Productive Community Services

What is it?

Productive Community Services is a scalable change programme that helps organisations systematically engage with their frontline teams delivering care outside hospital, usually in patients’ homes. The programme is part of the Productive Series developed by the NHS Institute for Innovation and Improvement and is designed to significantly increase productivity and efficiency. Implementing Productive Community Services with the support of Shaping Health International will significantly increase your organisation’s capacity and capability for continuous improvement.

How does it work?

Productive Community Services is highly effective because it recognises the importance of frontline staff as agents and key drivers of improvement and change. As with other programmes in the NHS Institute’s Productive Series, it uses Lean techniques to engage and empower staff, motivating and enabling them to drive high impact change in the service they provide.

As a delivery partner, Shaping Health International will help organisations to implement Productive Community Services in accordance with six key themes, which have been specifically selected to allow you to have full control of the outcomes from the start. They are as follows:

1) Understanding Productive Community Services and the model for delivering it.

2) The role that you, as a leader and sponsor of change, need to play in building commitment from those around you and creating the right environment for change and understanding other roles required in your organisation and the importance of these.

3) Aligning Productive Community Services to the strategic agenda of your organisation and ensuring it is linked to organisation-wide systems and processes.

4) Setting up governance arrangements to support and sustain the change.

5) Working through the programme roll out plan.

6) Understanding the importance of teams collecting impact data throughout the programme.
Programme Structure

The programme comprises four key stages each containing several modules. These must be carried out in sequence as they follow a logical path. In the diagram below the modules build from bottom to top and from left to right.

- Readiness: Programme leaders work through support and roll-out guides, preparatory modules on Strategic Positioning and Technology completed
- Foundation: Looking at the current state of your organisation
- Planning: Designing and agreeing on improvements
- Delivery: Implementing improved processes in the workplace

What are the key benefits?

The Productive Community Services programme can be used to deliver benefits in three key areas:

**Efficiency and productivity** – Time and financial wastage are decreased through the implementation of more effective team working. As a result more patient-facing contact time is available and the quality, safety and reliability of care is increased.

**Service users** – Patients and service users are empowered, ensuring expectations are understood and managed, and patient-centred services are delivered.

**Staff** – All NHS community services staff experience good working environments and are engaged with the aims of their organisation. They are motivated and have greater professional confidence, a good work life balance and reduced levels of sickness.

Who are Shaping Health International?

Shaping Health International has been created specifically to provide transformational solutions in the health and social care system.

Our highly experienced team of healthcare advisors assist commissioners, providers, regional and strategic bodies and local authorities to understand, plan for and deliver the changes envisaged in the new policy framework – helping to establish new strategies and processes whilst continuing to deliver required targets.

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_Shaping Health International is a joint venture between Entrusted Health and Francis Group._

_For more information on Productive Community Services and other programmes in the productive series, please visit the NHS Institute for Improvement and Innovation. [www.institute.nhs.uk](http://www.institute.nhs.uk)_