



Setting the scene

Shared Services

Workshop rules

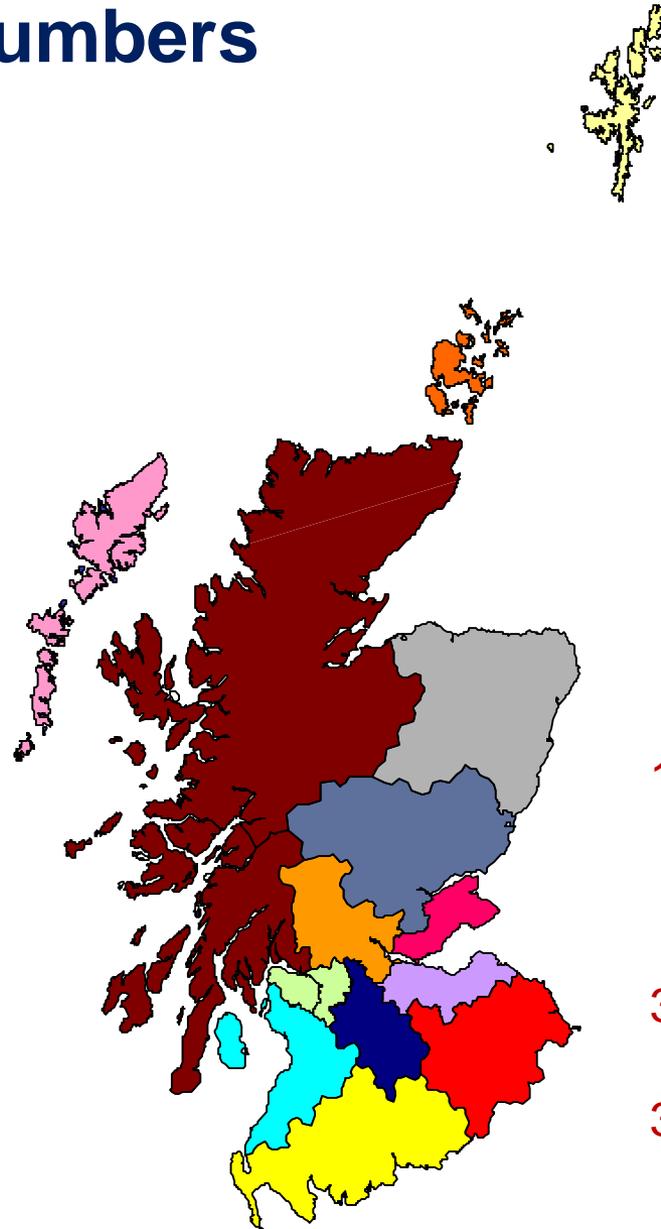
Please remember to.....

- Leave your Health Board at the door
- Represent the views of your wider profession
- Think big, be ambitious
- Listen – there are no bad ideas
- Be open to the views of others
- Car park

