

worldclasscommissioning

adding life to years and years to life



world class commissioning
an introduction

world class commissioning

Commissioning is the process by which primary care trusts (PCTs) secure best value and deliver improvements in health and care services, to meet the needs of the populations they serve. World class commissioning (WCC) is transforming the way these services are commissioned, leading to improved health outcomes and reduction in health inequalities, adding life to years and years to life.

By putting the patient at the heart of decision making and having a long term focus on health promotion, WCC enables PCTs to commission high quality and value for money services, that meet the needs of their local communities.

WCC promotes and encourages innovation in commissioning and enables the NHS to ensure quality of care, whilst increasing cost efficiency and productivity. World class commissioners constantly search for ways to refine and improve what they do, engaging with patients, public, local authorities, clinicians and providers, to work out how best to deliver the services that meet the health needs and challenges of the future.

Launched in December 2007, WCC is a national programme, developed by the Department of Health in partnership with the NHS. WCC is built on the international evidence base of commissioning best practice, and is aimed at developing world class commissioners of NHS-funded services.

WCC will have a direct impact on the health and well-being of the population, driving unprecedented improvements in patient outcomes, and ensuring the NHS remains one of the most progressive and high-performing health systems in the world.

World class commissioning will deliver...

- **...better health and well-being for all**
 - People live healthier and longer lives.
 - Health inequalities are dramatically reduced.
- **...better care for all**
 - Services will be evidence-based and of the best quality, encompassing safety, effectiveness and patient experience.
 - People will have choice and control over the services that they use, so they become more personalised.
- **...better value for all**
 - Investment decisions will be made in an informed and considered way, ensuring that improvements are delivered within available resources.
 - PCTs will work with others to optimise efficient and effective care.

Partnerships hold the key

World class commissioning requires that PCTs develop dynamic partnerships with clinicians, local authorities and other commissioners, communities and providers of healthcare services. Working together, they will define, develop and deliver high quality and integrated services that are closely matched to the health and care needs of the local population.

Clinicians shaping commissioning

Clinicians have a critical role to play in helping ensure NHS resources are used efficiently, to deliver high quality care for all. Clinical leadership and engagement are at the centre of each PCT's journey towards becoming world class, and PCT boards have an important role to play in encouraging and supporting clinical leaders to help drive change and innovation in service provision.

Practice-based commissioning (PBC) is at the heart of world class commissioning. It empowers and supports local clinicians to work in partnership with PCTs to innovate and shape how resources are invested to deliver better health, better care and better value for their local communities.

PBC has already inspired new local services in a number of areas across the country. WCC has further developed the potential of PBC, by placing greater emphasis than ever before on the importance of clinical involvement in the commissioning process.

The PBC national clinical network brings together a growing number of recognised clinical champions of PBC. Active in every region, the network aims to mobilise local clinical communities, advocating and promoting the benefits of PBC in transforming healthcare.

The PBC Connection website provides the latest PBC policy news, examples of good practice, toolkits and discussion forums.

