



Partners in improving local health

Your guide to our products and services





NEW MODELS OF CARE. BUSINESS SUPPORT: FINANCE SERVICES, HR & ORGANISATIONAL DEVELOPMENT, ICT, GOVERNANCE. INNOVATIVE. COMMUNICATIONS: POLICY, STRATEGY & MANAGEMENT, CONSULTATION, PATIENT & PUBLIC INVOLVEMENT. SUSTAINABLE. PROCUREMENT & PROVIDER MANAGEMENT: HEALTHCARE



About us

North of England Commissioning Support (NECS) is one of the leading commissioning support organisations in the country. The breadth and depth of our portfolio of services meet the end-to-end commissioning support needs of public sector organisations across the health and social care spectrum and beyond.

Our dedicated, high calibre, multi-disciplinary teams, supported by a broad spectrum of external talent, utilise their extensive knowledge and practice-based NHS experience to tailor services to meet our customers' needs. Supporting CCGs, Commissioning Support Units, Foundation Trusts, Local Authorities, NHS England and its Regional offices, and Clinical Networks, we deliver high quality, cost effective and innovative services locally, regionally and nationally.

Building on core NHS values, experience and expertise, NECS is proud to be part of the NHS, for the NHS and wider public sector. We combine these attributes with a sharp focus on customer care and a relentless pursuit for improvement.

Our values

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

We pride ourselves on 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

BUSINESS SUPPORT

Financial Management & Accounting
HR & Organisational Development
ICT Services & GPIT
ICT Programme & Project Delivery
Information Governance
Equality & Diversity
Corporate Governance & Risk

PROCUREMENT & PROVIDER MANAGEMENT

Healthcare Procurement and Market Analysis & Development
Contract & Provider Management

HEALTH & SOCIAL CARE

Joint Commissioning

TRANSFORMATION & SERVICE REDESIGN

Research & Evidence
New Models of Care (Vanguards)
Resilience Planning, Escalation & SURGE Management
Service Planning & Reform
Transformation

COMMUNICATIONS AND PATIENT & PUBLIC PARTICIPATION

Communications
Patient and Public Participation
Consultation

BUSINESS INTELLIGENCE

BI Applications - RAIDR
Business Analytics
Data Management

MEDICINES OPTIMISATION

CLINICAL SUPPORT

Individual Funding Request Case Management
Clinical Quality
Continuing Healthcare

PROFESSIONAL SERVICES

GP Management Service
Programme Management
Consultancy



BUSINESS SUPPORT. INNOVATIVE.
FINANCE SERVICES, HR &
ORGANISATIONAL DEVELOPMENT, ICT,
GOVERNANCE. **SUSTAINABLE. BUSINESS**
SUPPORT. FINANCE SERVICES, HR
& ORGANISATIONAL DEVELOPMENT,
ICT, GOVERNANCE. **CONTINUOUS**
IMPROVEMENT.



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 MANAGEMENT & ACCOUNTING
HR & ORGANISATIONAL DEVELOPMENT
ICT SERVICES & GPIT
ICT PROGRAMME & PROJECT DELIVERY
INFORMATION GOVERNANCE
EQUALITY & DIVERSITY
CORPORATE GOVERNANCE & RISK



FINANCIAL MANAGEMENT & ACCOUNTING

Helping you have 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.

BENEFITS

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.

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.

The team have also provided a high level financial overview of the affordability, service delivery and quality risks associated with the outline business case development of a new Acute Hospital.



HR SERVICES & ORGANISATIONAL DEVELOPMENT

Maximising the performance of your organisation.

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:
 - o reducing the risk of employment claims and improving your employee relations culture
 - o contributing fresh ideas and advice to inspire creative solutions
 - o 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
- Payroll services.



BENEFITS

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.

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.



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



ICT SERVICES & GPIT

Making sure you get 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.

BENEFITS

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.

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





ICT PROGRAMME & PROJECT DELIVERY

Delivering pragmatic solutions aligned to you.

NECS Programme Service prides itself on being at the forefront of improving local health.

We are a highly qualified and dynamic team of professionals that has extensive experience in end to end programme management.

Our overall aim is to enable services to improve the customer's experience by offering a unique variety of skills in the areas of business analysis, project management, business change and benefits and end user training.

The team will guide and support you to deliver a pragmatic solution from project conception all the way through to closure, when the change is embedded. We will meet business needs and deliver within agreed project timescales. We provide expert support for full system change, new functionality upgrades and national/local incentives.

