

North East Essex Commissioning Group

Organisation Development Diagnostic



What our client wanted

North East Essex Commissioning Group was one of the early stage Pathfinders for the new clinical commissioning process. They wanted an individual and organisational development diagnostic to prioritise their development needs and plan the way forward.

What Frontline did

We worked closely with the 14 member boards of the commissioning group in:

- one-to-one discussions to identify each board member's development needs and their view of what the new organisation required
- observation of board meeting to assess behaviours and decision making
- analysis of national, regional and local strategy and operational proposals, taking an overview of the group's priorities and allocation of management time
- discussion with PCT to gain insight to transition plans and support arrangements

The findings from our diagnostic were tested with executive board members as they emerged, enabling us to match these to available interventions. Our analysis was presented to the Commissioning Group Board where we prioritised OD needs and the options for meeting them.

What difference we made

The recommendations from the OD diagnostic were accepted by the board and prioritised for implementation. The commissioning group then began to position itself to meet the new authorisation process. Our findings were presented in an engaging PowerPoint format to enable ease of communication with the wide range of practices across North East Essex.

What our client said

"Frontline has helped us with a crucial step in our development as a successful GP consortium; they have given us confidence in our understanding of our needs and been a very effective critical friend. We have all been impressed with the speed and accuracy of the assessment, but the most valuable part has been the excellent analysis and recommendations for future work. These come in language and styles we can relate to as clinicians, not in management-speak. I can heartily recommend Frontline to any consortium wanting to accelerate their development into a successful, fit commissioning organisation."

Dr. Shane Gordon, Chief Executive, NE Essex GP Commissioning Group