

Service Re-design

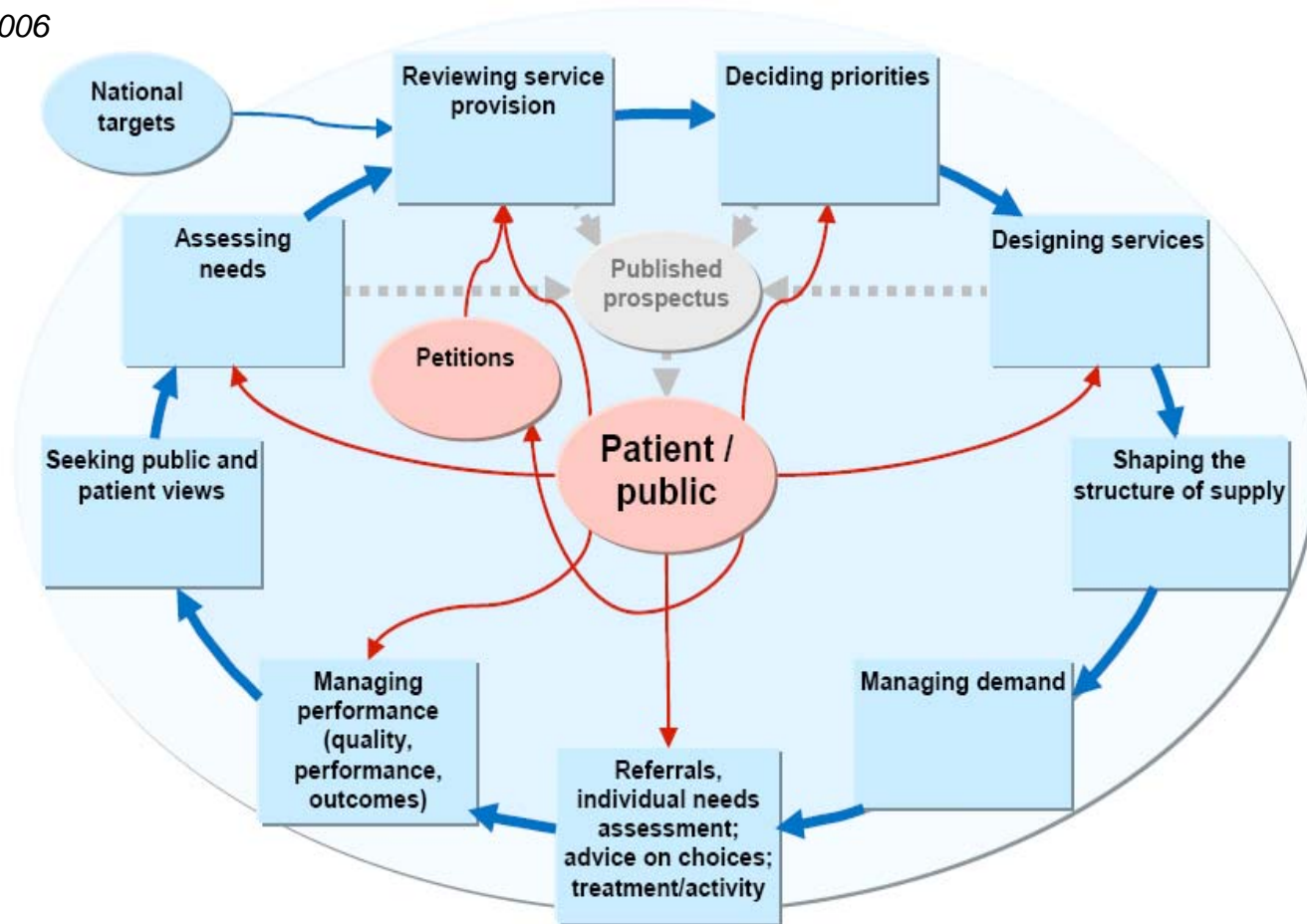
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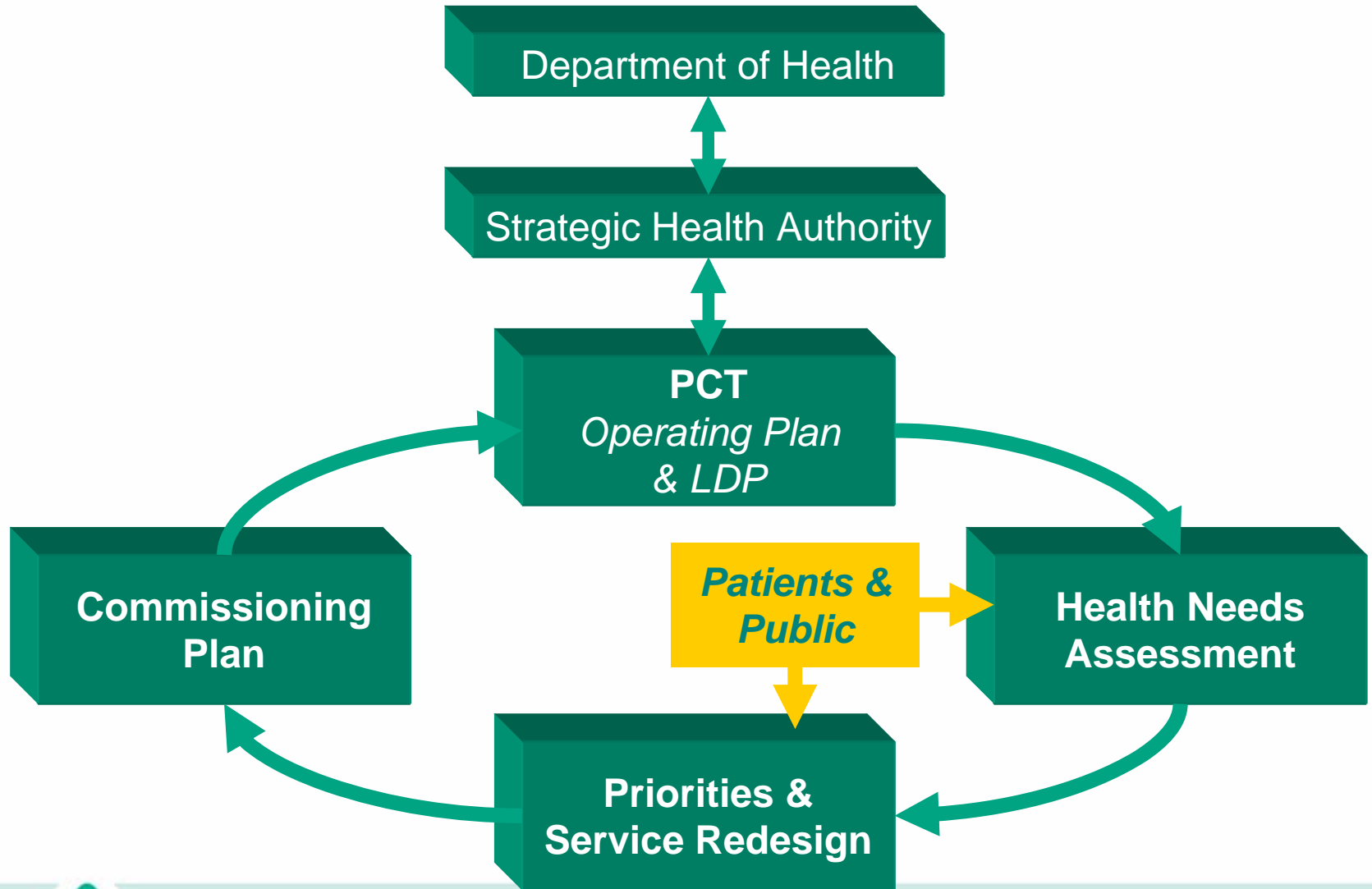
The DH Commissioning Cycle