WE OFFER:

- A Business Analysis service that is skilled at process mapping, has extensive knowledge of products on the current market and provides solutions to ensure that your organisation makes an informed decision that is going to benefit you
- End to end programme and Project Management services consisting of highly qualified and experienced individuals that will make sure your projects are expertly defined, risk managed, delivered within budget and on schedule
- Tailored online and classroom training delivered by trainers that are system experts in clinical systems and applications. Our flexible approach allows us to offer customers an opportunity to develop their skills and understanding to keep up with business need
- Business Change and Benefits realisation services that support a customer's change process. We will help identify, define, measure and track all benefits and outcomes and provide customers with an understanding of where their return in investment comes from. Acting as a transformation driver they will facilitate service led change and help to cut out waste from your processes to transform the way that you work
- A Projects Support Office that upholds all of NECS' standards. They provide an audit and control function for all projects that makes sure customers receive high quality project implementation.

BENEFITS

Our experts and experience provide a total system transformation service that is specific to your organisation's needs. This transformation service will include supporting interoperability of systems as well as increasing efficiency and improving service performance.

You will be able to track and measure benefits for your organisation with a clear view of where your return in investment comes from.



HOW WE'VE HELPED

We respond to customers' specific needs:

Forming as a multidisciplinary team, we worked with a GP practice which specialised in dealing with asylum seekers which 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.

Challenged by the support for urgent care and advice within South Tees, our dedicated Business Analysis Team worked closely with the North East Community Network by responding to the Prime Minister Challenge in securing funding to provide dedicated urgent care hubs across Langbaurgh and Middlesbrough.

After a successful bid the South Tees Access and Response (STAR) scheme has been set up by GPs with our support, to improve access to their services outside the current core hours for patients needing urgent care or advice.



Great support from the team enabling us to submit a credible application and then, at short notice, fielding specialist staff to lead detailed discussions that together resulted in a successful Challenge Fund Bid.



Ian Reeve
North East Community Network



INFORMATION GOVERNANCE

Supporting you to be in line with current legislation.

NECS Information Governance (IG) Service can help ensure your information is handled safely. Our experienced and qualified experts provide advice and guidance and offer support and tools on a range of information governance issues. Our aim is to improve the customer's experience by offering a unique variety of skills in the areas of data protection and freedom of information.

WE OFFER:

- Information sharing, confidentiality and data protection, information security, information risk management and records management
- Information Access Requests - our team is experienced in processing Subject Access Requests (Data Protection Act 1998) and Freedom of Information Requests (FOI Act 2000). We have led on creating Publication Schemes in line with the Information Commissioner's model scheme
- HSCIC Information Governance Toolkit – our team is highly experienced and knowledgeable in IG toolkit self-assessments and action-planning
- Information Governance policies and procedures – we are experienced in drafting policies and procedures which are in line with current legislative and regulatory requirements and which satisfy the requirements of the IG Toolkit
- Assist with the drafting of appropriate information sharing agreements and advise on and/or review agreements involving multiple agencies
- Help with conducting and advising on Privacy Impact Assessments for projects and processes
- A range of assurance reports covering all aspects of corporate governance performance which can be tailored to your needs.

BENEFITS

Our experts and experience provide a complete IG service that is appropriate to your organisation's needs. We can help you comply with DPA and FOI law and measure performance against compliance with information requests and the IG Toolkit.

HOW WE'VE HELPED

Since the creation of NECS we have handled over 7000 Freedom of Information requests and helped all of the CCGs in the North East to achieve a Level 2 in the Information Governance Toolkit. We have created bespoke governance assurance reports for customers and policies and procedures tailored to their specific needs.

We have supported customers in developing information sharing agreements with partner organisations and have been actively involved in local health and social care integration programmes to ensure the information governance elements are appropriately addressed.





CORPORATE GOVERNANCE AND RISK

Ensuring you are responsible and accountable.

We help ensure organisations are 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.
- 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.

BENEFITS

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.

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.



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



EQUALITY & DIVERSITY

Helping you comply with your equality duties.

The Equality team at NECS can offer information, strategic advice and support to ensure compliance with the Equality Act 2010 and the associated 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, as well as managing any potential risks you may face.