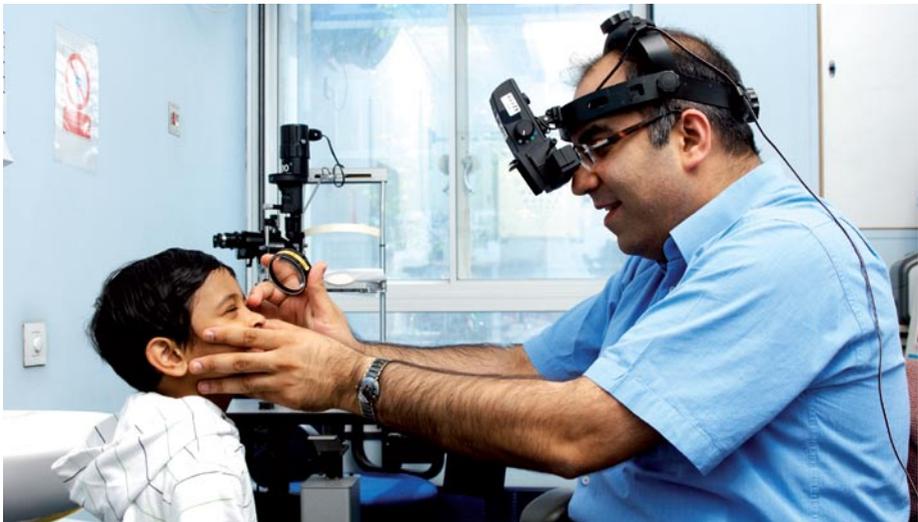
Visit: <http://pbc.networks.nhs.uk>

Assessing success

PCT progress and development needs are assessed through an annual assurance process, that has been designed and developed in collaboration with the NHS and other partners.

WCC assurance helps PCTs to understand their commissioning performance, their achievement of better health outcomes, and the areas where they can strive for improvement. The process enables reliable comparison across all PCTs, holding them to account and rewarding their performance and development, as they start to become world class.

The Department of Health will publish nationally calibrated PCT results in summer 2010, the end of the second year of WCC assurance.



Helping commissioners become world class

Skills

World class commissioning is designed to give PCTs the skills they need to be at the forefront of delivering health improvements to all parts of their local population. At the heart of this lie the principles of quality, innovation, productivity and prevention.

Commissioners should view WCC as a critical means of embedding at local level the skills, capabilities and competencies that will be required to respond to future health challenges.

Guidance and tools

To complement SHA-led activity, the Department of Health provides high quality guidance and support to commissioners, to help them understand what it means to be world class, and how to develop the skills and capabilities they need to succeed. The **WCC website** is a one-stop shop for commissioners, providing access to news and updates, guidance and tools, discussion forums, information on events and examples of good practice.

Framework for procuring external support for commissioners (FESC)

FESC provides PCTs with easy access to high quality commissioning support, and the opportunity to develop partnerships with experienced, private sector organisations.

Practice-based commissioning (PBC) development framework

The PBC development framework can be used by SHAs, PCTs and practice-based commissioners to appoint appropriately skilled organisations, that provide a range of PBC capability development support.

PCT board development framework

The PCT board development framework provides PCTs with rapid access to pre-qualified providers of diagnosis, coaching and development for board members.

Register for updates at: <http://wcc.networks.nhs.uk>

Driving innovation in integrated care

Better integration has the potential to help deliver better quality of care, greater personalisation, a shift towards health promotion and reduced inequalities. Integration can mean partnerships, systems and models, as well as organisations.

The programme of Integrated Care Pilots (ICP) is at the leading edge of innovation in health and care. ICP is exploring different ways in which health and social care services can be integrated, to improve local health and well-being.

Sixteen pilot sites across the country are developing new models of care for their communities. Each of the pilots involves partnership between a range of organisations, such as PCTs, acute trusts, clinicians and social care professionals, local authorities, service user groups and voluntary bodies.

The ICP programme will explore the potential and impact of the pilot models, whilst identifying learning and best practice to be shared with others.

Visit: www.dh.gov.uk/integratedcare



find out **more**

World class commissioning:

Web: www.dh.gov.uk/worldclasscommissioning

Online network and tools: <http://wcc.networks.nhs.uk>

Films: www.youtube.com/wcccomms

Email: worldclasscommissioning@dh.gsi.gov.uk

Specific enquiries:

Practice-based commissioning (PBC):

Web: www.dh.gov.uk/pbc

Online network and tools: <http://pbc.networks.nhs.uk>

Email: pbc@dh.gsi.gov.uk

Framework for procuring external support for PCTs (FESC):

Web: www.dh.gov.uk/fesc

Email: fesc.comms@dh.gsi.gov.uk

Programme of Integrated Care Pilots (ICP):

Web: www.dh.gov.uk/integratedcare

Email: integratedcare@dh.gsi.gov.uk

We value your comments. Please contact us with your views on the work of world class commissioning:

worldclasscommissioning@dh.gsi.gov.uk