I would like to update you on recent developments at WSYB CSU and provide a selection of news items that I hope will be of interest to you and your colleagues. Please feel free to cascade this within your organisation.

It’s been a busy few weeks for many of us within WSYB CSU with Expo to attend, the Investors in Excellence assessment taking place in both Bradford and Sheffield and the procurement of a new Customer Relationship Management (CRM) system which will include a customer portal to enable all of us to access information about service delivery and CSU performance more easily.

We’re now starting the exciting process of designing it to work how we want it to work. This needs to be a system which is efficient for us and for our customers, which is why we will be working with you to co-develop the customer portal. This design phase is taking place soon, and if you would like to be involved please contact Mike Sawyer on 07926 514955 or at michael.sawyer@wsybcsu.nhs.uk.

Alison Hughes, Managing Director

Working Voices – giving a voice to the silent majority

You may have heard that supported by NHSE funding, we are developing a new engagement initiative, Working Voices. This aims to unlock the potential of the ‘silent majority’ of the UK workforce who traditionally do not use their voice with regards to health issues. Based on the community asset-based approach, which has successfully engaged with communities and hard to reach groups through partnership with the voluntary and community sector, Working Voices will give CCGs increased participation and richer data to inform the commissioning cycle. It will also give employees a voice in designing services to suit their needs, and access to health information and advice. This in turn will lead to a healthier, happier, more empowered workforce, which brings benefits to employers. We will work with local and national organisations, Chambers of Commerce, the third sector and Healthwatch to engage and support businesses in bringing Working Voices to life.

For more details about the initiative, please email workingvoices@wsybcsu.nhs.uk

The Alliance

This is progressing well and we have signed a Memorandum of Understanding detailing how we will work together and submit our bid to get onto the Lead Provider Framework. I will keep you informed of developments as this progresses.

www.wsybcsu.nhs.uk
New Transformation services

A key objective for WSYB CSU in 2014/15 is to bring a range of new products and services to the market to add additional value to our portfolio for our CCG partners. We are currently developing two new Transformation services that we believe will be of interest to you in the new financial year based on feedback from you as customers.

**Audit of Change** provides a deep understanding of the impacts of major commissioning or change decisions, enabling success to be accurately calculated and celebrated – and lessons to be identified and applied to maximise the positive impacts of decisions. Our blended delivery model provides an assessment of the consistency of decision-making processes, the effectiveness of internal communications and the adherence of major decisions to overall business strategy.

Then, as many CCGs invest in building service development capacity, the need for targeted learning support and development for teams takes on even greater significance. Our new **workforce development programme** embraces a detailed training needs analysis and focused learning around quality improvement and P3M management techniques to deliver excellent service improvement outcomes. We also summarise your future development needs and measure your return on investment. We have also procured a new e-learning platform which will further support this initiative.

If you would like to discuss either of these opportunities please contact Alison Copley on 07432 719867.

---

**Expo, Expo, read all about it**

It was good to see many of you at this year’s Health and Care Innovation Expo 2014 in Manchester where we joined together with our alliance colleagues from Arden, Greater East Midlands and North Yorkshire and Humber CSUs.

We had positive and constructive conversations with a wide range of people and heard from a great line up of speakers, including Sir Bruce Keogh talking about ambition and opportunity for the NHS, Tim Kelsey and Roy Lilley having a lively debate around whether our health and care system is safe and Dr Kate Granger’s Compassionate Care awards which were moving and inspiring. Congratulations to Wakefield CCG who were shortlisted in the Excellence in Participation Awards for their Putting Patients First initiative, ably supported by our engagement team. The awards ceremony took place at Expo and by all accounts was equally inspiring and a rich source of engagement best practice. We’re out and about again this week. This time out IT team will be showcasing cloud technologies at HC2014 in Manchester – why not meet them at stand 54.

www.wsybcsu.nhs.uk
Update on our cost reduction programme

As you will be aware, WSYB CSU undertook a 45 day consultation period in relation to a number of compulsory redundancies and the potential to enable staff to leave the organisation under a NHS England voluntary redundancy (VR) scheme. Unfortunately the VR scheme will not be released in time this financial year for us to take advantage of the scheme. However, we have worked with all business unit directors and our staff to ensure that we maximise the compulsory redundancy scheme to assist in delivering our efficiencies. We have, therefore, considered applications from across the CSU and are in the process of approving (at this stage internally as applications are still subject to NHS England approval) approximately 66 employees’ applications to leave under redundancy.

This is a small percentage of the workforce as a whole and the cost to the NHS is less than the cost we anticipated back in December. We are therefore confident that the scheme is value for money and will enable us to meet our obligation to CCGs to reduce our prices as agreed from 1 April 2014.

If you have any questions about this process, please email them to communications@wsybscu.nhs.uk.

Yorkshire – home of eLearning excellence!

Congratulations to our CCGs in Leeds South and East, Leeds North and Sheffield who are all in the top 20 of a national league table for eLearning completions. In fact, Leeds South and East came top of the table and WSYB CSU also made the top 20!

The National Learning Management System (NLMS) project was initiated to define requirements and deliver a national NHS eLearning system. The development of the system is a joint initiative between the Electronic Staff Record Programme (ESR), the Department of Health, NHS Connecting for Health, Skills for Health – Core Learning Unit and eLearning for Healthcare.

Communicating Health Award

‘Meeting the Challenge’ was a major consultation on proposed changes to hospital services in Wakefield, Pontefract and Dewsbury. Part of a wider transformation programme, the consultation drew on the involvement of commissioners, providers and partners – and has been recognised with a Communicating Health Award, run by The Association for Healthcare Communications and Marketing.

Our team devised a high profile consultation with a co-ordinated approach and consistent messages across a wide range of channels. We talked to people face-to-face, via the media and social media, set up meetings in town halls and community centres, on high streets and the web. Clinicians always fronted the debate and all feedback was independently managed – leading to several changes to the original proposals. Our process was monitored by independent national experts, The Consultation Institute, which awarded us their ‘certificate of compliance’ with best practice standards.
The value of Research

CSUs are exceptionally well placed to make a real difference to CCGs by providing even more focused support. After listening to what NHS Commissioners had to say, our research team has launched a series of round table events where commissioners and academic researchers can come together to discuss research findings on some of the most important issues within the health service today. “The forum was excellent and stimulating. It’s great to get commissioners talking to researchers and influencing each other’s agendas,” said Dr Paul Bolton, Executive Board Member, Airedale, Wharfedale and Craven CCG.

If you would like to book onto one of the events please contact research@wsybcnhs.uk.

Joint working enhances Doncaster rehabilitation services

We are delighted to be able to support Doncaster CCG and their colleagues at the Foundation Trust in translating their vision for a state of the art rehabilitation service at Mexborough & Montagu Hospital into a reality. This project is a great example of NHS organisations working together to deliver service transformation for their local community and revitalise this much loved hospital site.

CSU Project Manager Debbie Aitchison is working with the rehabilitation centre team and the CCG to develop the pathway for patients who need inpatient rehabilitation. In her regular reports my colleague Alison Copley, from our Transformation business unit, emphasises how the CSU input has provided a bridge between the commissioning and provider organisations acting as an honest broker, bringing people together with a shared purpose and providing a blueprint for similar projects in the future.

If you would like to provide feedback on any of these features, please contact communications@wsybcnhs.uk