

## Agencia's Thoughts on The NHS Five Year Forward View: moving forward by looking back

### First Impressions

At Agencia, we like to look beyond the headlines and into the detail of major events and initiatives that impact on our clients and colleagues. The launch of the NHS Five Year Forward View is certainly such an initiative; in some areas it could be considered a game-changer, with a focus on prevention, innovation, information and partnership working all being highlighted as key areas for transformation.



There is now a need for NHS leaders to demonstrate their commitment to this approach, and produce robust, evidence-based solutions to some of the problems which have held back services over the years.

With nearly 20 years' experience supporting the NHS across a range of research and service transformation projects, we were struck by how much of the 5YFV reflected initiatives that had been tried previously, and also how much integration with Public Health, Local Authorities, the third sector and business will be required to make the vision a reality. We know that successful change is both possible and achievable, having seen it on many occasions. One good example includes the Making Every Contact Count agenda; and a member of our team developed and implemented a system that generated over 300 referrals into lifestyle and behavioural change services from a local hospital in 12 months.



### Diving Deeper

Reviewing the 5YFV, the following statements particularly caught our attention:

- Narrowing the Health and Wellbeing Gap;
- Radical Upgrade to Prevention in Public Health;
- Development of Workplace Incentives for Companies;

- The NHS will take decisive steps to break down barriers in how care is provided.

These are all areas where there has been much best practice developed over the years but, in a challenging financial environment, it can be hard to prioritise the long term benefits this focus on prevention and involvement can deliver.

## Finding Solutions

Our vision at Agencia is to provide a range of options to enable NHS and Public Sector leaders to meet the strategic requirements of the 5YFV, whilst continuing to deliver world class care in the face of increasing demands. It will not be straightforward to transition from the 'Factory Mentality' to the form of holistic care identified in the 5YFV. It is essential that organisations create the space and intellectual headroom to identify and resolve the consequences of health inequalities.

Developing the whole workforce, from care assistants to senior strategists, will be essential. A skilled and empowered team working in partnership with charities, Local Authorities and businesses to support making the population healthier and less dependent on acute front line services, is the only way to deliver the 5YFV vision.

We focus on 'doing what works' and believe that training, support and redesign is needed to ensure that prevention and change is the primary aim of front-line staff.



## Commissioning and Delivering Improved Health

To help meet the challenges, we have developed a range of support options including:

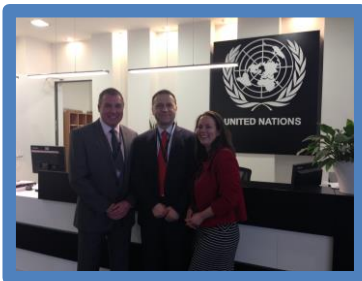
- 1. Training and coaching:** to find out more, please look at: <http://agenciaconsulting.com/agencia-training>
- 2. Service Redesign:** both within organisations and whole systems including financial modelling of solutions.
- 3. Pathway development:** across whole systems to improve patient experience and optimise use of resources.
- 4. Making Every Contact Count:** techniques for focussing effort on improving health in the long term.
- 5. A 'gold, silver and bronze' bid writing support service:** to support organisations in winning bids and generating income, so they can grow and develop.



## WHAT OUR CLIENTS SAY ABOUT US

*"A combination of strong technical expertise with good stakeholder involvement – Agencia is a great team to work with."*

**Geoff Lake, Director of Integrated Commissioning, North East Lincolnshire Care Trust Plus**



*"Agencia provided crucial support at short notice over Christmas in assessing and reviewing 18 community services. Their ability to mobilise so quickly and provide extra capacity and independent expertise on a flexible basis was exactly what we needed, and very much appreciated."*

**Mark Golledge, Assistant Director NHS Central Eastern CSU**

*"Rarely in my career have I come across a team as approachable as Agencia. They were able to flex to our changing needs, combined health and social care expertise and delivered exactly what we needed."*

**Amanda Bradley, Head of Safeguarding, South Tyneside Council**