

# NHS North West – shaping the 21st century NHS (Darzi review)

## Case Study

### Background

In response to junior health minister Lord Darzi's wide-ranging NHS Next Stage Review, NHS North West conducted its own comprehensive review of clinical pathways.

The strategic health authority commissioned ODS to contribute to the planning and management of the clinical engagement element of this critical process and to evaluate clinicians' views about the methods used.

The final strategy will inform future healthcare provision for more than seven million patients.

### Partners

As well as NHS North West representatives, the review involved participants from a wide range of organisations including: primary care trusts, acute trusts, local authorities and the voluntary sector.

### Activity

- Eight clinical pathway groups were established
- ODS produced a structure and timescale for the four-month programme to support engagement in specific clinical pathway design – exploring strengths/weaknesses of current provision and how services could meet future demand
- ODS produced a comprehensive, qualitative evaluation of the clinical engagement process – highlighting key themes for the future

### Results

- The review was successfully conducted within a tight timescale
- The methodology adopted by ODS helped to overcome initial cynicism from some participants – sparking enthusiasm for the process and confidence in their ability to deliver positive change
- The initial findings were submitted to Lord Darzi's office to illustrate the level of clinical engagement underpinning the North West process

“Effective clinical engagement was critical to this process and ODS provided energy, enthusiasm, structure and legitimacy to the NHS Review in the North West. Our main aim was to listen to and engage a diverse group of clinicians and practitioners and this has been achieved.”

Mandy Wearne – Director, NHS North West

“I may have been a bit cynical at the beginning... but... I've been astonished by the quality of the people that I've worked with... there is a real energy pulling together people who are clinical leaders in their field and sharing what we do. I think it's a fabulous process really.”

Participant – Chair