WE OFFER:

- Strategic and operational advice and guidance in complying with the Equality Act 2010 and the associated duties to work towards eliminating discrimination and reducing inequalities in healthcare
- Expert advice and guidance in relation to equality performance management including the NHS Equality Delivery System (EDS2) and Workforce Race Equality Standard (WRES)
- Support and advice around the NHS Accessible Information Standard
- Equality Strategy development
- Advice and practical toolkits to support in the development of Equality Analysis to avoid discrimination of people within protected characteristic groups and make sure their needs are considered
- Production of an equality annual report
- Tailored equality action plans
- Equality and Diversity training and Governing Body development
- Advice around equality monitoring

BENEFITS

The equality team have extensive knowledge around equality and represent our customers at a number of national and regional groups, ensuring our customers are provided with the most up-to-date information around equality including sharing best practice.



NECS Equality team have been critical in the development and delivery of our EDS2. They supported us in the grading and helped us with our engagement exercise, ensuring we shared our grades with external stakeholders that represented people offered protection under the equality act. NECS equality team provide regular equality reports to the governance and risk committee, providing assurance around equality to the executive team.

We are delighted with the professionalism and expertise received from the NECS equality team.



Simon Gregory
Chief Finance Officer
NHS South Tees Clinical Commissioning Group





PROCUREMENT & PROVIDER MANAGEMENT



**With our support you
will get the best from
contracts and suppliers.**

We know our way through the complexities of the healthcare commissioning cycle. 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 AND MARKET ANALYSIS & DEVELOPMENT
CONTRACT & PROVIDER MANAGEMENT**



HEALTHCARE PROCUREMENT AND MARKET ANALYSIS & DEVELOPMENT

Expert advice to keep your procurement safe.

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

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.

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 acquired a significant reduction in contractual spend, from £2.83million to £1.64million, i.e. £1.1million reduction over the three 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.



PROVIDER MANAGEMENT

Delivering optimum contracting solutions.

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.

BENEFITS

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.

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.





HEALTH & SOCIAL CARE



Experts at building relationships and developing collaborative partnerships.

We can help with:

JOINT COMMISSIONING



JOINT COMMISSIONING

Developing collaborative partnerships that work.

We are experts at building relationships, and through this are able to provide professional joint commissioning support to customers. With our experience we are able to identify 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
- Transformational services: reviewing existing services, re-designing pathways of care and service provision, supported by the development of robust service specifications and KPIs
- Offering expertise in specific areas of commissioning including: learning disability, mental health, dementia, autism and children
- Supporting the commissioning of complex individual packages of care for adults and children
- Clinical support for in-patient hospital to hospital transfers, discharge planning, s117 panel membership and Care and Treatment Review (CTR) panel membership.

BENEFITS

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.

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, as well as supporting customers with the development of regional and local fast track plans.

We have supported the development of CAMHS Transformational Plans in line with national task force report 'Future in Mind'.



TRANSFORMATION & SERVICE REDESIGN

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:

RESEARCH & EVIDENCE
FIVE YEAR FORWARD VIEW
NEW MODELS OF CARE (VANGUARDS)
RESILIENCE PLANNING, ESCALATION & SURGE MANAGEMENT
SERVICE PLANNING & REFORM
TRANSFORMATION



RESEARCH & EVIDENCE

Using evidence to inform your decision making.

Our Research and Development (R&D) team support the transformation of health and social care services both internally and to our customers to assist the decision making process

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
- Sharing 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 and evaluations
- Active links to Universities with a variety of methodological and clinical research skills to add to research and evaluation questions you wish to develop.

BENEFITS

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

A multi-faceted approach by a range of skilled and experienced R&D staff has supported Newcastle Gateshead Clinical Commissioning Group to deliver their statutory duties with respect to research. In addition they are supporting embedding research and evidence across the organisation.

Board level engagement of executive and non – executive members secured a commitment to a “Year of Research”. NECS staff working hand in hand with CCG to operationalise and enable this are supporting development of a research strategy. Engagement with GP practices is allowing an increase in member practices and staff getting involved in research studies and offering the Newcastle and Gateshead patients more opportunities to be offered the chance to be in a research study fulfilling a NHS Constitution pledge. Research as a quality indicator for GP practices is being expressed to show the activity per practice in the visual dashboard each practice has to monitor quality performance.

Recognising the need for building evidence into new service planning and development in Newcastle Gateshead CCG, for example the Vanguard models of care, has been supported and encouraged by NECS R&D bringing in relevant experienced academic partners to provide robust methodology and independence.



Justin Presseau (@JPresseau)

17/06/2015 20:36

@haining_s many thanks Shona - thanks to you & your team for the amazing support in facilitating health research in the North East #grateful



NEW MODELS OF CARE

Supporting vanguard sites in the delivery of New Models of Care.

We recognise the need for a modern flexible workforce to ensure new care models are built around the needs of diverse local populations. Our offer of support includes mapping and profiling the existing workforce, identifying the creation of new roles and number of staff needed to address any capacity and capability gaps associated with their new model of care.

