

Swindon PCT

Support for the Journey to World Class Commissioning



What our client wanted

Swindon PCT wanted support in achieving the competencies of World Class Commissioning. They wanted external assessment of their organisational readiness as a World Class Commissioning organisation that is compliant with the DH Assurance Framework Handbook. The output would be a robust strategic plan to help the accelerated development of the competencies, skills, process and knowledge required on their journey to WCC status.

The PCT also wanted support in facilitating effective communication within the organisation and with key stakeholders to raise awareness of the assessment exercise and more importantly, to build ownership of the action plan and its implementation.

What Frontline did

There was a short time submission deadline for the documents setting out the evidence of the PCT's current status against the WCC competencies. We provided hands-on practical support in creating a project plan for submission, assistance in assembling a quality portfolio of documents, and external assurance against the WCC competencies for the PCT to achieve a level 2 baseline assessment. We also provided support for the PCT board to build on their effectiveness and governance arrangements to move to WCC status.

What difference we made

The required documentation was externally assured by our team of PCT experts and successfully uploaded to the Dept of Health national website by the specified deadline. The work is ongoing to refine the documentation and prepare the PCT board for assessment by the SHA and the Panel Meeting process. Frontline continues to support development of action plans that will help the PCT continue their journey towards level 4 WCC status.

What our client said

"Frontline assisted us through the first hurdle of the WCC competency assessment. They were keen to ensure that what they did was meaningful and would not merely 'fick the box', but would provide a base for ongoing improvement. They were adaptable, friendly and delivered against some tight timescales. They certainly provided challenge, but in a useful and positive way."

Heather Mitchell, Joint Director of Commissioning, Swindon PCT

Frontline Consultants

We help you do things better

www.frontline-consultants.com