

Small Group Session C: Transforming Mission-Critical Health Services

Topic - Context/Problem

- **New Model Proposed:** Nationally-proposed model for Multispecialty Community Providers (MCP). Involves merging multiple GP practices, community nursing and some hospital services/consultants
- **Why?** Organisational complexity:
 - Serial NHS reorganisations have fragmented organisations/services. Interfaces are difficult
 - Ageing population - increasing co-morbidities mean increasing elderly population needs more specialist care closer to home
- **The Challenge:** Tailoring the model to suit local conditions, including:
 - It's going to take a long time
 - Services need to continue operating during change
 - No money
 - Little trust between partners/pressurised day-to-day operating environment
 - No single point of authority

Core Goals of Discussion

- Awareness of the Systems Thinking attitudes/habits that need to be cultivated to:
 - Identify constraints and opportunities
 - Create an environment where partners can work/come together
 - Manage the process of tailoring
 - Manage the process of implementation

Key Questions

- What attitudes/habits will be fundamental to tailoring the model for the form and function of new organisation/s?
- To what degree will the challenges relate to:
 - Constant Change: The constantly changing environment, participants and technology
 - Evolution: The likely need to tailor in stages or overlapping iterations – an evolution
 - Influence: In the absence of a single point of authority, the need to draw parties together and create trust and motivation