

Productive Partners

Outpatient Transformation Service

G-Cloud 14



1. Introduction

Productive Partners is a team of clinical efficiency specialists with over 15 years' NHS health experience of providing and leading a range of operational services and efficiency improvements, specialising in productivity improvement, outpatient transformational change, developing sustainable improvement teams, aligning business intelligence to operational requirements and working with sustainability, transformation partnerships and Integrated Care Systems.

The transition of healthcare services to the Cloud is transforming the way these services are delivered and we bring expertise in optimising ways of working to take advantage of this.

Under the Outpatient Transformation Service, we will work with your clinical teams to review outpatient efficiency using our detailed analytics and interactive outpatient dashboards to establish the route to recovery, factoring any productivity gains that can also be made. Once the analysis is completed, we will also work with your teams, if required, to implement the operational changes required to deliver the activity plan.

2. Service Overview

Our specialist teams will work closely with your local information leads to develop transferable interactive dashboards, which can drill down to consultant and list level. The detailed analysis will enable teams to implement process changes effectively and have engaging discussions with their clinical teams. Alongside our interactive dashboards and scheduling tools our team of clinical specialists with support local teams to implement the operational process required to improve utilisation and treat additional cases.

3. Approach

We have a proven five step approach to supporting customers.

Firstly, we conduct a free rapid assessment. We will identify headline opportunities using local, external and benchmarking data. The opportunities will then be presented to the Executive team in a summary document, with recommended next steps.

Secondly, our clinical specialists will work up the headline opportunities with local teams and gain buy-in from senior leads, both clinical and non-clinical. We will host an engagement workshop with the wider stakeholders to test the opportunities and identify any challenges to success. We will then develop an implementation plan and agree the resourcing requirements.

Thirdly, we will provide implementation support. One to three clinical efficiency specialists will partner with your organisation and optimise existing local resources, including PMO and transformation teams. Our specialists will lead the implementation plans and develop internal reports and tools with trust IT teams. We will deliver in-year efficiencies and improvements, as well as develop long term plans with an ROI for the next 2-5 years.

Fourthly, our clinical efficiency specialists will transfer skills and knowledge to existing teams. If required we can also support recruitment processes to fill capability or capacity gaps. Our teams will continue to host improvement workshops for wider stakeholders, to embed the changes and reasons for change.

Finally, our clinical efficiency specialists will complete a series of post assessments or onsite engagements to provide ongoing 'light touch' support. Our teams will be available for specialist advice and guidance and will continue to monitor performance virtually. This support will provide continuous challenge against delivery and the commitment to the improvement plans.

4. Service Ordering

Under the G-Cloud framework, customers are responsible for conducting appropriate searches on the Digital Marketplace to determine which service is best suited to their needs. Where customers decide that this service may be appropriate, we are happy to have an initial discussion to discuss the requirements in detail to allow us to agree whether we can support and the numbers and required SFIA levels for our team. Following this, the customer should submit a G-Cloud Order Form to engage our service; we are happy to assist with the drafting of this but the customer is responsible for checking it to ensure it is in line with their needs and with the requirements of the Framework. We will then check the Order Form and return a countersigned copy.

5. Service Onboarding

As our business has grown, we have proactively assessed the number, skills and experience of our consultants to ensure we can deliver a high quality service, and carefully recruited to meet this need. Our focus is on delivering targeted senior support to clients rather than mass market, and before agreeing any assignment we ensure we have sufficient capacity at the right levels to support it for the duration of the work.

6. Quality Management

Throughout the assignment, our project manager maintains the live project plan, risk and issues register, KPI tracking and reporting/communications plan. We work alongside client teams providing continuous interface at delivery level, with regular touchpoint meetings with clients according to the project requirement. We complement this with weekly management information where we track progress against the plan and KPIs and identify risks or concerns to address at an early stage.

At inception we agree a sign off process for all deliverables with clear quality criteria, together with a gateway process scheduled at defined project phase points. Our account director maintains close oversight of each project including providing external reviews or advice as needed, with clear escalation routes in the event of issues.

7. Termination

We aim to be as flexible as possible on termination terms. Our normal terms are 10 working days for termination of an engagement for convenience, but if a shorter termination period is requested we will seek to accommodate this subject to contractual arrangements with our consultants.

8. Customer Responsibilities

The customer is responsible for:

- the provision of office accommodation and, where required, access to and provision of IT services for our team;

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- liaising with our team lead to agree any detailed plans, objectives and deliverables required for any assignment;
- providing contacts who can coordinate resources required within the organisation and to whom progress can be reported;
- agreeing any travel and subsistence requirements where team members are required to travel to locations other than the initial location agreed with the customer;
- confirming satisfactory delivery of the services in a format provided by Productive Partners;
- the provision of any information and assistance reasonably required to complete the agreed assignment.