Scotland in Numbers

1 Nation

5.25 million People



14 Territorial Boards

7 Special Boards

32 Local Authorities

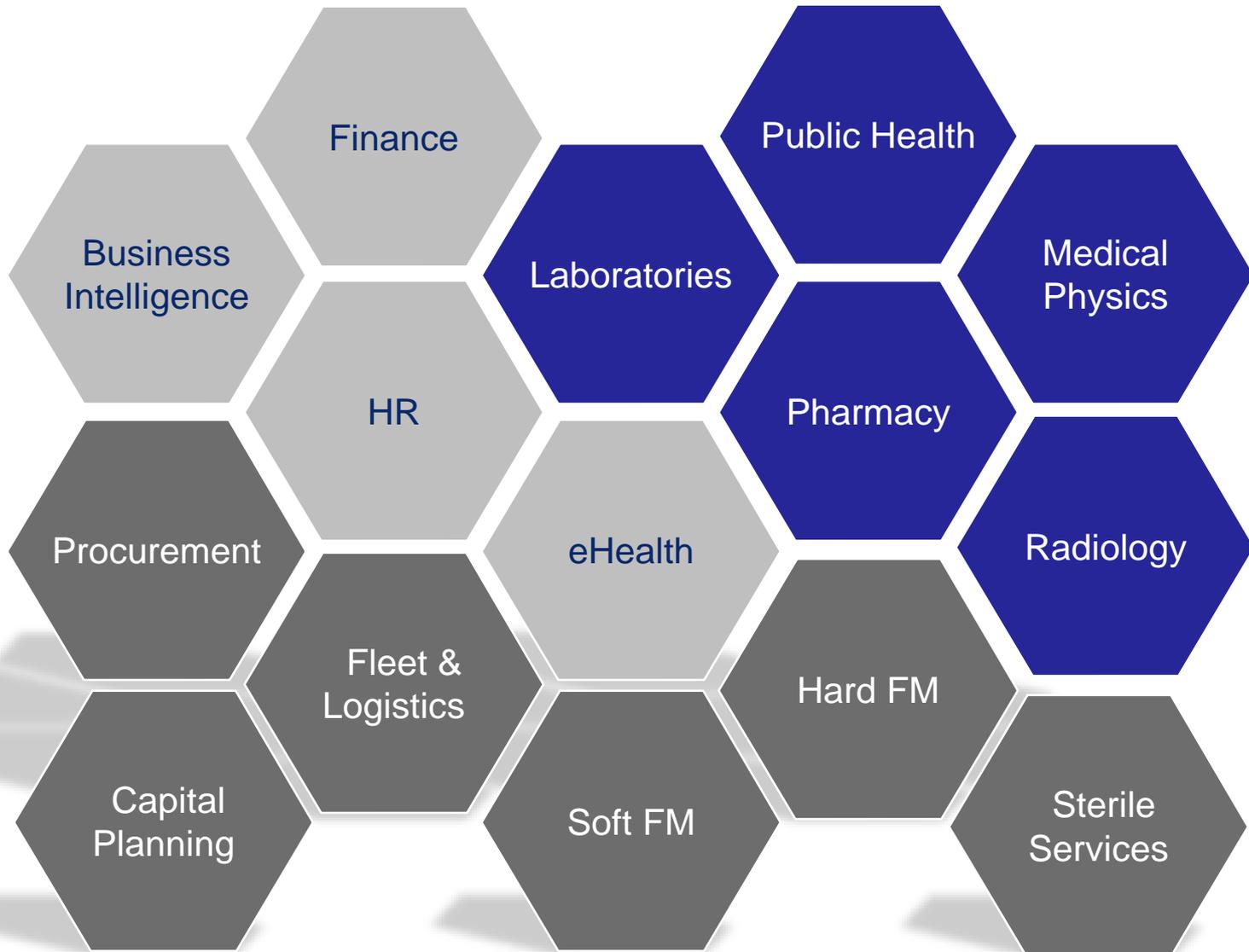
31 Integration Joint Boards

Realising the Potential

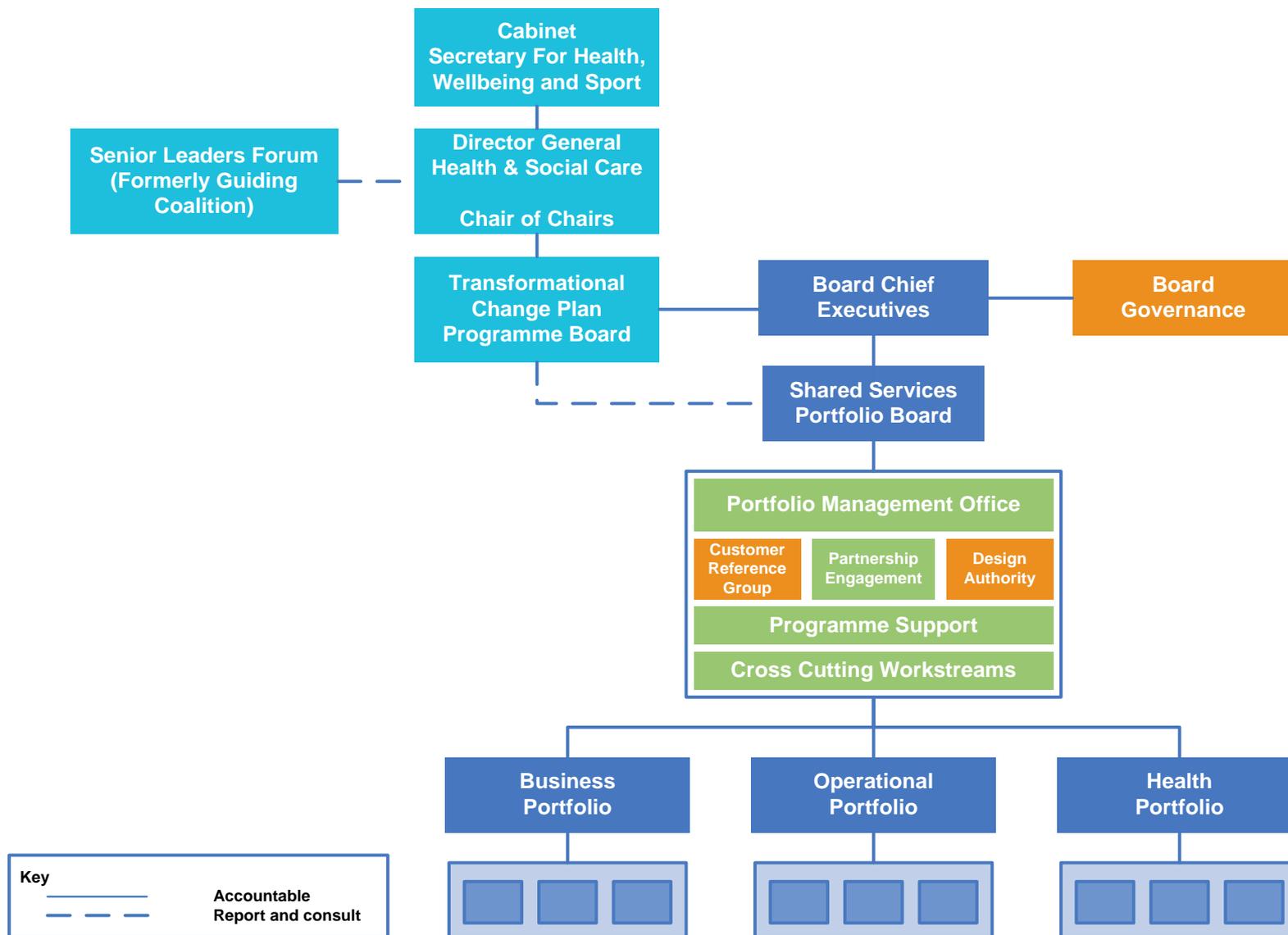


