

Executive Summary

This information about DoH and the NHS in a recent paper is presented in a particularly coherent form which members may find useful for future reference.

7.7 WORKFORCE PLANNING

Staff working in the NHS are at the heart of delivering and improving care for patients. To make the best possible use of their skills and expertise there need to be good systems of workforce planning and development in place to ensure there are sufficient staff, with the right skills, available in the required locations, and at the right times, to provide the necessary care. New arrangements are now in place to enable integrated service and workforce planning across professional, occupational and sectional boundaries.

At the local level, all NHS organisations are required to develop proper workforce plans. In April 2001, 24 Workforce Development Confederations (WDCs) replaced the former education consortia and Local Medical Workforce Advisory Groups. Their remit is to bring together NHS and other employers in order to:

- plan the future health care workforce
- plan post registration and other training requirements
- contract with local education providers
- work closely with local higher education institutions (who will, for the first time, be full members of the confederations) to develop innovative approaches to education and training, and Learning and Skills Councils to develop joint approaches to training and development for the wider NHS workforce
- to develop comprehensive plans for delivering workforce increases in their areas
- to offer long-term support to health authorities and trusts on related workforce issues such as recruitment and retention.

From April 2002, multi-professional planning will be assisted by the merger of existing education and training levies into a single budget allocated by the WDCs.

A National Workforce Development Board has been established to lead the process.

- To find out more about Workforce Development Confederations visit www.doh.gov.uk/workdevcon/index.htm

Organisations that are helping the change process

Modernising the NHS will take strong leadership and appropriate organisations, and people dedicated to making change happen.

A number of organisations have been (and are being) set up to help the modernisation of the NHS and social care. Below is a summary of the aim of each organisation, what it does and to whom it is accountable.

COMMISSION FOR HEALTH IMPROVEMENT (CHI)

Aim

To help the NHS monitor and improve patient care across England and Wales.

CHI

- Assesses every NHS organisation and makes its findings public. It visits every NHS trust and health authority (including primary care groups/trusts, local health groups and general practices) in England and Wales every four years.
- Investigates serious failures of management, service provision, quality and availability of health care. Investigation recommendations go to the relevant Department of Health regional office or the NHS Directorate in Wales, which have responsibility for implementing them.
- Checks that the NHS is making progress towards meeting the national service frameworks and National Institute of Clinical Excellence guidance.

Accountability

To the Secretary of State for Health. CHI is a non-departmental public body, set up in April 2000.

Contacts

Telephone 020 7448 9200, or visit www.chi.nhs.uk

COMMISSION FOR PATIENT AND PUBLIC INVOLVEMENT IN HEALTH (CPPIH)

Aim

To set standards and ensure consistency and to support, co-ordinate and oversee patients' forums.

CPPIH will

- Act as a resource for local citizens, helping and supporting community groups and promoting public involvement in health.
- Aggregate and promote the information picked up by its local networks and from patients' forums and Patient Advice and Liaison Services.

Accountability

To the Secretary of State for Health. The commission will be a non-departmental public body and subject to legislation, should be operational by the end of 2002.

COUNCIL FOR THE REGULATION OF HEALTHCARE PROFESSIONALS

Aim

To co-ordinate and oversee the work of all the existing regulatory bodies, which include the General Medical Council, the General Dental Council and the General Optical Council.

Council for the Regulation of Healthcare Professionals will

- Build and manage a new framework for self-regulation.
- Share good practice between the existing regulatory bodies.
- Work towards improved accountability and greater openness in the NHS.

Accountability

The Council for the Regulation of Healthcare Professionals will be accountable to Parliament. It is not likely to come into being until the second half of 2002.

GENERAL SOCIAL CARE COUNCIL (GSCC)

Aim

To regulate the social care workforce through a code of conduct for employees, a code of practice for employers and by operating registers for sectors of the social care workforce.

GSCC

- Approves schemes for providing social work education and training.
- Promotes the development of training for the social care workforce.
- Determines the standards required for registration.