Source: *Health Reform in England: update and commissioning framework. Annex the commissioning framework*

DH, July 2006



Simplified



Health Needs Assessment

- Involving all stakeholders in commissioning process
 - Prepare a health profile
 - Identify health needs
 - Assessment of what needs to be done (now & future)
 - **Plan** to meet these needs
 - **Act** to addresses these needs
 - **Review** and **monitor** the actions to assess impact

Health Needs Assessment

- Look at the size of the problem
 - Q: What is the disease prevalence? (Current and future?)
 - Q: How many of their patients accessing current service?
- Review current provision (Scrutinise pathway)
 - Q: What does this service include?
 - Q: Does service meet current and projected demand?
- Identify gaps
 - Q: What is unmet need?

Opportunities

- Difficulty lies in deciding which care pathways should take priority
- Look to PCT top priorities

Commissioning

- Is there an appropriate area of a specialty that you would like to provide a service for?

Provision

Where to start

- Can you accurately establish what the demand for the new service will be?
- How will patients be referred to the proposed new service?
- New care pathways, (evidence based) will have to be established
- Incorporate management plan between primary and secondary care

Costs

- Does new service require pump priming?
- What are the set-up costs?
- Equipment
- Staffing
- On-going training and development

SWOT

- What are the strengths and opportunities for pharmacy in developing a business case for providing the service?
- What are the weaknesses and threats that exist for pharmacy developing a business case for provision of service?

Building Your Case to Provide Services

- Clear rationale required - **WHY?**
- What will the new service be – **WHAT?**
- How will this service be delivered – **WHO and WHERE?**
- What improvements will there be in the new service – **HOW?**
- What is current demand – **HOW MANY?**
- Cost Benefit Realisation – **HOW MUCH?**

Service re-design

- Ideas, ideas, ideas.....
- Look at what others are doing and ask if this could work for your patients
- Be innovative