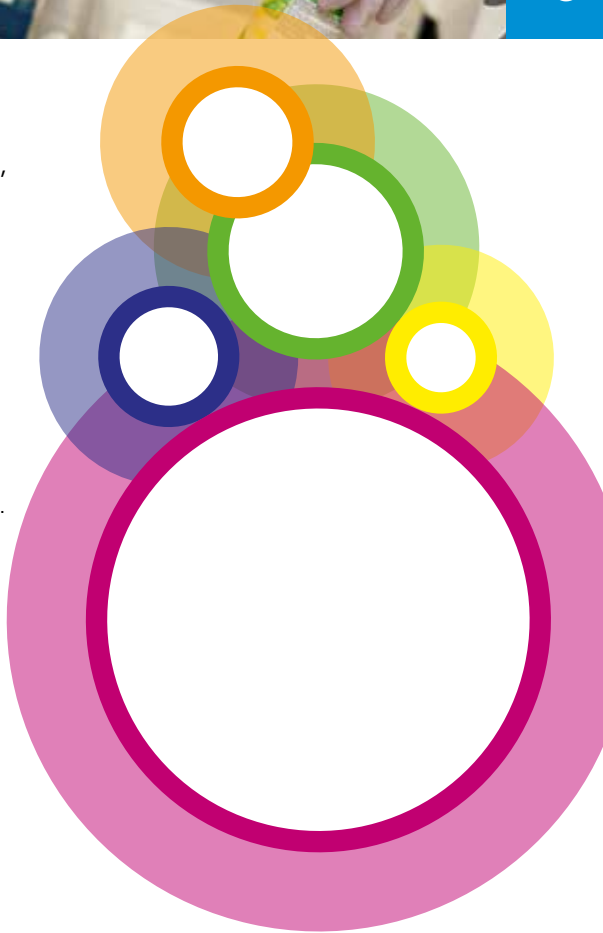


Medicines
Optimisation

Our highly experienced team can ensure an integrated approach to medicine use across the whole patient pathway, improving patients' experience and cost effectiveness.

We offer:

- An expert team that provides you with specialist pharmaceutical advice and insightful analysis across a range of services including supporting local decision-making, individual funding requests, service reform, systems management, oversight and governance.
- Access to an identified senior medicines optimisation adviser to pro-actively manage a comprehensive action plan including delivery of QIPP initiatives.
- Practice teams who provide a comprehensive prescribing support service which is highly regarded by the GP practices they support.
- Tools, resources and staff to support you and your practice members to improve prescribing quality and optimise medicines use.



Partners in improving local health



North of England
Commissioning Support

Benefits to you

Medicines are the most frequently used healthcare intervention in the NHS and will account for a substantial part of your budget. Our expertise helps make sure you are getting the best value for money and effectiveness, ultimately improving patient outcomes.

Medicines
Optimisation



How we've helped

We've developed an innovative 'My Medicines My Health' project, working closely with our customers. This utilises social marketing techniques to deliver a package of targeted initiatives aimed at changing patient attitudes and behaviours towards medication. The aim is to engage proactively through multiple channels to improve medicines adherence and reduce waste. My Medicines My Health activities so far delivered include large scale communications campaigns, e-learning packages for prescribers and resources to support review of patient medication.

You may also be interested in:

Joint Commissioning
Continuing Healthcare
Clinical Quality

Get in touch

Janette Stephenson
Head of Medicines Optimisation
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Tel: 0191 3744131



Communications & Engagement: Consultation

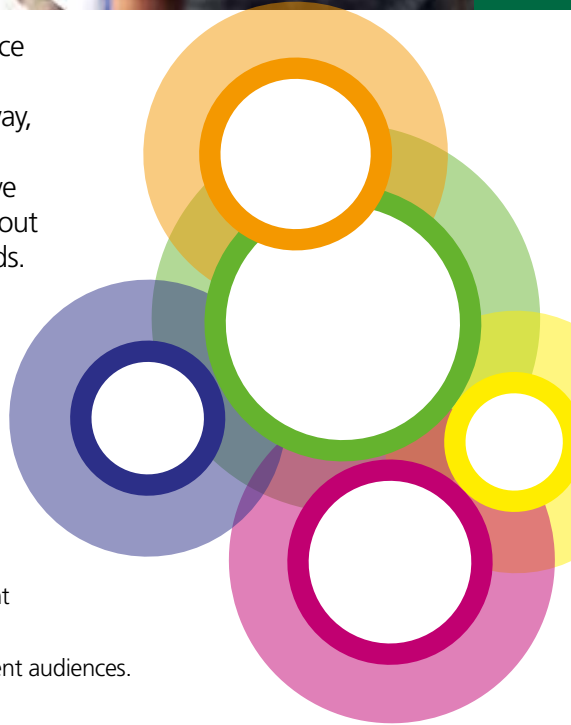


Consultation

Our experts have many years' experience of engagement and consultation and know how to deliver this in the right way, from reaching the target audience to analysing results. Whatever the issue we make sure all consultations are carried out rigorously and to best practice standards.

