

MANCHESTER CITY COUNCIL REPORT FOR INFORMATION

Committee: Health and Well Being Overview and Scrutiny Committee

Date: 5th March 2009

Subject: World Class Commissioning Assurance Review – Final Panel Report

Report of: Zoë Cohen, Director of Corporate Affairs, NHS Manchester

Purpose of Report:

To provide members with the formal final feedback from the national World Class Commissioning Assurance process, based on the panel day on 11th November 2008 and associated preparations.

Recommendations:

The Committee is asked to note the report.

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Background Documents

World Class Commissioning Assurance Handbook and Commissioning Strategic Plan guidance

<http://www.dh.gov.uk/en/Managingyourorganisation/Commissioning/Worldclasscommissioning/index.htm>

Joint Strategic Needs Assessment

Local Area Agreement

Background:

World class commissioning (WCC) is an ambitious programme, the first of its type in the world. It takes best practice from this country, and from health systems around the world, to help PCTs to commission services in the most effective way.

This is an important development for all within NHS Manchester, whether we are directly involved in commissioning or not, because it will help us to ensure delivery of better services that are more closely matched to local needs, improving health and well-being and reducing health inequalities across the community.

Every PCT's progress on WCC is assessed through an 'assurance' process. Following on from the national moderation process in late January, the final report was made available to PCTs in early February. NHS Manchester made the report available to staff, stakeholders and public during the week of 9th February.

Panel feedback:

We are pleased to confirm an encouraging outcome for NHS Manchester. The panel saw NHS Manchester as an 'ambitious and dynamic organisation which has made significant steps towards improvement, especially in the last 12 months'; and thus that 'the PCT is very well-placed to demonstrate effective delivery of its strategic objectives in the coming year'.

Because this is such an ambitious programme, no PCT was expected to score highly in the first year. On the ten key 'competencies', the bar is purposefully set high with a mark for each awarded on a scale of 1 to 4 where 1 is 'below baseline' and 4 is 'world class'. As the report sets out NHS Manchester was assessed at the 'baseline' level 2 for 8 out of the 10 WCC Competencies. We achieved a rating of 'green' in two out of three overarching Governance themes of finance and board, whilst achieving 'amber' on strategy.

Our assurance report highlights strengths in our approach – for example our excellent partnerships, our processes to deliver effective commissioning and our overall potential to deliver better health in Manchester – but also provides insight and guidance into areas such as building specific competencies and monitoring and measuring our progress against outcomes, where we will need to develop more quickly to achieve our goals.

The NHS Manchester executive team and Board see the Assurance process as being a constructive approach to supporting our journey to becoming World Class Commissioners for the benefit of the people of Manchester. The process, feedback and specific recommendations from the Panel have helped us to refine our plans and define a clear development path. The revision and implementation of our Organisational Development Plan will be key to this journey.

Our thanks go to all staff and stakeholders who have contributed to these promising results.