We can help you with:

- System Leadership
- Evaluation & Metrics
- Digital Technology
- Contracting Arrangements
- Communications & Engagement (Empowering Communities)
- Transformation
- Population Segmentation
- Evidence-based Analytical Support
- Modelling.

WE OFFER:

NECS can provide you with a bespoke support package that reflects the key enablers identified by vanguard sites to successfully deliver the five new care models:



Multispeciality
Community Providers
(MCPs)



Integrated Primary and
Acute Care Systems
(PACS)



Enhanced Health in Care
Homes



Acute Care Collaboration



Urgent and Emergency

BENEFITS

With over 900 people, a turnover of £62m and a broad range of supply chain partners, NECS offer expertise, flexibility, resilience and a strong track record in the delivery of programmes and projects in this field. Our Enterprise Programme Management Office (EPMO) has developed an effective programme governance framework that will be applied to the delivery of this programme.

Our comprehensive approach is built on Prince2 and MSP methodologies, and enhanced by our leading-edge automated programme and resource management tool (EPM Live), which tracks progress, risks, qualitative and quantitative benefits in real-time.

HOW WE'VE HELPED

Our agile approach can be applied and tailored to other non-vanguard large scale transformation programmes.

For example we have been contracted by the 5 CCGs in Durham and Tees Valley to provide the programme management for a major reconfiguration of acute hospital and community services. This involves assessing our services in key areas against national standards and assessing how we can best meet these standards given major workforce constraints and financial pressures.



The team at NECS have worked extremely well to understand our needs and requirements, providing expert financial and analytical support to develop our New Care Models Value Proposition. They were proactive in the way they worked, often to extremely tight deadlines.

We are very happy with the help and support received from North of England Commissioning Support and will certainly seek their support for other pieces of work.



Jo Williams
Assistant Director Health and Social Care Integration
Nottingham City CCG



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



RESILIENCE PLANNING, ESCALATION & SURGE MANAGEMENT

Supporting consistent service provision.

A surge in activity and associated pressures can happen at any time during the year; however the risk is heightened during the winter months when people are more susceptible to illness. This brings a number of challenges to all health and social care organisations that affect service delivery, including the balance of emergency and elective activity, together with the flow of patients from admission to secondary care through to discharge.

These challenges may include severe weather, seasonal flu, norovirus and of course the festive public holidays which, in their own right, can place additional pressure on services.

To support the operational management of surge pressures the North of England Commissioning Support Unit (NECS) developed a whole systems approach to working with its customers and providers of health and social care services by developing an effective package for monitoring, providing intelligence and delivering tools and techniques to operational manage surge pressures.

WE OFFER:

- A skilled and experienced team to support the operational management of surge pressures
- Tools and techniques to support a whole system approach to surge management
- A locally developed web based tool
- Development of health and social care plans and escalation frameworks
- Models to support admission avoidance, patient flow and discharge
- Policy and pathway review, redesign and implementation
- Support the review of a significant event/ incident and identify lessons learned
- Service capacity and demand modelling.

HOW WE'VE HELPED

NECS established a command and control hub managed by a team of highly skilled and experienced individuals in operationally managing surge pressures. To monitor and react to surge pressures the Resilience Planning, Escalation and Surge Management Team supports Clinical Commissioning Groups across the North East and North Cumbria by:

- Leading daily provider teleconferences, utilising daily situation reports (SITREP) and real time data to co-ordinate a system wide response to surge pressures, in line with agreed escalation plans
- Providing our customers with regular support and delivering regular updates on system wide, local and regional pressures and agreed remedial actions
- On behalf of our customers, providing regular updates to NHS England on North East and Cumbria pressures and remedial actions.

Central to NECS' whole systems approach to managing surge pressures is our web based tool. The NECS Resilience, Escalation and Surge Management Team worked with Clinical Commissioning Groups and health and social care service providers to develop the Winter Planning, Escalation and Surge Management Website. This tool provides readily accessible information to our customers and service providers across the North East and North Cumbria and enables NECS to co-ordinate communications, provide information on current pressures and remedial actions and to share key policies, procedures and escalation plans.





SERVICE PLANNING & REFORM

Helping with 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 their 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.

BENEFITS

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.

HOW WE'VE HELPED

A cross organisation team from NECSU 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 and performance indicators and identified areas of good practice and areas for development. This is informing future work and priorities.



NECSU 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





TRANSFORMATION

Planning for successful programme delivery.