Accountability

To the Secretary of State for Health. GSCC is a non-departmental government body, set up in October 2001.

Contacts

Telephone 020 7210 5375 or 020 7210 5315, or visit www.doh.gov.uk/gsc

HEALTH DEVELOPMENT AGENCY (HDA)

Aim

To improve the health of people in England and to reduce health inequalities.

Health Development Agency

- Supports and enhances national efforts to improve health.
- Works in partnership with others to gather evidence of what works.
- Advises on standards and develops the skills of all those working to improve people's health.

Accountability

To the Secretary of State for Health. The Agency is a special health authority, set up in April 2000.

Contacts

Telephone 020 7222 5300, or visit www.hda-online.org.uk

NATIONAL CARE STANDARDS COMMISSION (NCSC)

Aim

To regulate social care and private and voluntary health care in England.

NCSC will regulate

- Care homes
- Children's homes
- Private and voluntary hospitals and clinics
- Domiciliary care agencies
- Nurses agencies
- Residential family centres
- Independent fostering agencies
- Voluntary adoption agencies
- Day centres.

It will also carry out welfare inspections of boarding schools and inspections of local authority adoption and fostering services. NCSC will regulate and inspect services against national minimum standards. It will have strong powers of enforcement to make sure that services meet required standards. It will also investigate complaints against registered services and report on the range and quality of regulated services.

Accountability

Responsibility for regulating services currently rests with local authorities and health authorities. NCSC will take over these functions from April 2002. It will also have new additional regulatory responsibilities. It will be accountable to the Secretary of State for Health. The commission is a non-departmental public body.

Contacts

Visit www.doh.gov.uk/ncsc

NATIONAL CLINICAL ASSESSMENT AUTHORITY (NCAA)

Aim

To support health authorities and hospital and community trusts in England who have concerns over the performance of an NHS doctor or doctor working for the prison service.

NCAA

- Provides advice, takes referrals and carries out targeted assessments.
- Carries out objective assessments and advises the trust or health authority on appropriate courses of action.
- Works with key stakeholders to develop and publish information about good practice in handling concerns about an individual doctor.

NCAA may recommend a referral to either the GMC or CHI if its assessment raises concerns appropriate to them.

Accountability

To the Secretary of State for Health. NCAA is a special health authority set up as one of the central elements of the NHS's work on quality. It began work in April 2001.

Contacts

Telephone 020 7273 0850, or visit www.ncaa.nhs.uk

NATIONAL INSTITUTE FOR CLINICAL EXCELLENCE (NICE)

Aim

To provide authoritative guidance on current best practice in medicines, medical equipment, clinical procedures and management of specific conditions.

NICE

- Draws on the knowledge and expertise of a wide range of independent experts to produce its guidance.
- Seeks to ensure that its guidance is effectively communicated, and looks for feedback through performance monitoring to identify gaps in guidance and to support local implementation.
- Works with the national royal colleges, professional associations, academic units and health care industries.

Accountability

To the Secretary of State for Health and to the National Assembly for Wales. NICE was set up as a Special Health Authority for England and Wales on 1 April 1999.

Contacts

Telephone 020 7766 9191, or visit www.nice.nhs.uk

NATIONAL INSTITUTE FOR MENTAL HEALTH

Aim

To co-ordinate research, disseminate information, facilitate training and develop mental health services.

National Institute for Mental Health

- Brings together agencies, patients, carers and health professionals to improve the care of, and prospects for, people with mental illness and lead to more consistency in service delivery.
- Will develop a national research plan.
- Is setting up a network of leading institutions to work collaboratively. The network will be responsible for creating a research infrastructure to run large clinical trials.

Accountability

The institute was set up in July 2001. It is accountable to the NHS Modernisation Agency.

