

How we can help you.

- Ensure innovation, execution, **measurable results**. Applied in order to achieve sustainable effective commissioning systems.
- Detailed **health needs assessment** and planning: including the review of commissioning spend, benchmarking performance, trends and identifying opportunities for efficiencies.
- The use of **multiple data sources** to inform and drive decision making: so that success is based on the collection and interpretation of high quality data to assess the effectiveness and efficiency of what's happening across the whole health system.
- **Information tools** that use patient data to rank an entire health economy's healthcare consumption, assign targeted disease and case management programmes, identify individuals actual, concurrent and future cost, and set budgets to ensure services are provided for those who need care most.
- Identification, design and implementation of **demand management programmes**: including our extensive experience and understanding of managing patients with long term conditions.
- Clinically led **care pathway design** and implementation: putting clinicians at the heart of the commissioning process so real improvements in patient care can be realised – developing more services in the community and reducing capacity in secondary care.
- Determine **patient needs and expectations**: by encouraging local ownership and transparency – drawing on the extensive expertise of the Picker Institute to engage with patients and the public.
- Programme **budgeting, planning and marginal analysis** to support effective contracting and procurement.
- Rigorous **project management**: by setting clear objectives, milestones, timelines and outcomes.



If you would like to learn more about how UnitedHealth UK and our associates can support you with your commissioning challenges, please contact:

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World Class Commissioning

Making a real difference to patient care through effective commissioning

Commissioning: the challenge

The NHS has experienced significant change under the current Government's reform programme and despite the considerable investment since 1997, the service is still faced with a series of critical performance challenges.

As Primary Care Trusts begin to settle into their new structures and set their strategic direction, it is clear that the next priority is to focus on the need to **strengthen the commissioning of care**.

Using the combination of budgetary control and intimate knowledge of local communities, the responsibility lies with Primary Care Trusts to ensure that commissioning acts as one of the central tools to:

- Secure the best possible health outcomes: including reduced health inequalities;
- Provide the best possible healthcare; and
- Remain within the resources made available by the taxpayer.

Commissioning has existed in many forms throughout the evolution of the NHS - from GP fundholding and total purchasing projects, through to the functions of first primary care groups and now Primary Care Trusts. The **Framework for procuring External Support for Commissioners (FESC)** now provides the platform to build on the lessons learned to date, benefiting from the experiences, skills, techniques and innovation of others.

UnitedHealth UK, supported by colleagues from across the private, public, voluntary and academic sectors of healthcare, has been chosen as an expert supplier able to enhance your capabilities as a commissioner to deliver:

- Improvements in health and well-being;
- Reductions in health inequalities and social exclusion;
- Better access to a comprehensive range of services;
- Improved quality, effectiveness and efficiency of services;
- Increased choice for patients and a better experience of care; and
- Improved integration of health and social care.
- Close engagement of patients and the public in setting the direction of services'

Defining commissioning: the key functions

FESC sets out the four principal commissioning functions necessary to deliver high quality and effective care to patients:

Assessment and Planning

- Assessment of health needs
- Joint Review of Service Provision with Local Authority
- Deciding Priorities
- Designing Services
- Shaping the Structure of Supply
- Managing Demand

Contracting and Procurement

- Commissioning of primary care services
- Procurement for extended primary care services
- Contracting and procurement for secondary care services

Patient and Public Engagement

- Patient, public and community engagement strategies
- Development and implementation of targeted communications
- Compilation of Primary Care Trusts Prospectus
- Referrals and advice on choice
- Managing Patient-initiated petitions

Performance Management, Settlement and Review

- Payment by Results transactions
- Budget and activity management
- Performance management
- Practice Based Commissioning operating processes
- Collection and analysis of patient and GP feedback

UnitedHealth UK and our associates

UnitedHealth UK is the UK based subsidiary of UnitedHealth Group – one of the most successful international health and well-being companies.

UnitedHealth Group currently commissions health care for 70 million people on behalf of governments, employers, voluntary organisations and individuals from 5000 hospitals and 500,000 professional healthcare providers.

Since 2002, we have worked with all levels of the NHS, including patients, frontline clinicians, PCTs, Strategic Health Authorities and the Department of Health to improve services for patients. Our experience, programmes, tools and specialist workforce drawn from the UK and the US allow us to provide unrivalled expertise to support and deliver world class commissioning.

To further enhance our capabilities and expertise we have combined our strengths to form a multi-disciplinary **alliance with associates from a range of backgrounds**. This includes clinicians, social care staff, academics and managers from not for profit, NHS, private sector, consultancy and university sectors.



Extensive experience of promoting understanding of the patient's perspective at all levels of healthcare policy and practice.



Leading organisation in the development and promotion of medical management and training in the NHS.



One of the leading international social care research organisations, carrying out independent research aimed at improving the equity and efficiency of social and health care.

Alan Maynard

Alan Maynard is Professor of Health Economics and Director of the York Health Policy Group in the Department of Health Sciences, University of York.



One of the most established public health agencies in England, with unrivalled public health knowledge and experience. It incorporates the Public Health Resource Unit and the South East Public Health Observatory.