Using our cross organisational skills, experience and tools we can help you identify, develop and deliver major transformational change with long term benefits.

We have invested heavily in transformation methodology and recognise that embedding good quality improvement methods at the outset of transformation leads to greater success.

Our internal expertise in change and lean improvement methodology is strengthened by our supply chain partners. The North East Transformation System NETS (in alliance with Virginia Mason, Seattle), Nissan Sunderland, Tees Esk and Wear Valley FT and NHS IQ are recognised as international leaders in change management and service redesign methodology.

Expertise in service planning is underpinned by a range of tools and techniques including logic modelling. We recognise the importance of effective planning to improve the chance of successful programme delivery.

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.

BENEFITS

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.

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 and provided further efficiencies, fulfilling the QIPP agenda.



North of England CSU were invaluable in their support of Harrogate and Rural Districts New Care Models Value Proposition requirements to NHS England. Their expertise in activity and financial modelling allowed us to articulate our economic case for change, and their facilitation of workshops and conversations across our six partners organisations allowed us to clarify our thinking and approach to the integration agenda.

Anthony Fitzgerald
Director of Strategy and Delivery
NHS Harrogate and Rural District CCG



COMMUNICATIONS AND PATIENT & PUBLIC PARTICIPATION



A complete service for all your communications and engagement needs.



Our communication professionals know the best way to involve and inform people, and get your organisation known for all the right reasons. We can offer strategic advice, deliver multi-channel marketing and communication campaigns and major public consultation programmes.

We can help with:

COMMUNICATIONS
PATIENT AND PUBLIC PARTICIPATION
CONSULTATION



COMMUNICATIONS

Tailoring solutions to engage the right audience.



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.

BENEFITS

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.

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.



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 Durham Dales, Easington
and Sedgefield CCG



PATIENT AND PUBLIC PARTICIPATION

Involving patients and public to help you become a more effective, responsive organisation.

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 a 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.

BENEFITS

Involving patients and the public can help develop service improvements, test ideas out, get suggestions and feedback. 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.

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.



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





CONSULTATION

Expert consultation services for compliance and improvement.



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.

BENEFITS

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.

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.

BUSINESS INTELLIGENCE



**Data 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:

BI APPLICATIONS - RAIDR
BUSINESS ANALYTICS
DATA MANAGEMENT





1,600
PRACTICES

11m
PATIENTS

41
CCGs

BI APPLICATIONS - RAIDR

Enhancing commissioning decisions & patient care.

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.

Development of RAIDR started in 2009 to support Practice Based Commissioning. The system was developed in collaboration with clinical leads which has contributed to its success, and is continually evolving, informed by our User Group which is chaired by one of our CCG users.

RAIDR OFFERS:

- System wide view of urgent care activity, to improve patient management
- Local and national benchmarking of key quality and performance indicators
- Validating practice data quality autonomously, without the need to commission this service from an outside supplier
- Identifying patients with a high number of attendances e.g. at A&E, who could potentially be signposted to a more appropriate care pathway
- Maximising the utilisation of practice budgets directly through the monitoring of prescribing spend
- RAIDR provides healthcare professionals in commissioning and primary care with a single portal for all their information, integrating previously isolated data sources
- RAIDR is very flexible, allowing users to navigate, select, and drill down to gain intelligence in a wide variety of ways, from high level trends to detailed patient level data
- Primary care data taken directly from GP practice systems is displayed in a way which supports practice management in data quality and service delivery
- Powerful intelligence on patient pathways by matching GP data to secondary care data and presenting it in a series of flexible, fast and easy to read dashboards
- Dynamic, easy to use risk stratification tools using multiple data sources. RAIDR provides comprehensive information to clinicians utilising proven predictive models, enabling enhanced outcomes and driving down cost
- Tight security and robust infrastructure.