Shared Services

Services in Scope

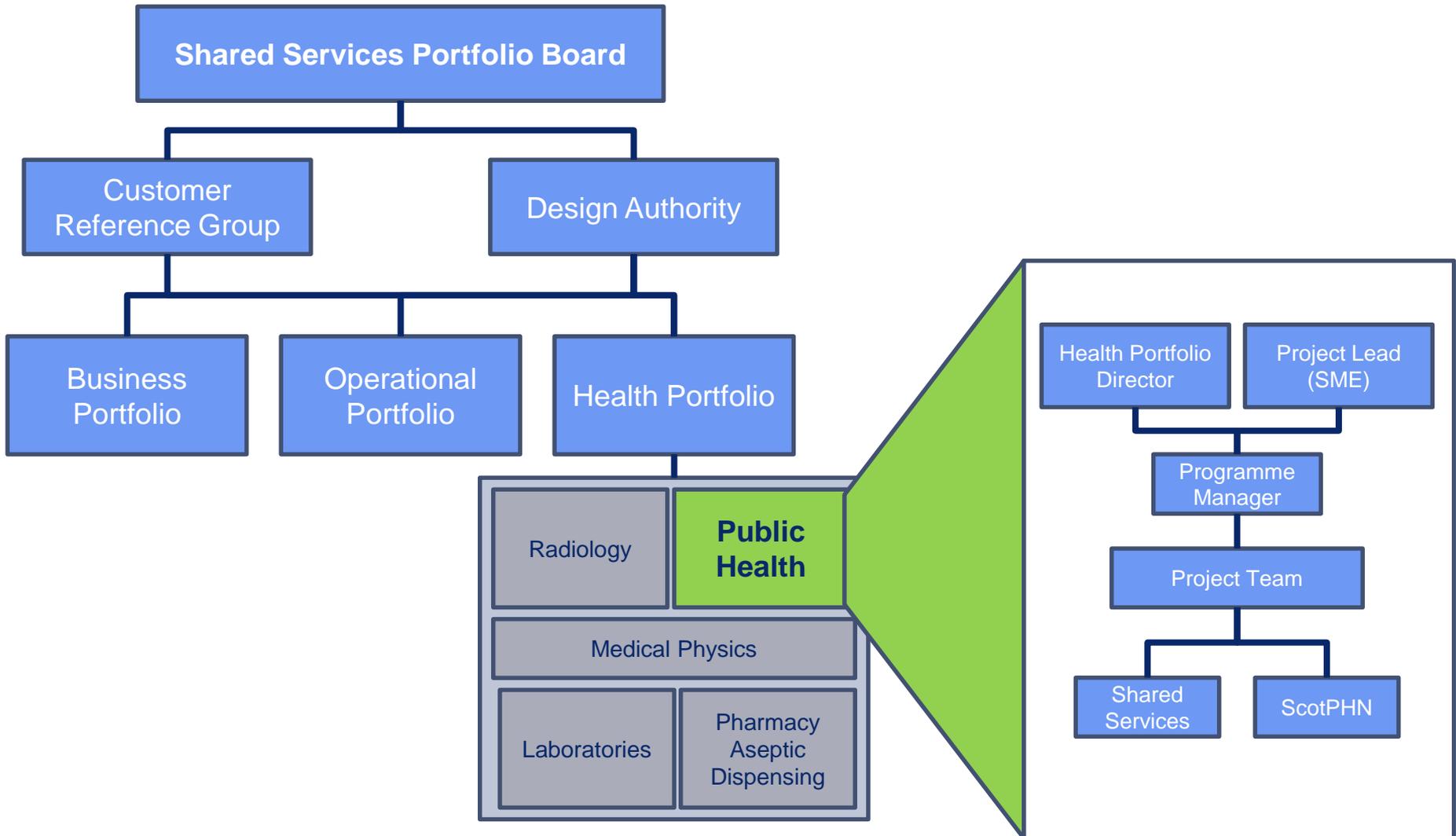


Clarity of purpose and effective decisions



Shared Services

Where Public Health fits

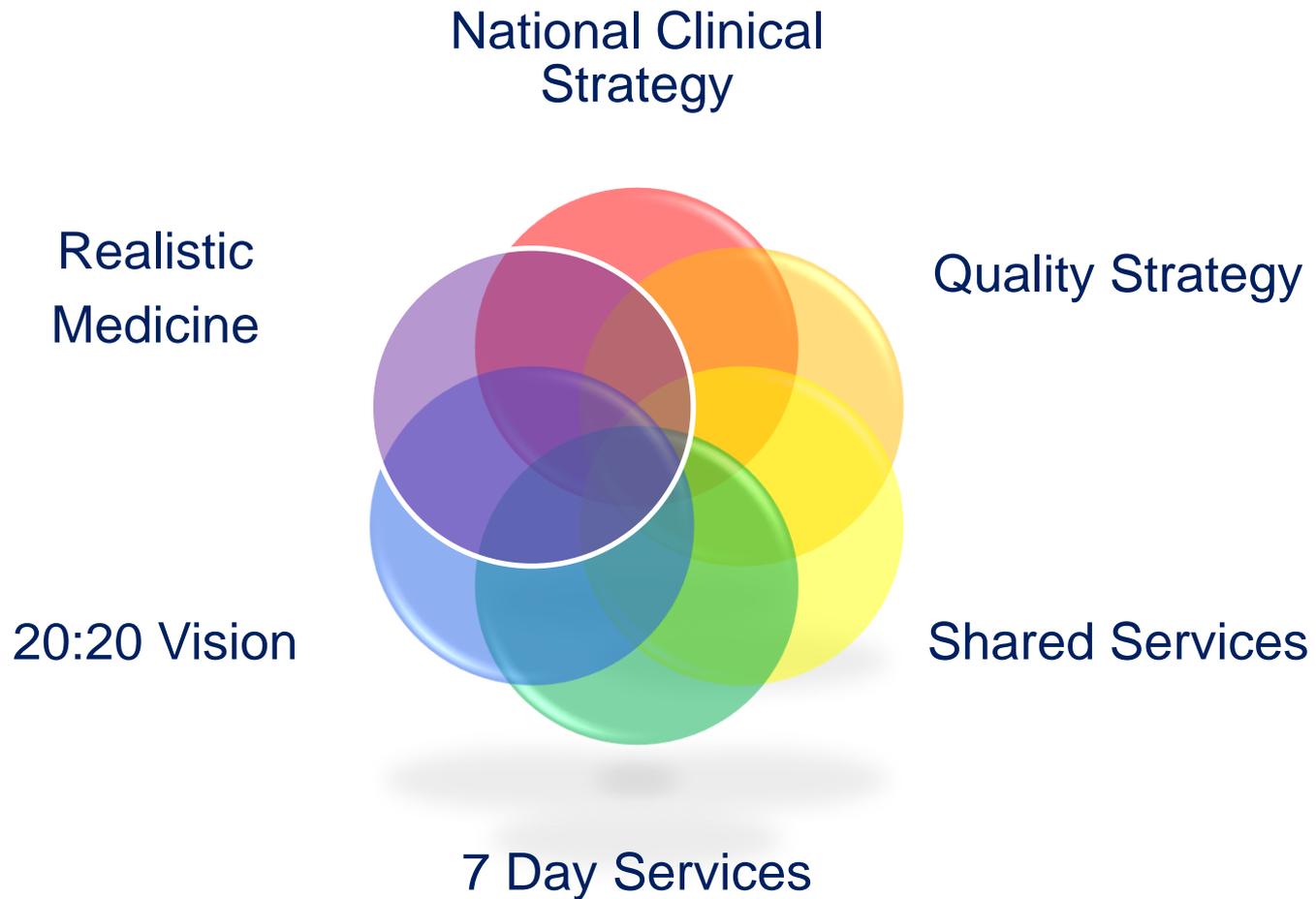