We offer:

- Advice and guidance on when consultations should be carried out.
- Expert knowledge of adhering to legal and statutory requirements, including the NHS Act 2006 and equality and diversity legislation.
- Research into and understanding of the right stakeholders to consult with.
- Knowledge of the best tools to reach different audiences.
- Delivery of consultation exercises.
- Recording and collation of results.
- Analysing and reporting of results and impact.



Partners in improving local health

NHS

North of England
Commissioning Support

Benefits to you

Whether you need to consult to comply with statutory legislation during major change or to help continuously improve services, doing it in the right way with the right people will help you meet the needs of your communities. You can be confident that whatever the reasons for your consultation, the support from our experienced team will be best practice, robust and rigorous.

Consultation



How we've helped

We have supported consultations which have ranged from wider scale changes to mental health services, re-configuration of children's, maternity and emergency medical care services to the relocation or closure of a walk in centre. We have helped our customers to negotiate and interpret legislative and democratic processes, and given expert advice on communication and engagement methods, and how these should be best used to enhance service delivery.

You may also be interested in:

Communications Policy,
Strategy and Management

Public and Patient Involvement

Get in touch

Sam Harrison
Senior Communications & Engagement Manager
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Communications & Engagement: Patient and Public Involvement

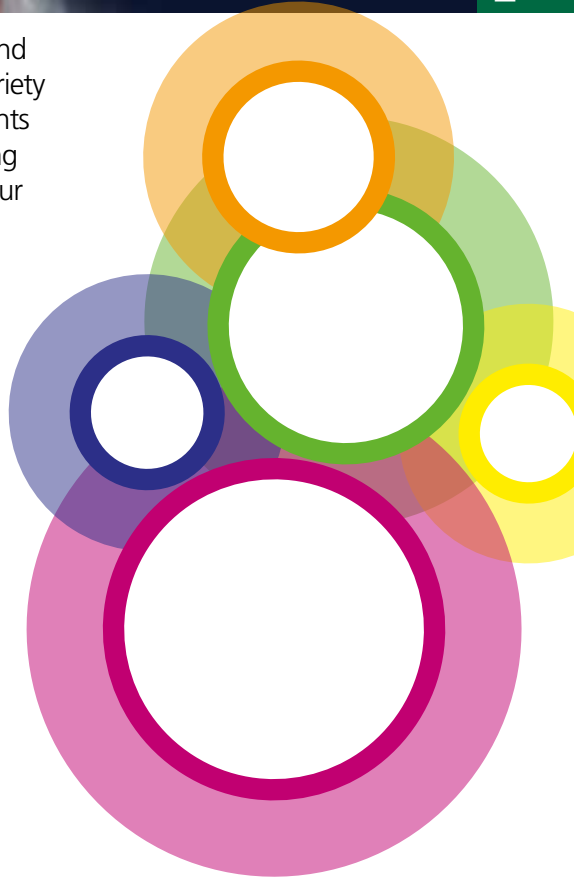


Patient and Public
Involvement

Engaging and involving service users and the general public can be done in a variety of ways. We can help make sure patients are at the heart of your decision making and are involved in helping develop your services on a continuous basis.

We offer:

- Development of engagement and involvement strategies to suit your organisation.
- Expert knowledge of best practice.
- Experience and ability to identify and reach diverse audience.
- Ability to identify and use the best tools for engagement.
- Delivering engagement and involvement strategies using the most appropriate methods and best practice approaches.
- Analysing and reporting of results.



Partners in improving local health



North of England
Commissioning Support

Benefits to you

Involving patients and the public can help develop service improvements, test ideas out, get suggestions and feedback to help you become a more effective, responsive organisation. Our experienced team can advise on how to do this in a strategic way as well as develop the tools and deliver the engagement activities for you.

Patient and Public
Involvement



The group is really delighted with how the campaign has turned out – we've had such fantastic support from the NECS communications staff who have helped make our ideas work in such a professional manner.