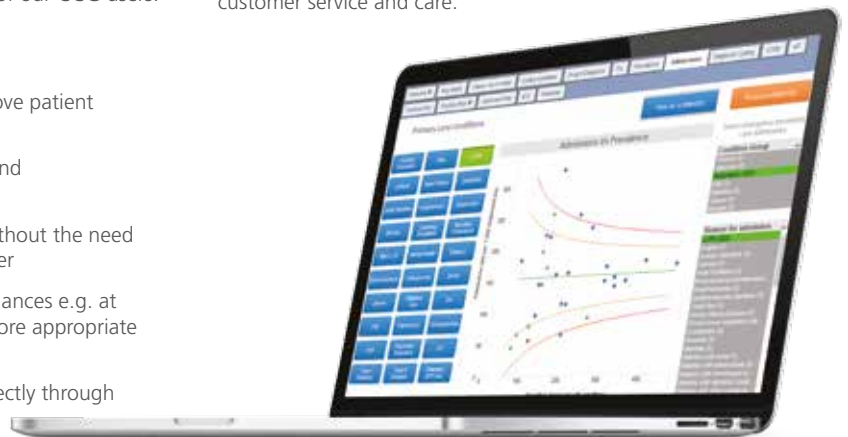
HOW WE'VE HELPED: Dementia Case Finding

RAIDR enables patients who potentially have dementia to be identified. The dementia case finding tool identifies patients with dementia diagnosis in secondary care but no diagnosis in primary care; and also patients who have anti-dementia drugs prescribed but no diagnosis of dementia recorded on their GP records. The case finder assists in meeting the needs of the growing number of patients suffering with dementia as well as ensuring such patients are included for QOF prevalence payments. The tool also supports practices with the National Dementia Diagnosis Improvement programme work.

BENEFITS

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.

The RAIDR team pride themselves on ensuring the best level of customer service and care.



RAIDR is a fabulous example of NHS innovation at its very best. A product built by the NHS for the NHS. A business intelligence platform transforming vital data into accessible information into precious intelligence helping to answer the elusive 'so what' question. We are especially proud of the extent to which RAIDR has become adopted by so many in such a short period of time – over 20% of the country and RAIDR has achieved this on merit. Time and time again being compared with the best commercial products in the market place, and time and time again coming out on top.

We are immensely proud of what RAIDR has achieved but we are hugely ambitious - and so are our customers who, through our vibrant user group, inspire us to push RAIDR on and on.

Stephen Childs
Managing Director
North of England Commissioning Support





BUSINESS ANALYTICS

Insightful analysis to inform decision making.

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.

BENEFITS

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.





DATA MANAGEMENT

Intelligence for health professionals.



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.

BENEFITS

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.



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



MEDICINES OPTIMISATION

Our highly experienced team can ensure an integrated approach to medicine use across the whole patient pathway.





MEDICINES OPTIMISATION

Improving outcomes with optimised medicine use.

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



The input from the practice based pharmacists and technicians is highly valued and a significant assistance in delivering cost effective, current and safe prescribing for our patients. We have developed over time very close working relationship with NECS pharmacy staff. This knowledge of practice systems makes them much more effective in their work. They are highly valued members of the team.

Christine Malloy
Practice Manager
Norton Medical Centre



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 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.

BENEFITS

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.

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.

- Manage risk in patients with complex care needs as part of a multi-disciplinary team, Case management and personal care plan development.
- Liaise with other providers to resolve medicines related issues.
- Monitor & analyse prescribing patterns, prepare regular reports for the practices. Analysis of the use of specially manufactured medicines and follow up recommendations led to an annual saving of £73,272 for the Tees CCGs.
- Develop and deliver training on prescribing issues to GP practice staff, e-learning packages available for repeat dispensing, antibiotics and inhaler techniques.
- Delivery of a suite of interventions to reduce medicines waste.



Over the last 10 years we developed our practice medicines team and throughout this time our Medicines Optimisation Pharmacist has supported and advised us.

She is on hand by telephone, e-mail and face to face for queries and always responds rapidly with valuable information. During our CQC and CCG visits our practice medicines team was thought to be highly impressive.

Dorothy Wright
Practice Manager
Hart Medical Practice
Hartlepool and Stockton CCG



CLINICAL SUPPORT



**We share your goal of
improving outcomes
for 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:

INDIVIDUAL FUNDING REQUEST CASE MANAGEMENT
CLINICAL QUALITY
CONTINUING HEALTHCARE





INDIVIDUAL FUNDING REQUEST CASE MANAGEMENT

Facilitating robust funding decisions.

Our highly experienced Individual Funding Request (IFR) Team provide you with expert advice, support and guidance to ensure delivery of robust decision making processes.



WE OFFER:

- An experienced team who can provide you with support and guidance in developing and maintaining IFR decision making processes
- Access to and maintenance of bespoke systems to assist in facilitating decision making
- Tools and techniques to support CCGs in considering IFRs
- Access to established documentation to assist clinicians in decision making
- Management and monitoring of funding applications submitted
- Training and education for customers in relation to the decision making process and the tools used
- Patient and clinician query investigation and resolution
- Facilitation of clinical peer support to assist in decision making.