Shared Services

Expectations

- Improved efficiency
- Savings
- Cost avoidance
- Sustainability
- Reduced variation
- Enhanced quality
- Reduced Inequity

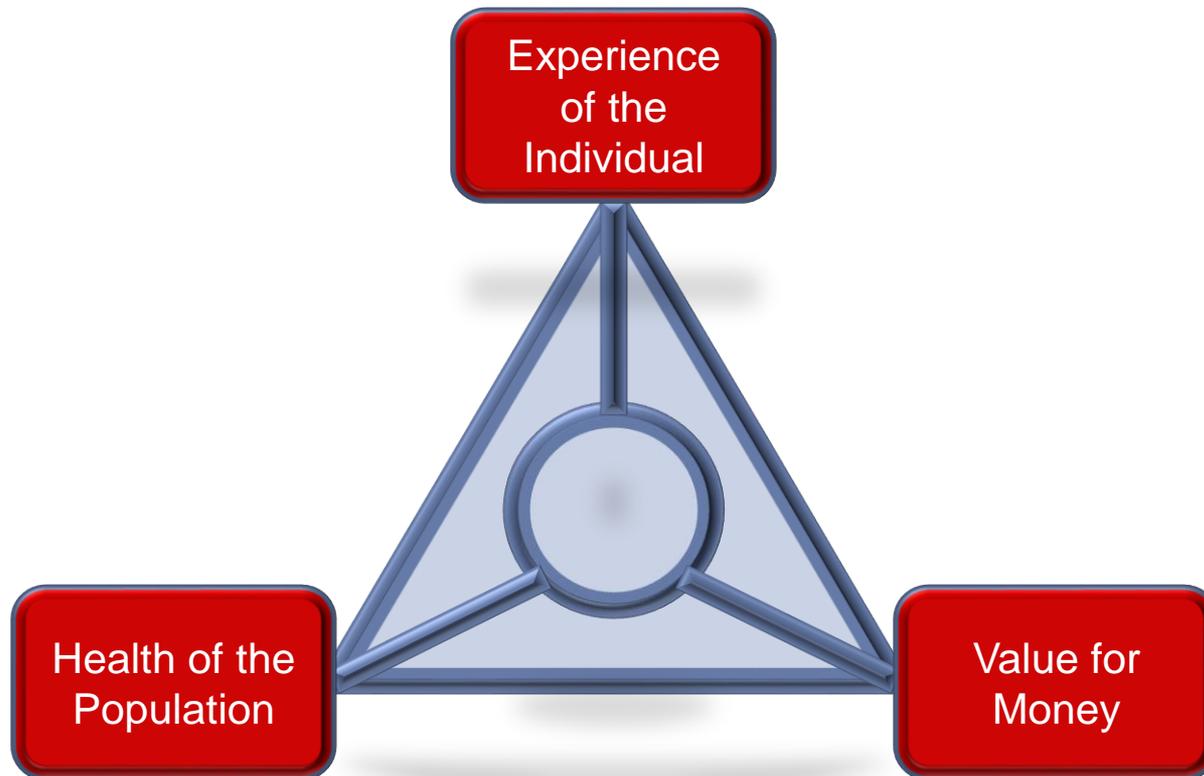
Shared Services Strategy & Policy Context





