

Purchased Healthcare Project Support
Delivering Bespoke Commercial Project Solutions
to NHS Commissioners



delivering value to the NHS

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NHS Commissioning Challenges. NHS commissioners are under increasing pressure to demonstrate through their commissioning activity that they have achieved value for money whilst obtaining quality services. Coupled with the requirement to comply with Department of Health guidance and the need to keep management costs to a minimum, the demand for specialised commercial and procurement support has never been greater.

In response to this demand, NHS Shared Business Services has established a specialised and experienced project management team capable of providing NHS commissioners with the highest quality commercial and procurement project support in the following areas:

Health Market Analysis & Market Development

We have specific skills in stimulating and developing the healthcare market which leads to greater choice, capacity and competition - ultimately driving up the quality and sustainability of the providers of healthcare.

Adopting the Right Commercial Strategy

Tailored to suit your commissioning aims, we advise on and deliver the most appropriate commercial strategy for your organisation. This includes appropriate application of DH Any Qualified Provider processes and EU Part B guidance.

Specification Development

Working with commissioners and their identified partners we establish a clear specification of what needs to be delivered thereby ensuring the resulting service meets the needs of your patients.

Contract Development

We assess the suitability of model contracts such as APMS and the various revisions of the Community Service, Mental Health and Acute Contracts. We tailor the schedules to drive improvement in the performance of the provider in a format that is legally binding, robust and equitable.

Negotiation Skills

Identifying the issues on both sides we establish the objectives, limits and appropriate style of the negotiation whilst ensuring compliance with applicable procurement and competition laws.

Contract Management

We ensure that providers are monitored and that performance is optimised by introducing meaningful key performance indicators into contracts that are easily linked to payment and other reward mechanisms.

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Case Study – The North West Collaborative Continuing Healthcare Programme

NHS Shared Business Services worked with the 24 Primary Care Trusts across the North West to review how they commission health and social care (classified as ‘Continuing Healthcare’) for some of the most ill and vulnerable patients residing in care homes.

The Problem

By undertaking a comprehensive analysis of the entire North West market NHS SBS identified a healthy level of capacity within the region’s care sector but a significant variance in prices being paid across PCTs for comparable care services. Furthermore, due to an ageing population, the current commissioning spend in this sector of £300m covering 2000 providers faced a worse case rise to £500m over the next few years if the commissioning practice remained unchanged.

The Solution

From these findings NHS SBS developed the commercial strategy whereby all 24 PCTs went to the market with a common service specification and approach to pricing, albeit not a single price. Taking account of historic pricing, prices being paid by other commissioners and local supply and demand dynamics each PCT published pricing “thresholds”, providing a guide as to the lowest price they expected to pay providers within that local market. This enabled those providers wishing to be amongst the most competitively priced to bid accordingly, having full regard to the commercial needs of their individual businesses and the very explicit requirement to fully comply with NHS standards. Care providers were advised not to propose prices which were unsustainable or destabilising to their individual businesses or to offer prices below these “thresholds”.



The Benefits

Responses from the market were evaluated consistently across the region with successful providers appointed onto an open framework agreement. Through which the 24 PCTs can access a range of care providers, all able and willing to deliver NHS funded care, and who are appropriately registered and fully comply with the explicit NHS quality standards.

By following this approach the PCTs can be confident their patients are presented with equitable choices with regard to care settings and – through competitive, transparent and pre-agreed pricing – that such choices can be evidenced as reasonable and affordable to the taxpayer.

Through continued management of the contract the PCTs can be assured they will continue to meet their legal obligations in assessing and meeting the care needs of all individuals eligible to have their care funded or provided for by the NHS, whilst supporting the national QIPP agenda by making an estimated saving in excess of £15m across the length of the agreement.

Find out more

NHS SBS Commercial Project Solutions is committed to working with forward thinking NHS Trusts, consortia, clusters and regions who recognise the importance of commercial expertise when undertaking commissioning activity. If you want to find out more about how we can support you to obtain best value from your commissioning budget please contact us on **0161 212 3701** or **cps@sbs.nhs.uk**

About NHS Shared Business Services

NHS Shared Business Services (NHS SBS) is the market leader in business support services for the NHS. It is a unique joint venture between the Department of Health and Steria, and currently provides Finance & Accounting, Payroll & HR, Family Health Services and Commercial Procurement Solutions to all types of NHS organisations. More than 27 million people in England have NHS healthcare delivered by NHS SBS clients.

NHS SBS provides a range of value added services to enable NHS trusts to focus on strategic decision making and business

improvement activities, whilst benefiting from operational efficiencies and real cost savings of between 20% and 40%. With over 1,400 people employed, NHS SBS recovers more than £12 billion of debt, pays 200,000 NHS employees and processes £36 billion of payments per annum for its NHS clients.

NHS SBS works with over 40% of NHS organisations to deliver operational efficiencies, cost savings and improved service quality, and is on target to deliver £224 million of cost savings to NHS trusts and organisations.

www.sbs.nhs.uk

Contact

NHS Shared Business Services
120 Holborn
London
EC1N 2TD
Tel. +44 (0)118 984 7080



Shared Business Services