BENEFITS

Our customers can be reassured that they are provided with up to date, consistent and fair decision making tools to support clinicians with the IFR systems. We can give you peace of mind that this robust system and process can reduce challenge from external parties. Customers can rely upon an experienced team to offer expert support and guidance to the development of new, and enhancement to, existing systems and practise.

HOW WE'VE HELPED

Whilst currently delivering an IFR service to a number of customers across the North East and Cumbria, NECS have supported CCGs in further developing IFR process. New methods of effective working with local providers have been established to reduce the number of procedures that are carried out with limited clinical effectiveness.



The web-based system and the staff working on IFR do a great deal to assist the decision-makers in their work. I think yourself and your colleagues have gone out of your way to work with the County Durham and Darlington CCGs over the last 3 months in refining the web-based system and using the system to deliver the Prior Approval Ticket process. I am very grateful for the work you have done on the IFR system and in the development of the PAT process.

Ian Davidson
Medical Director
North Durham CCG





CLINICAL QUALITY

Providing a positive patient experience.

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.

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

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.



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 and Sedgfield CCG



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 or department teams. We then compile a formal, written report outlining visit findings which are shared with the provider organisation.

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





CONTINUING HEALTHCARE

Delivering high quality, good value services.

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 (PHB) for adults and children.

BENEFITS

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.

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.



PROFESSIONAL SERVICES



Our Professional Services provides high quality, flexible, and responsive solutions that give you exactly the level of local support you need, when you need it.

We can help with:

GP MANAGEMENT SERVICE
PROGRAMME MANAGEMENT
CONSULTANCY





GP MANAGEMENT SERVICE

Supporting GP Practices to operate efficiently.

North of England Commissioning Support has significant experience of providing professional support to GP Practices. We are able to successfully deliver one-off interventions or alternatively provide you with a raft of support across the full range of corporate functions to free up clinical time that can be directed where needed – with the patient.

We know that GPs have a number of conflicting priorities that have to be delivered with limited resources. Challenges will only increase over the coming years due to funding issues, an ageing population, GP access issues, shortages of medical students opting to choose general practice as their career choice and the loss of significant expertise across the system with many experienced GPs retiring.

GPs are required to examine the ways in which they are working and making some very difficult decisions within their practices. We are an organisation with a wealth of experience and a desire to work with you to provide appropriate, focussed solutions.

WE OFFER:

We can provide you with a bespoke package of support across a range of corporate functions. Examples of some of the services we can provide to you include:

- Human Resources
- Organisational Development
- Quality Systems Support
- Practices Merger
- Total Management Support
- Health and Safety
- Practice Integrated Governance and Risk Management
- Incident Planning and Business Continuity
- Telephony Services
- Electronic Fax
- Confederation Support.



BENEFITS

Ultimately, we understand the ever changing landscape that you are operating within and the daily pressures and demands that you need to manage. We can help you build a sustainable practice by allowing you to focus on the clinical issues whilst being confident that we will work with you and for you, helping you to deliver a successful business.

HOW WE'VE HELPED

NECS are already working successfully with a number of GP practices across the region. Key areas we have been involved in include:

- GPIT including a SDI certified IT helpdesk to resolve any issues 5 days a week
- Tailored IT solutions to meet the needs of individual practices
- Primary care variation reporting and support
- Selection, testing and installation of phone systems in GP practices
- Development of TPP SystemOne to allow GP2GP patient record transfer
- Safeguard Incident and Risk Management System (SIRMS).



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 CCG goals.

Jackie Kay
Assistant Chief Officer
Darlington CCG



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

Dr Anne Szarewski
Clinical Senior Lecturer
Wolfson Institute





PROGRAMME MANAGEMENT

Optimising performance through capability and capacity.

We focus on identifying where the improvement opportunities lie and getting the very best outcomes for our customers. We do this by combining consulting, transformation, information and technology into a seamless programme management capability that truly understands our customers' needs and the challenging environment in which they operate.

WE OFFER:

- Trusted advisor & partner
- Practical programme and project management
- Rapid mobilisation of expert teams
- Effective stakeholder management
- Cost effective deployment of skilled resources
- Local and at-scale programme delivery
- Blend of on-site and virtual specialist teams
- End-to-end process delivery
- Partnership approach to delivery
- Flexible resource management.

BENEFITS

We will engage fully with you to help prioritise and properly scope the programmes and projects that will give you the greatest return on investment. We will clearly articulate key project milestones and deliverables and then create and deliver the tangible action plans to realise these opportunities. So, whether you're implementing large transformational health and social care programmes, enhancing existing patient pathways or running projects that will bring internal efficiencies to your business operations, our rigorous yet pragmatic approach will ensure the best chance of successfully achieving your expectations.