Shared Services

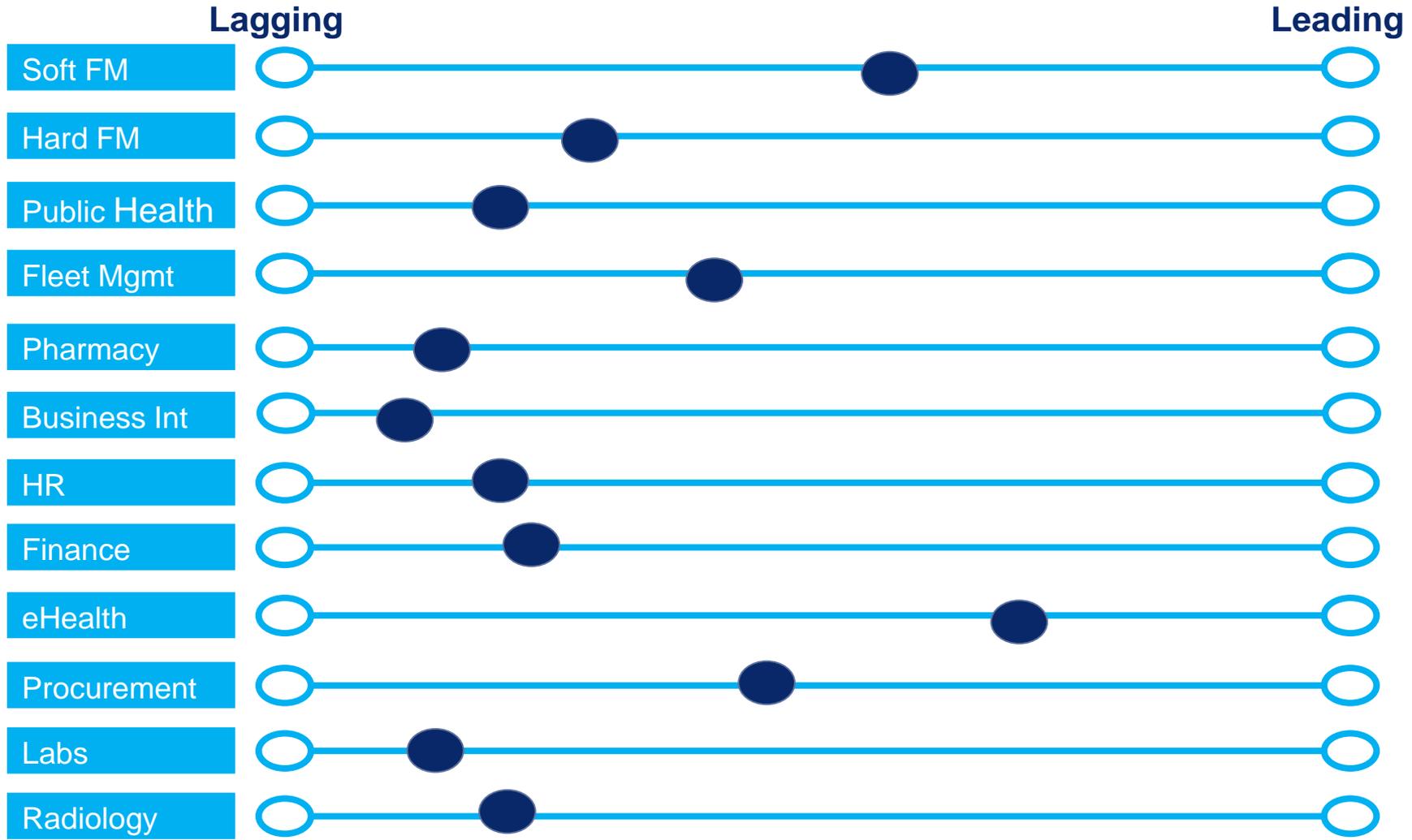
The IHI Triple Aim



There is ambition to do more in all areas



There is ambition to do more in all areas

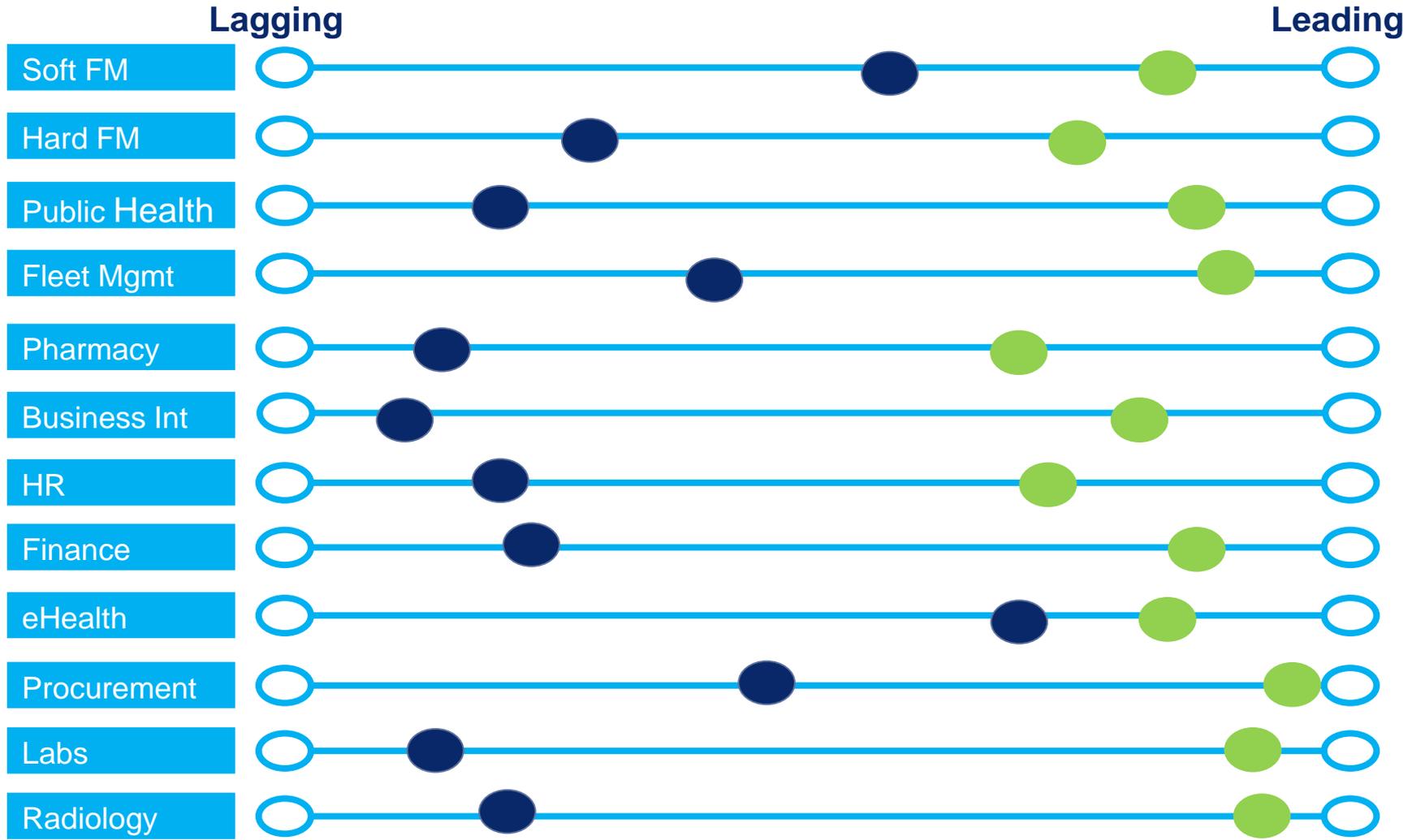


Where are you

Where does your programme go

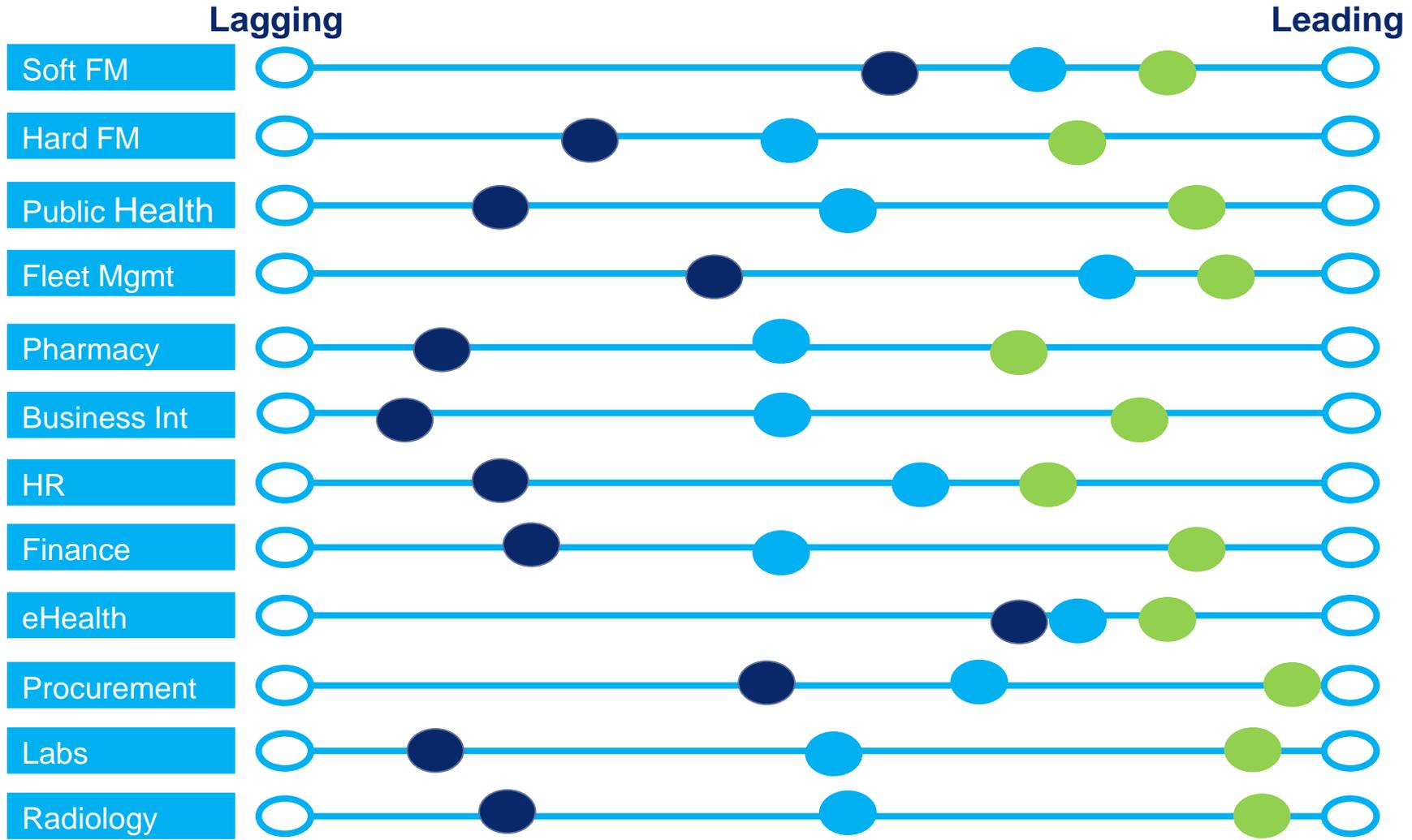
Where should you be

There is ambition to do more in all areas



Where are you
 Where does your programme go
 Where should you be

There is ambition to do more in all areas

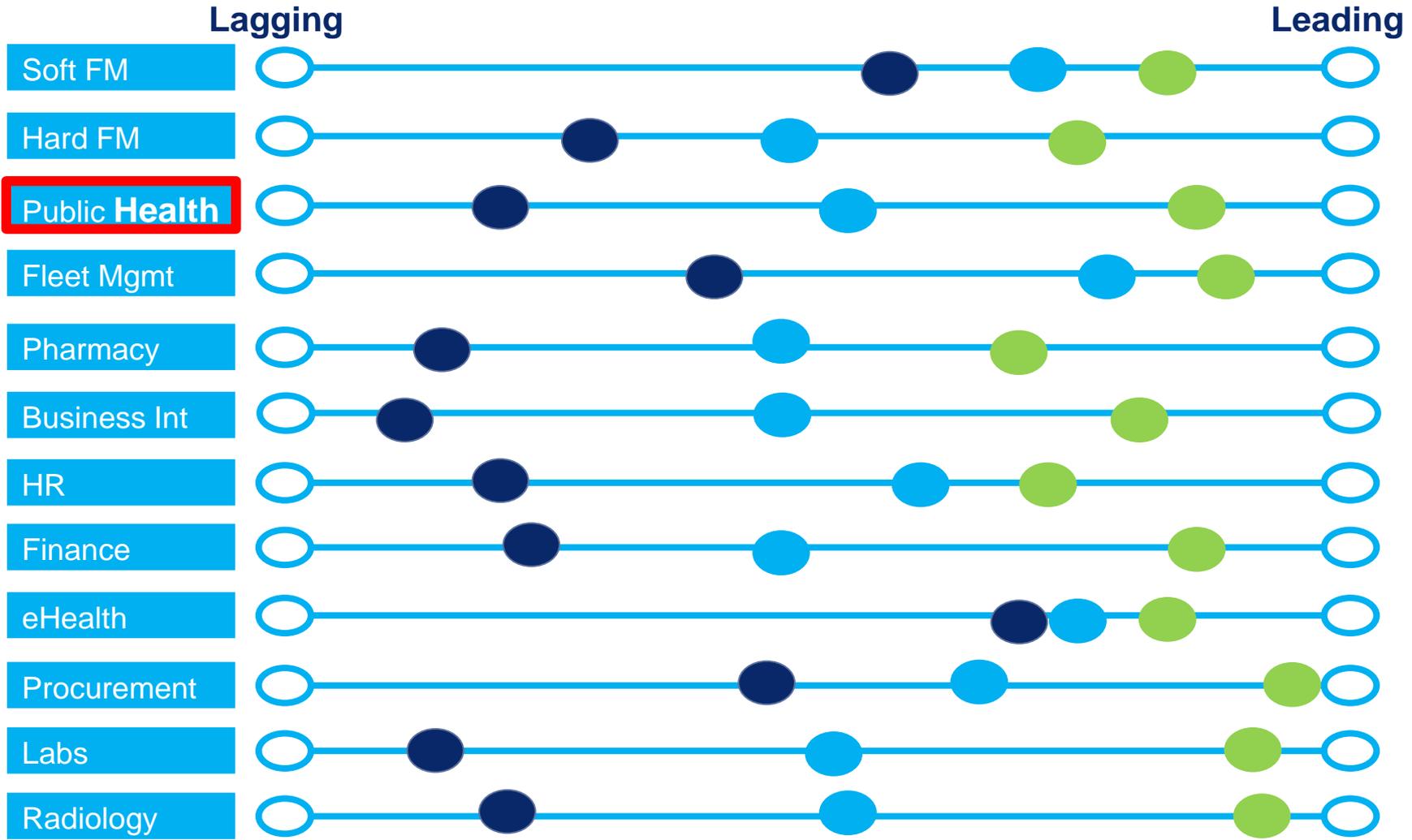


Where are you

Where does your programme go

Where should you be

There is ambition to do more in all areas