Liz Brittlebank
Practice Manager
Wellspring Medical Practice,
Killingworth



How we've helped

We worked with a patient forum to deliver a major health campaign focusing on self-care messages. North Tyneside CCG's patient forum, made up of representatives from the borough's GP practice patients' groups, input into developing the messages and visuals for the marketing campaign. Materials were tested out with them and members of the forum also supported the campaign launch, took part in interviews and publicity photographs and actively supported the campaign across their area.

Get in touch

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Communications & Engagement: Policy, Strategy & Management



Policy, Strategy
& Management

From managing reputation, to engaging with the right audiences in the right way, to getting the best from digital marketing, we know the value great communications bring to organisations. Our experienced team of experts tailor solutions to make sure you are well known for all the right reasons.



We offer:

Strategy: we develop and manage your communication and engagement strategies and deliver integrated marketing, communications and engagement services. We can act as strategic advisors on a long term or ad hoc basis.

Public Relations: we offer a PR service to help you develop good media relations, benefit from positive coverage and deal with contentious issues. We deliver media services, media training, crisis planning and management, press release development and distribution, and newsletter development.

Marketing: we know marketing needs to be targeted and relevant to be successful and we develop campaigns from initial research to identifying the best tools to use and executing a campaign – complete with evaluation at the end of it.

Design: we offer design services including developing your brand, literature, stationery, and various promotional material that will all reflect an organisation and its values.

Digital: from websites to social media we can advise, develop and manage your digital communications to ensure you get the best from these channels.

Publications: we offer a full service, from writing and editing publications to design, print and distribution for publications of all shapes and sizes.

Stakeholder relations: engaging with the right partners, policy makers and influencers in the right way and at the right time is vital and we can help develop and manage those key relationships.



Partners in improving local health

NHS

North of England
Commissioning Support

Benefits to you

We deliver a full communications service, acting as your organisation's very own integrated agency, understanding your specific needs. You get the benefit of a multi-skilled, experienced team that can deliver a range of communications from marketing strategies to one off publications. We work on projects of all sizes, from ad hoc activities to longer term campaigns.

Policy, Strategy
& Management



We've been delighted with the professional expertise and support from NECS in developing and delivering such an excellent, targeted campaign for us.



Nicola Bailey
Chief Operating Officer
NHS North Durham CCG
and DDES CCG

How we've helped

We delivered a major marketing campaign for all health organisations across the whole of the north east to help ease winter pressures. We undertook research into behaviours, engaged with patient forums and delivered advertising, printed materials, a website and social media channels. Our customers benefited from our ability to produce a campaign on a wide scale but also localise materials for them.

The campaign was cost effective in terms of the awareness generated, with a high recall of the campaign – 90% of people said they understood the key messages.

You may also be interested in:

Consultation
Patient and Public Engagement

Get in touch

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Procurement: Healthcare procurement and market management



We give expert advice to keep your procurement safe and robust. We offer an end to end service, focusing on getting the best solutions to help you achieve your goals. You want to make the best decisions you can – and we have the insight, expertise and tools to analyse healthcare markets and advise on market development and procurement opportunities to benefit your organisation.



We offer:

- A comprehensive end to end service, from pre-procurement phase to contract signature.
- Scanning external sources to provide market intelligence at local and national level
- Local healthcare market analysis using a range of tools and techniques to identify and produce market development strategies in new, emerging or established/mature markets.
- Support to identify and maximise the market opportunities that could add benefit to corporate objectives.
- Advice, support and resources to identify procurement solutions, including identification of issues and managing potential areas of risk.
- A robust procurement process, compliant with relevant legislation, national guidance and statutory duties.
- Ensuring sound governance arrangements are in place to support the statutory obligations of governing bodies, boards and executive groups.

Benefits to you

We help you spot potential opportunities through knowledge and understanding of the healthcare market gained through effective engagement and analysis.

We know our way through the complexities of procurement and make your job easier by ensuring it follows a carefully selected process to help you get better outcomes for patients using the most cost effective approach.

Healthcare procurement
and market management



How we've helped

NECS has supported NHS England (West Yorkshire) Health and Justice Commissioning Team in procuring a Non-Clinical Substance Misuse Service at both HMP Wakefield and HMYOI Wetherby. The procurement has realised a significant reduction in contractual spend, from £2.83million to £1.64million, i.e. £1.1million reduction over the 3 year contract term. In addition to the financial savings achieved which support QIPP targets, combining the services into a single contract will introduce efficiencies in managing contracts, alongside consistency in delivery and quality across the two sites.