We create exceptional results by bringing together teams with the right experts and the necessary practical experience to own your problems and challenge conventional thinking. Our collaborative and flexible approach together with our hands-on style help you achieve your goals quickly. NECSU has its own standardised approach to project and programme management, based on the principles of Prince2, which we can mobilise at pace and operate at scale to meet customer demand.



HOW WE'VE HELPED

Our Programme Management Office worked with NHS England to plan, procure and mobilise their national RTT Waiting List data validation programme. Within six weeks we sourced and briefed 210 RTT data validators, coordinated all logistics to deploy these resources into 43 Trusts across England, including communications, bespoke website development for effective data capture and stakeholder engagement involving Monitor, the Trust Development Authority and the national elective care intensive support team. This multi-million pound programme was delivered at pace, on time and on budget to a high quality and met NHS England expectations by successfully reducing the national waiting list by circa 10%.



I have found the service provided by the NECSU Programme Management team to be of the highest standard and have no hesitation in awarding a score of Excellent.

Ian Wallen
Director of Information & Analytics
Trust Development Authority





CONSULTANCY

Specialist Consultancy Services for our clients.

Our Consultancy Unit offers bespoke consulting services to the public sector including NHS and local authorities across the country utilising the skills and expertise of NECS. We work with executive teams across health economies to help them achieve their goals, to create real sustainable change and fundamentally improve services to transform people's lives.

We are an approved provider on the North of England Commercial Procurement Collaborative Consultancy Framework (Lots 2, 3, 4, 5 and 6).

WE OFFER:

- Strategy development: Working with our clients to identify their corporate and operational strategy
- Issue based problem solving: Identify the root cause of the problems facing our clients
- Quantitative and qualitative evaluation: Provide insight into the views of our clients' clients e.g. patients and professional groups
- Analytics analysis and financial modelling: Leveraging NECS' business intelligence to drive insight
- System Leadership: Provide external facilitation to support our client's executive teams.

BENEFITS

We provide a high value alternative to the private sector through competitively priced specialist consultancy skills and can effectively compete on value, innovation and impact.

We bring a mix of public, private and voluntary sector experience to provide added value as we continuously work with the NHS and are able to pass on our developing new care model knowledge and expertise.

We embody NHS core values in the way we work and have a wealth of NHS knowledge, supporting clients to achieve outcomes efficiently and effectively making best use of subject matter experts and key resources.

HOW WE'VE HELPED

We have engaged with our customers in developing logic models and value propositions across the full range of vanguards to deliver new models of care, with particular focus on pragmatic transformation and achieving a positive impact for patients.

We have supported clients with the operational challenges of today and the demands of tomorrow for the delivery of real service transformation.

We have invested in partnership relationships to co-innovate solutions and continuously improve services. To date we have provided dedicated consultancy support in areas including Equality Analysis, Commissioner Requested Services, Transport Analysis and development of business cases and consultation documents.

We have also undertaken the analysis of responses from the national maternity review to provide recommendations for the improvement of services for women and their families. Utilising a content analysis methodology approach we conducted an independent review and analysed the qualitative data from over 5000 responses on behalf of NHS England.



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- New Models of Care
- Resilience Planning, Escalation & Surge Management
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View our case studies at
www.necsu.nhs.uk/case-studies

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

NECS Equality team have been critical in the development and delivery of our EDS2. They supported us in the grading and helped us with our engagement exercise, ensuring we shared our grades with external stakeholders that represented people offered protection under the equality act. NECS equality team provide regular equality reports to the governance and risk committee, providing assurance around equality to the executive team.

We are delighted with the professionalism and expertise received from the NECS equality team.

Simon Gregory
Chief Finance Officer
NHS South Tees Clinical Commissioning Group

The team at NECS have worked extremely well to understand our needs and requirements, providing expert financial and analytical support to develop our New Care Models Value Proposition. They were proactive in the way they worked, often to extremely tight deadlines.

We are very happy with the help and support received from North of England Commissioning Support and will certainly seek their support for other pieces of work.

Jo Williams
Assistant Director Health and Social Care Integration
Nottingham City CCG

The input from the practice based pharmacists and technicians is highly valued and a significant assistance in delivering cost effective, current and safe prescribing for our patients. We have developed over time very close working relationship with NECs pharmacy staff. This knowledge of practice systems makes them much more effective in their work. They are highly valued members of the team.

Christine Malloy
Practice Manager,
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