

Liverpool PCT: the road to World Class Commissioning

Case Study

Background

The commissioning landscape in the NHS has undergone a radical shift, with the introduction of the World Class Commissioning (WCC) agenda.

WCC requires Primary Care Trusts (PCTs) to adopt a more strategic approach to commissioning services, focused on delivering improved health outcomes.

Liverpool PCT was the first Trust to implement a practical new tool – the ODS Commissioning Qualities Tool – that has been specifically designed to support the move to world class commissioning status.

How the tool works

- Developed by ODS in partnership with the Northern Network of Teaching PCTs, the tool uses an online questionnaire to assess performance against each of the 11 WCC competencies.
- Users rate their actions and behaviour against key indicators, resulting in a detailed picture of the organisation's strengths and weaknesses in relation to the competencies.
- Facilitated feedback sessions are used to identify and communicate actions based on the results of the questionnaire.

Activity

- The Trust adopted a proactive approach to gain staff and union support at an early stage in the planning process.
- The tool was rolled out to more than 400 employees within the Trust; participation was both anonymous and entirely voluntary.

Results

- More than 50% of employees completed their questionnaires – an excellent response rate for a voluntary exercise.
- The tool provided a 'big picture' view of how the whole organisation measures up to the WCC competencies, plus a detailed report for each individual (supporting personal development). The exercise has given the PCT detailed data to support WCC assurance reporting, as well as action plans which are now being used to develop the organisation's learning and development strategy.
- ODS is using feedback from participants to further develop the tool in terms of usability.
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“The process has not only enabled us to measure our performance against WCC competencies but it has also raised the profile of world class commissioning across the whole organisation – stimulating vital discussion and planning.

Ultimately, this will result in improved delivery at every level and within each directorate of the Trust.”

Margo Kane – Director of Organisation Development and HR, Liverpool PCT