

# Transforming services through workforce planning – Bedfordshire PCT

## Case Study

### Background

ODS was commissioned by the East of England Strategic Health Authority to train four PCTs – including Bedfordshire PCT – in the ODS Population-Centric™ workforce planning model.

The objective was to not only train the PCTs in this unique, strategic model but also to support them in applying it to an existing area of their business.

### Partners

Following their initial training, the Bedfordshire PCT team decided to apply the ODS model to urgent care provision, working in partnership with the local ambulance trust, local authority and numerous community care teams.

### Activity

- ODS provided a series of in-depth workshops explaining the six-stage Population-Centric™ model.
- ODS worked with the Bedfordshire PCT team to help them apply the model to urgent care provision.
- The 'blank canvas' nature of the model encouraged the PCT team to abandon preconceptions – resulting in a powerful new concept for streamlining urgent care service delivery.
- Inspired by the model, the PCT team designed and implemented the first phase of their ambitious new service within just five weeks.

### Results

- The ODS model provided both the inspiration and the practical tools to enable Bedfordshire PCT to transform urgent care service delivery.
- The resulting 1call service – unique in England – has reduced a potential 66 different points of service entry into one, reducing unnecessary hospital admissions and saving an estimated £1.4 million in its first year alone.
- The PCT remains an enthusiastic advocate of the model and continues to apply it to other service areas; a new project is currently underway within children's services.

*“The key to the success of this project was the structure and discipline of the ODS model, which required us to start with a blank canvas rather than tinkering around the edges of something we already had.”*

*We are thrilled at the success of the 1call project and have been applying the ODS model to other service areas ever since. It is exceptionally useful and unlike any other workforce planning tool we have ever seen.”*

Diane Meddick – Assistant Director, Strategy Bedfordshire PCT