You may also be interested in:

Provider Management

Get in touch

Tracy Hickman
Head of Healthcare Procurement &
Market Management
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Tel: 01642 746928



Procurement: Provider Management

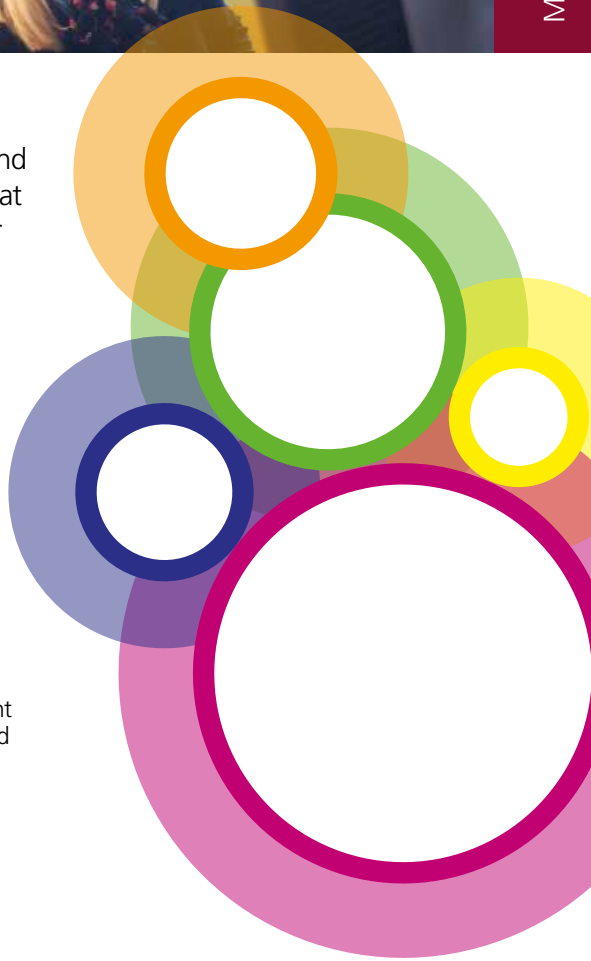


Provider
Management

Managing providers is vital but can take up a lot of time and resources. Our experience of NHS contracting and performance management means that we can give expert advice and deliver the best solutions on your behalf.

We offer:

- Expert advice and support on contracting and provider management.
- Robust contract documentation which meets legal and health service requirements, including the move to outcome based contracts.
- Support for all commissioned service providers, acute, community, ambulance, mental health, learning disability, continuing healthcare services.
- Comprehensive performance management including monthly reports, risk analysis and mitigation.
- Managing provider relationships to bring about performance improvement.



Partners in improving local health



North of England
Commissioning Support

Benefits to you

We take away the complexities of managing contracts and providers for you. We make sure you get better provision and value for money, that quality is maintained and delivery is on target.

Provider
Management



How we've helped

A local provider had a number of performance and quality issues during 2013/14 that were regularly discussed through the contract meetings. Whilst the issues were individually being managed in line with the NHS standard contract the CCG wanted to have an oversight of the provider as a whole.

To help facilitate and support the CCG in the escalation of these issues with both the provider and NHS England, NECS developed a detailed quality report that highlighted the main performance issues and benchmarked the provider both at a regional level and also against their own peer group.

The report was well received and NECS have since produced a similar report for a different customer to facilitate the discussions around various performance issues with their main provider.

You may also be interested in:

- Healthcare Procurement
- Marketing Management

Get in touch

Kirsty Kitching
Senior Commissioning Manager
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Transformation: Major Transformation



Major
Transformation

Using our cross organisational skills, experience and tools we can help you identify, develop and deliver major transformational change with long term benefits. We can also help you identify the areas where transformation is needed that will help you achieve your goals.

We offer:

- Major reconfiguration strategy development.
- Stakeholder analysis.
- Communication and engagement plans.
- Business planning/development of a compelling case for change.
- Four tests assurance.
- Capacity and demand modelling and analysis.
- Implementation of transformational change plans.
- Monitoring, evaluation and tracking of benefits and improvements.
- Delivery of at-scale QIPP transformation programmes and projects.



Partners in improving local health



North of England
Commissioning Support

Benefits to you

We are able to bring in a range of experts and best practice, cutting across boundaries, to identify gaps and issues and quickly develop solutions which transform services across clinical pathways and sectors.

Major
Transformation

How we've helped

A cross organisational team from NECS supported a local Foundation Trust to develop and implement major transformational change to clinical services and pathways.

A team of experts scoped existing services using Business Intelligence to inform capacity and demand modelling. The team facilitated workshops to ensure there was input from all stakeholders. Clinical pathways, protocols and policies were compiled to support the service transformation. The transformation involved the centralisation of A&E services, resulting in the closure of an A&E department whilst sustaining an acute medical assessment unit. The existing coronary care unit was redesigned providing monitored beds within a ward supported by advance coronary nurse practitioners. Medical wards were centralised that provided further efficiencies fulfilling the QIPP agenda.

