

Where Now! The New Management Challenge

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What do we know?

- This will happen without question.
- Continued public expectations that NHS will provide comprehensive care free to all
- Continued misuse of NHS services
- 18,000 DNA's in Nottinghamshire / 2009
- Public need to be re-educated
- Need to manage within available resource
- Increase practice expenditure/VAT rise!

What do we know?

- 30% + reduction in management costs
- Practice Managers main drivers or change
- Skills gap!
- Decision making moved to front line
- Reduce costs whilst increasing productivity
- Renegotiation of GP contract – inclusion of commissioning and use of resources?

What don't we know.

- New relationships to support & develop / new ways of working
- TCS/contract recently awarded to partnership involving 3 consortia & mental health trust in Nottinghamshire.
- What are the challenges / uncharted territory
- Manage the corporate giant/sink or swim

What don't we know.

- Inherit deficit.
- Statutory responsibilities/what will sit where?
- What form of statutory organisation?
- Responsible officer, GP?
- Exec board membership.
- Sharing of resource / back-office functions
- New operating framework-Dec 2010

Produce more

- Monitor inputs
- Maximise outputs
- Use of technology / Timely & accurate
- Clinical skill mix – right person right place
- Preventative care – ring fenced public health budget

Spend Less

- hard budgets / Budget management
- Contractual requirement to manage within resources.
- Harder clinical decisions
- Reduce overspends
- Cost effective evidence based treatments
- Look for efficiencies from shared working

Increase Quality

- Accreditation and revalidation
- Ability to evidence
- Standards for better health
- Information governance
- Patient safety – incident reporting and action

Improved Outcomes

- Information challenge – coherent data recording
- Systems to standardise recording input and retrieval
- Support for healthier lifestyles
- Need to find more accurate patient outcome measures
- Patient experience

Better Satisfaction

- Patients value:
 - 1 Treated with dignity and respect
 - 2 Involvement in decision making
 - 3 Clean and pleasant surroundings
- Social marketing
- Improved communication
- Community involvement in commissioning decisions?

Key Questions

- How do we start speaking the same language with allied professionals.
- How do we develop a shared vision that does not feel like asking turkeys to vote for Christmas?
- Can we create business models that add value?
- Is this all achievable in 2yrs/5yrs/10yrs?

The Deal

- Produce more
- Spend less
- Increase quality
- Improved outcomes
- Better satisfaction
- By 2013!

- So its easy!!!

The Hard Part

“Know what is within your sight, and what is hidden from you will become clear. For there is nothing hidden that will not be revealed.”

-The gospel of St Thomas