

PCT Provider Services

Katie Donlevy
Director of Provider Services
Buckinghamshire PCT

Overview and Scrutiny Committee 11th May 2007

Chief Executive
Janet Fitzgerald
Chair
Stewart George

Buckinghamshire **NHS**
Primary Care Trust

Provider Services Directorate

- Patient / Client / Service User facing services
- Staff facing services
- Services provided to a range of other customers

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Provider Services Directorate

- 5 Community Hospitals – Buckingham, Thame, Marlow, Chalfont and Gerrards Cross, Waterside
- Florence Nightingale House – 11 bedded hospice and associated community services
- Rayners Hedge – 10 bedded neuro rehabilitation unit with associated outpatient services
- Intermediate care service
- Community Physiotherapy
- Community Occupational Therapy
- District Nursing
- Out of hours nursing

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Provider Services Directorate

- Community Equipment loans
- Wheelchair service
- Community head injury service
- Brain injury out of county service
- Specialist nursing service
- Macmillan nursing service
- Community Matrons
- Podiatry
- Dietetics
- Musculoskeletal Physiotherapy
- Family Planning

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Provider Services Directorate

- Genito-Urinary Medicine services
- Health Visiting / School Nursing
- Welfare foods
- Paediatric Therapy Services (Physio, OT SLT)
- Psychology
- Paediatric palliative care
- Paediatric respite care – Wing Unit
- Community Learning Disabilities Team
- Community Paediatrics
- Child Health computer system
- Child protection team
- Smoking Cessation Service

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Our workforce

- PCT staff: headcount 1700, of which 1570 are from the provider services directorate
- Over 80% PCT staff providing clinical services
- WTE reduction from April 2006 – March 2007 is 115

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Our workforce 2

- Consultation from Summer 2006
- Approach to budgeting for 2007/8
- Fitness for Purpose outcomes
- Comprehensive programme of service review
- Significant potential for service development

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Strategic Priorities

- Developing productive and mature relationships with commissioners
- Readiness for providing services within a market economy
- Developing a shared vision for meaningful integrated provision of services
- Preparing for independence as a provider
- Developing flexible and responsive services to a wide range of customers

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Key operational challenges

- Resource allocation – historic budgets
- National funding formula
- Addressing cultural differences
- Inadequate information
- Buildings and facilities
- Organisational change
- Fragmented services
- Expectation of stakeholders

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Some opportunities

- To commission PCT provider services effectively for the first time
- To clearly define the respective roles of commissioner and provider in a PCT environment
- To articulate a shared vision for the integrated provision of services across sectors and agencies
- To work in partnership with patients and the public to plan, design, deliver and evaluate services
- To develop and grow provider services where it is aligned to our core vision and values

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Contact details

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Provider Services Directorate

Directorate Structure

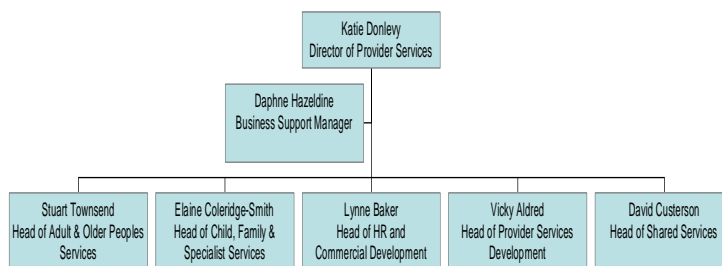
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Senior Management Team



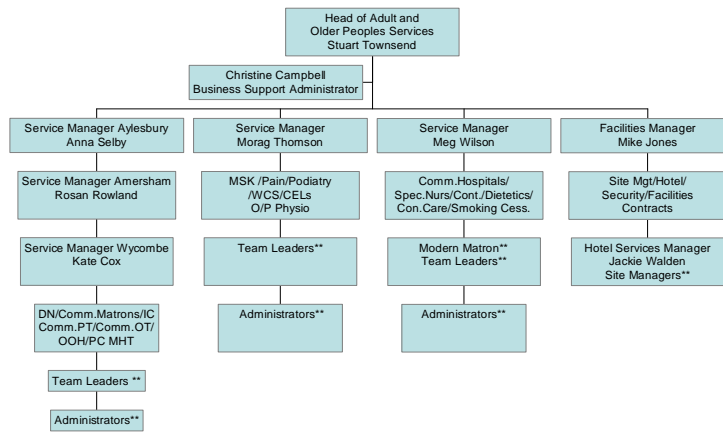
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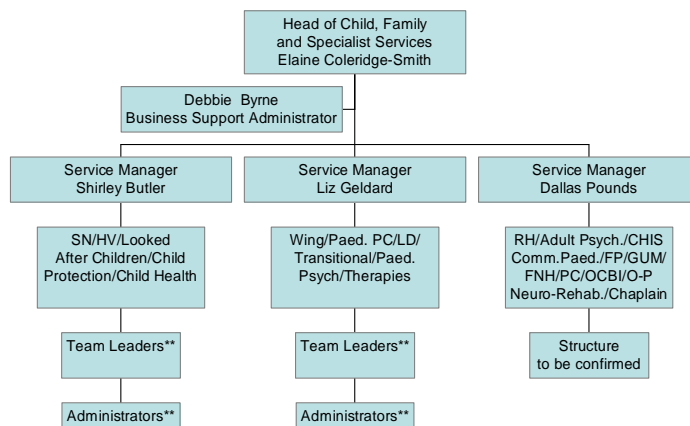
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Adult & Older Peoples Services



