

ODS ROUND UP | March 2009

WCC: spreading the word

Our ground-breaking work with Liverpool PCT around world class commissioning (WCC) attracted great interest when it was showcased at the busy HSJ World Class Workforce conference.

Margo Kane, Director of Organisation Development and HR at Liverpool PCT, joined ODS Joint Managing Director Carol Brooks on stage to share learnings from the PCT's implementation of our unique Commissioning Qualities Tool.

Also present were Director of the NHS Workforce Review Team Judy Curson and Sian Thomas, Director of Development at NHS Employers.

Liverpool is the first organisation to implement the tool, which provides practical support to help PCTs measure their progress towards WCC and identify gaps in skills or knowledge.

Margo told the 200 delegates at the conference that the data element of the tool had been exceptionally useful.

"It has produced the most fantastic baseline measurement for us – delivering robust, evidence-based data that will inform both our organisation development and our workforce plan.

"This type of measurement is critical to enable HR and OD professionals to demonstrate that we have increased organisational capability and capacity in order to become more expert at world class commissioning."

Margo said the tool had also provided an invaluable platform for internal debate – raising awareness of WCC across the whole organisation. The PCT is to repeat the measurement exercise in 18 months' time.

Stop Press: Liverpool PCT has ranked within the top 12 PCT's in the country in the **HSJ World Class Commissioning League table**

[HSJ World Class Commissioning League Table](#)

Congratulations to Margo and her team!

To read a short case study outlining implementation of the Commissioning Equalities Tool within Liverpool PCT [click here](#)

[The Road to World Class Commissioning](#)

To discuss how our Commissioning Qualities Tool can help your organisation, please contact:

[Carol Brooks](#)
Joint Managing Director
0161 236 6733



Team News

We are delighted to announce the appointment of a new senior consultant, Jackie Barringer, and the promotion of Su Fowler-Johnson to the new role of director of quality.

Jackie – a former nurse who has worked in the NHS for 27 years – joined us in February from Central Lancashire PCT, where she was Associate Director of Organisation Development.



In that role, she led the OD functions for both the provider and commissioner sides of the PCT.

Jackie has a passion for helping organisations and clients develop and change. A qualified practitioner in a range of psychometrics, coaching and neuro-linguistic programming (NLP), she uses different tools and techniques to meet individual and organisational needs.

She said: "I was attracted to the role by the wide variety of work available – including NHS and wider public sector projects – and by ODS' values and ethics."

The creation of the new role of director of quality marks a significant milestone for ODS, which celebrated its fourth anniversary in February.

Su Fowler-Johnson said: "While quality has always been important to us, the rapid growth of the business means that we need to adopt a more comprehensive and structured approach.

"My role will be to provide a framework and leadership, to help embed a culture of quality throughout the whole organisation. I'm very much looking forward to it."

We're still growing here at ODS. If you are interested in joining our [team](#), please contact:

**[Carol Brooks](#) or
[Donna Bradshaw](#)
0161 236 6733**

Bespoke training for PCT team

An eight-strong team from Ashton Wigan and Leigh PCT are the first clients to benefit from our brand new, on-site training facilities.

We have devised a tailor-made development programme for the PCT's homeless and vulnerable persons team – designed to help them adapt to the growing need for a business-focused approach in the NHS.

The programme will run over six months in the hi-tech training room at our new offices.

Unusually, the course has been structured so that the whole team will attend sessions together at the same time – helping to strengthen relationships as well as improving individuals' knowledge and skills.

ODS Consultant Stuart Taylor said: "It's fantastic to have an in-house facility for training and we have had some great feedback from the team about the first two modules we have run."

To find out more about how we can meet your training needs, please contact:

[Stuart Taylor](#)
Consultant
0161 236 6733



Soap Box

Despite the complex challenges of the recession, these difficult economic times also present opportunities.

For HR professionals in the public sector, the opportunity to widen your organisation's talent base cannot be ignored.

Rightly or wrongly, many private sector employees see a public sector job as a refuge from the economic storm – and increasing numbers of talented individuals are actively seeking a move.

Sian Thomas, Director of Development at NHS Employers, highlighted the scale of the opportunity during her presentation to the HSJ World Class Workforce Conference.

She told delegates that applications for admin/clerical jobs in the NHS had almost tripled in recent months – with 110,000 applications received in just two weeks in January, compared to an average of 40,000 for a similar period in 2008.

While it may be easier than ever before to attract high calibre talent into the public sector, the challenge is how to retain it when the upturn comes.

In our experience, that means taking the time to understand what matters to the individual employee, nurturing and developing them, and giving them a clear understanding of their role in moving the organisation forward.

Only then can we be sure of retaining talent for the long-term.

Thanks for reading!