Where are you

Where does your programme go

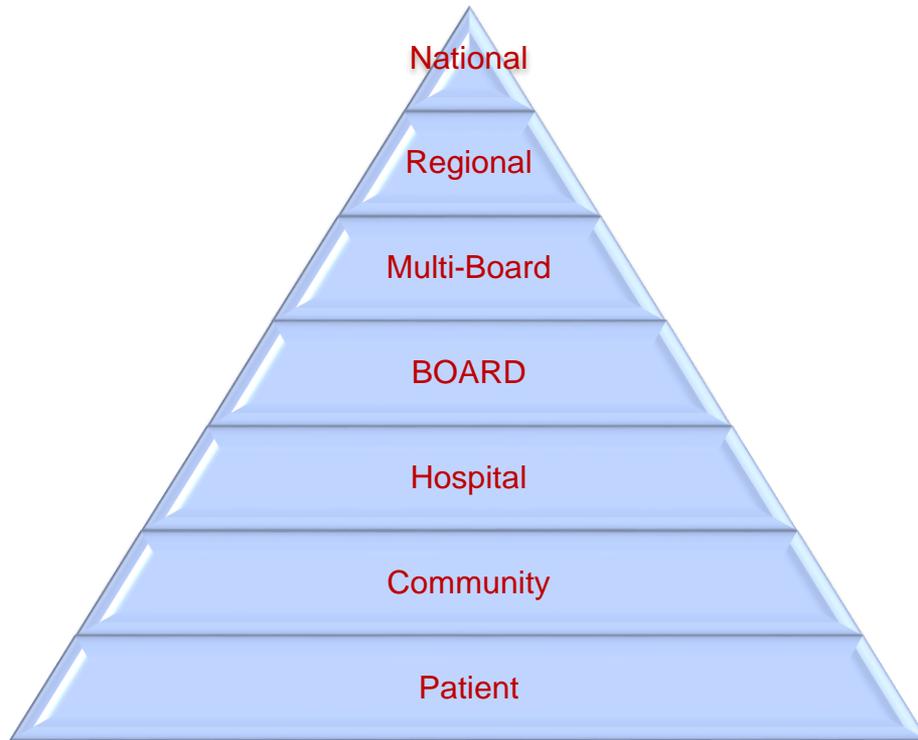
Where should you be

Creating the right environment for Shared Services

Requirements

- Consistency
- Coordination
- Collaboration
- Infrastructure
- Logistics
- Information Technology / e-Health
- Distributed Services

Planning & Performance Framework



- The primary focus for planning and service delivery is at Board level.
- Boards are held to account for the achievement of local service delivery targets
- A national or regional approach tends to be focussed on small highly-specialised services – often where services are no longer sustainable locally.
- The relationship between the Scottish Government and Boards needs to change to drive the development of shared services in a proactive rather than reactive way
- The performance framework needs to incentivise a “Once for Scotland” approach?

A bold vision...

Shared Services will be managed Once for Scotland and delivered in a consistent way where it is appropriate to do so.

NHSScotland's Shared Services will:

- **transform** the way support services are delivered by **integrating** services and **working across boundaries**
- support Scotland's health with a **sustainable, consistent and effective** service which meets customer's requirements
- be fully **accountable** to their customers for the **quality and effectiveness** of their services
- exploit **economies of scale** to increase **efficiency**, reduce **costs** and maximise returns from **continuous improvement**
- embed **governance** to set **strategic direction**, prioritise service improvements and resolve day to day issues

Creating the right environment for Shared Services

Requirements

- Engagement
- Permission
- Mandate
- Ambition

SSP - Public Health Programme