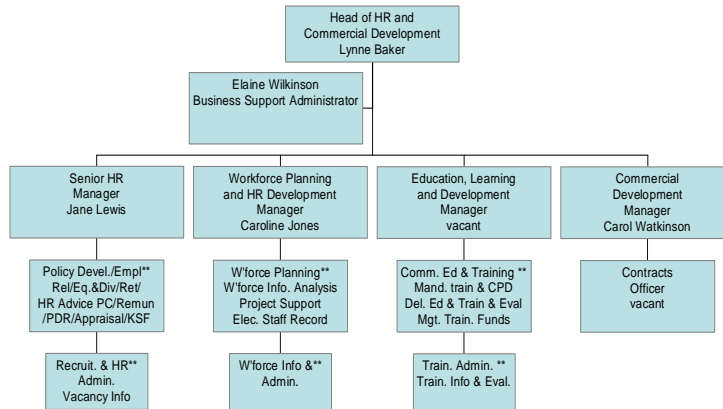
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Child, Family & Specialist Services



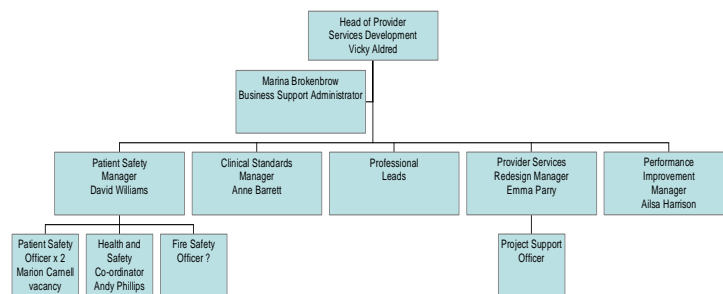
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HR and Commercial Development



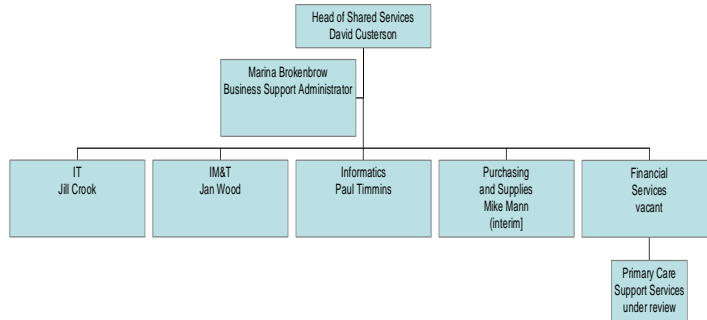
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Head of Provider Services Development



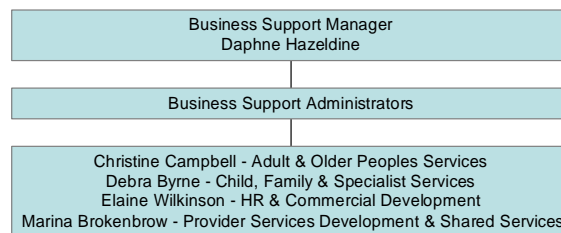
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Head of Shared Services



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Business Support



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Chief Executive

<p>Linda Morris Director of Finance and Business Mgmt</p>	<p>Richard Mills Director of System Reform</p>	<p>Judith Dean Director of Commissioning</p>	<p>Katie Donlevy Director of Provider Services</p>	<p>Jane O'Grady Director of Public Health</p>
<ul style="list-style-type: none"> • Strategic financial leadership • Financial Control • Business and Commercial • Business Assurance and Risk Management • Contract management • Turnaround • Performance management and reporting • Capital investment programme • Decision Support • Client lead for Shared Services Contracts • Audit and Counter Fraud • Board Secretariat 	<ul style="list-style-type: none"> • Strategic Planning, including Integrated Service Improvement Plans • LDP and capacity Planning • Modernisation programmes including Connecting for Health • Fitness for Purpose • Public and Patient involvement • Communications, PR and Social Marketing • Parliamentary issues • Market management • Shaping supply and managing plurality • Organisational Dev • Partnership Development 	<ul style="list-style-type: none"> • Development of Practice based commissioning • Joint working with Practice based commissioners • Care pathway development • Patient Access • Choice • Joint Commissioning with BCC • Specialist services commissioning • Primary and Community Services Commissioning • Delivering Care outside Hospitals • Implementation of National Service Frameworks • PEC Development 	<ul style="list-style-type: none"> • Strategic leadership of all PCT directly provided services • Provider development • Innovation and Lean thinking • Provider change management programmes • Human Resources • Workforce Strategy and Development • Professional leadership and advice • Education and Training • Partnership and integration with LA provider services • Development of community based metrics • Estates • Shared Services Mgmt 	<p>This is a joint post with Buckinghamshire County Council</p> <ul style="list-style-type: none"> • Strategic partnerships for health improvement • Health Inequalities and Choosing Health • Emergency Planning • Health Protection • Developing effective clinical networks • Equality and Diversity programmes • Healthcare for vulnerable populations (e.g. prisons) • Health Needs Analysis and surveillance • Local Area Agreements • Quality, Risk management and governance • Clinical Effectiveness inc Medicines Mgmt and Priorities • Clinical Audit • R&D