You may also be interested in:

Service Planning and Reform
Research and Development



Get in touch

Gill Carton
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Service Planning and Reform
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Tel: 0191 3744251



Joanne Dobson
Head of Customer Programme
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Tel: 07771 345502



Transformation: Research and Development



Research and
Development

Our Research and Development (R&D) team supports the transformation of health and social care services at many levels. We help organisations to use evidence to inform their decision making. We also provide advice on new research needs and support the development and delivery of projects.



We offer:

- Skills to find, appraise and apply research evidence in the commissioning cycle.
- Circulation of new relevant outputs and evidence from research projects.
- Advice on appropriate methods to be used to collect new evidence.
- Forum and support to develop new relevant research.
- Support to prioritise and refine research ideas, develop and apply for funding.
- Fora to share good practice and learning about new research studies, outcomes of studies and development of research.
- Host and management of external research grants.
- Evidence and outcomes from research.
- Strategic partnerships and collaborations with key academics to develop new research.
- Active links to Universities with a variety of methodological and clinical research skills to add to research questions you wish to develop.



Partners in improving local health



North of England
Commissioning Support

Benefits to you

Our R&D expertise can help you meet statutory duties of promoting and supporting research and also make sure that you are using evidence based decision making to ultimately improve services and outcomes for patients.

How we've helped

Shared decision making (SDM) has significant benefits for patients, clinicians, and our healthcare system. An essential part of improving the quality of healthcare services and patients' experience, it is also written into the Health and Social Care Act of 2012.

The Health Foundation supported MAGIC programme as the first major initiative in the UK that has tested and evaluated how to translate SDM from the 'academic lab' into the day-to-day reality of the NHS.

With our support Newcastle University worked with South of Tyne primary care to develop and deliver this programme and for CCGs to use it in decision making to transform services.

The programme provided extensive learning and resources to support implementation of SDM in practice, including the patient centred care resource centre.

South Tyneside and Gateshead CCGs used Shared Decision Making as part of their work with GP practices to improve the quality of referrals and address pressures around elective activity. The results included more satisfied patients and substantial savings, with valuable learning for CCGs.



You may also be interested in:

Service Planning and Reform
Major Transformation

Get in touch

Shona Haining
Senior Research & Development Manager
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Tel: 0191 2172748



Transformation: Service Planning and Reform



Service Planning
and Reform

We know that service provision must be continually reviewed, analysed and where appropriate redesigned to make improvements and benefit patients. We offer a wide mix of skills and specialist knowledge to help you with all aspects of service planning and reform.

We offer:

- Expertise in approach and methodologies for continuous improvement e.g. lean.
- Access to a wide range of subject matter experts.
- Support for the whole planning cycle.
- Horizon scanning in respect of policy changes and its implications.
- Analysis and reviews to inform strategic objectives.
- Developing and implementing commissioning plans.
- Pathway and service redesign.
- Monitoring, evaluation and tracking of benefits and improvements.



Partners in improving local health



North of England
Commissioning Support

Benefits to you

Our ability to access information, best practice and specialist experts means that we can proactively help you plan services, implement changes and deliver continuous improvement and improved outcomes for patients.

Service Planning
and Reform

How we've helped

A cross organisation team from NECS produced a comprehensive quality and performance report to help commissioners gain a wide-ranging insight into a local acute provider. The results have supported the CCG in developing Key Lines of Enquiry for improvement opportunities.

Experts from our Provider Management, Clinical Quality and Business Intelligence teams worked together to collate data from a wide range of sources, covering areas including mortality, patient experience, safety, workforce, operational and clinical effectiveness and governance.

This was analysed and benchmarked, where possible, across a comparative peer group. The Quality Information Report for South Tees CCG highlighted performance across a range of quality/performance indicators and identified areas of good practice and areas for development. This is informing future work and priorities.

You may also be interested in:

Research and Development
Major Transformation



NECS produced a comprehensive benchmarking report detailing the performance position against a range of quality markers and standards. This report has been pivotal in formulating the CCGs key lines of enquiry for the progression of improvement opportunities with the local Foundation Trust. The report was produced within a tight timescale and to a high professional standard.



Craig Blair,
Head of Commissioning and Delivery
South Tees CCG

Get in touch

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Service Planning and Reform
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Contact us

If you'd like to find out more get in touch:

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Phone: **0191 301 1300**

Visit: www.necsu.nhs.uk



North of England
Commissioning Support