

## Productive Community Services

*Releasing time to care™*

# *Implementation Support Package (ISP)*

*Set up for success!*

'The NHS Institute for Innovation and Improvement has developed a support package to simplify the implementation process, ease the learning curve and deliver the benefits more quickly (and reliably) in a sustainable way'.



# What is Productive Community Services?

Productive Community Services is an organisation-wide change programme which helps systematic engagement of all front line teams in improving quality and productivity.

It is a practical application of lean based techniques that will vastly increase the organisation's capacity and capability for continuous improvement.

- Proportion of staff time spent on direct patient care increased by 25-30% (eg, from 30% to 38%).
- Mileage reduced by 21%.
- Time spent managing referrals reduced by 83%.
- Team visits increased by 25%.

## Pilot sites 2009



Productive Community Services supports staff who deliver frontline services such as community nurses, therapists and health visitors. It focuses on those areas where teams can make the biggest difference, quickly, for the largest number of patients.

Teams work through a defined sequence of modules (or booklets) which are represented in the form of a house.

Productive Community Services has been designed so that front line teams can implement the modules themselves. The programme includes a series of guides to support both the Executive Leader and the Programme Leader within the organisation. However, we have learned that many organisations require additional support to ensure that the programme is set up, implemented and sustained successfully.

To meet this requirement the NHS Institute for Innovation and Improvement has developed the 'Implementation Support Package' (ISP).

## Improved

- Staff morale.
- Patient experience.
- Quality and reliability of care.
- Co-ordination between teams.

### Why take up the Implementation Support Package?

The Implementation Support Package will simplify the implementation process, ease the learning curve and deliver the benefits more quickly (and reliably) in a sustainable way.

It will also:

- realise your productivity gains sooner
- enhance the speed and effectiveness of your implementation
- ensure effective capability is being developed within the organisation
- help you plan to embed improvement skills and sustain productivity improvements
- enable you to build upon the success of other organisations through networking opportunities
- ensure you benefit from the experience of those who have designed and implemented the modules
- develop more effective executive team engagement
- ensure frontline teams gain access to expert knowledge and direct support.

### What is included in the Implementation Support Package?

The Implementation Support Package provides a range of on-site and off-site training and support to effectively equip and prepare the executive team, programme leader and initial front line team for successful implementation.

Module Implementation training	four days training for six participants
Programme Leader training	four days for two participants
Executive team support	two days on site executive team support
Clinical facilitator visits	three days on site support for first front line team
Web based (Webex clinics)	access to monthly two hour interactive session for 12 months
Additional module box sets	five team module box sets
Welcome call	to Chief Executive or Executive Lead

### Implementation Support Package

Cost £30k

### On line membership

Cost £2k

If you have any further queries about Productive Community Services or the implementation support programme, please contact us at:

[www.institute.nhs.uk/productivecommunityservices](http://www.institute.nhs.uk/productivecommunityservices)

Contact the Productive Community Services team

[www.institute.nhs/productivecommunityservices](http://www.institute.nhs/productivecommunityservices)

For further information about The Productive Series visit

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