Contacts

Telephone 020 761 5326. Visit www.doh.gov.uk/mentalhealth/nimhe

NATIONAL PATIENT SAFETY AGENCY (NPSA)

Aim

To introduce a mandatory national system for identifying, recording, analysing and reporting failures, mistakes and near-misses in the health service.

NPSA

- Collects and analyses information on adverse events. By the end of 2002, all NHS Trusts and most of primary care are expected to be providing information to the national system.
- Draws conclusions from the information it receives and feeds these back into practice, service organisation and delivery.
- Produces solutions to prevent harm, specifies national goals and establishes mechanisms to track progress where risks are identified.

Accountability

The NPSA is an independent body, set up in July 2001.

Contacts

Telephone 0800 015 2536, or visit www.npsa.org.uk

NHS MODERNISATION AGENCY

Aim

To help local staff make radical and sustainable improvements in services.

NHS Modernisation Agency

- Develops clinical and managerial leadership. Currently supports more than 30,000 leaders and managers to realise their full potential.
- Shares best practice. It leads initiatives to help service improvements and support the re-design of care. Already working with over 1,000 local project teams to improve patient services.
- Puts practical help in place to tackle problems within the NHS and helps under-performing organisations.

Accountability

The NHS Modernisation Agency was set up in April 2001. It is one of the Department of Health's directorates and its director is a member of the Board of the Department of Health.

Contacts

Telephone 020 7210 5987, or visit www.modernnhs.nhs.uk

PATIENT ADVICE AND LIAISON SERVICES

Aim

To act as a 'one-stop-shop' for patients, in every primary care and hospital trust, to help guide them through the system.

Patient Advice and Liaison Services will

- Put people in touch with specialist advocacy services.
- Work across organisational boundaries and within a local network to provide support to patients and carers.
- Be a key source of information and feedback for the trust. By April 2002 Patient Advice and Liaison Services will be in place in every NHS trust and primary care trust in England.

Accountability

Patient Advice and Liaison Services are accountable to the local hospital trust or PCT where they are based.

Contacts

For details of your local Patient Advice and Liaison Service contact your local hospital trust or health authority. You can also visit www.doh.gov.uk/involvingpatients

PATIENT FORUM

Aim

To find out what patients and carers think about the services they use, monitor the quality of local services from the patient perspective and work with the local NHS trust to bring about improvements.

Patient forums will

- Monitor and review the services provided by each NHS trust and feedback local people's views to the trust.
- Monitor the effectiveness of the Patient Advice and Liaison Service in their area.
- Give citizens a real stake in their own local health services by ensuring that the voices of local people are heard by GPs and trusts.

Accountability

To the Commission for Patient and Public Involvement in Health. Patient forums will be statutory independent bodies made up of patients and others from the local community.

Contacts

For details of your local patient forum contact your local hospital trust or health authority. You can also visit www.doh.gov.uk/involvingpatients

SOCIAL CARE INSTITUTE OF EXCELLENCE (SCIE)

Aim

To develop and promote a knowledge base of what works in social care.

SCIE will

- Play an important role in prioritising quality, evidence-based knowledge and a commitment to continuous improvement within social services.
- Develop a knowledge base that draws on the views and experience of service users, research evidence, inspection findings and the experience of managers and practitioners.

Accountability

SCIE will be a not-for-profit company limited by guarantee.

Contacts

Visit www.scie.org.uk

SOCIAL SERVICES INSPECTORATE (SSI)

Aim

To provide advice to ministers and the Government on personal social services. To assist local government in the planning of social care services.

SSI

- Assists ministers in carrying out their responsibilities for personal social services and exercises statutory powers on behalf of the Secretary of State for Health.
- Comprises an Inspection Division and social care regions.
- Monitors the implementation of Government policy for personal social services.

SSI will work closely with the NCSC to ensure that all relevant information is shared and acted on.

Accountability

To the Secretary of State for Health. SSI is part of the Social Care Group in the Department of Health.

Contacts

Telephone 020 7972 2000, or visit www.doh.gov.uk/socialcare/socialservicesinspectorate