

New Needs, New Challenges, New Reality

How the Improvement Hub will support the health and social care system through the COVID-19 pandemic and beyond

Strategic Planning and Commissioning



Effective planning in health and care is crucial to meet the needs of the Scottish population. Effective planning includes the understanding of population needs and assets in order to inform and align resources to best meet those needs. This act of aligning resource, or commissioning, plays a significant role in delivering positive outcomes for people. Effective planning is needed now more than ever.

During times of extreme challenges, as with Covid-19, it is important for those who are involved in planning across health and care, to be able to quickly identify learning on emergent practice; particularly where capacity is already stretched and there is a requirement to make decisions 'in the moment'. Using our "[Good practice framework for strategic planning](#)" as a guide and putting ethical practice and equalities at its heart, this work aims to identify and highlight areas of good practice and develop insights, to facilitate both rapid and longer term learning across Scotland.

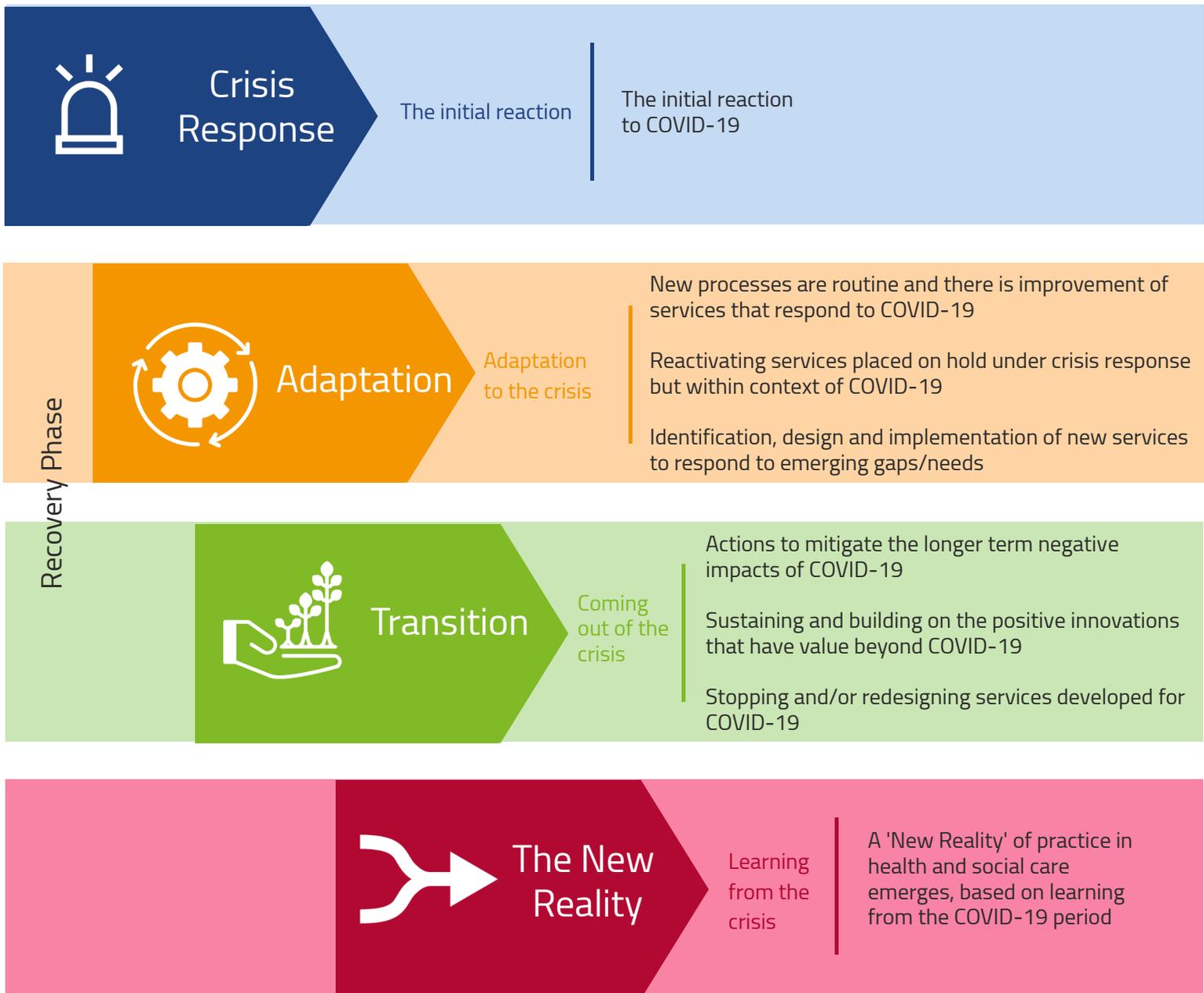


Over the longer period, these insights will form part of long term thematic learning and reflections on the topics of planning and commissioning, as things gradually move into what becomes the 'new reality.'

The Stages

The Improvement Hub are shaping work related to COVID-19 around a model on how systems are likely to act and evolve in response to the COVID-19 pandemic.

We want to be able to support planning and commissioning throughout all of these stages. Our objectives and activities focus on how we can learn from what is happening locally and use this to feedback locally across Scotland, as well as look more systematically what we can learn for long term improvement.



Developed from an initial concept by Outside the Box



Healthcare Improvement Scotland

ihub

Our Support



Crisis Response

Supporting the response

Provide additional responsive guidance in the form of rapid insights as emergent practice.



Adaptation

Developing a shared understanding

To describe a common understanding of approaches to strategic planning and the commissioning of services, in the context of Covid-19 and the implications of this

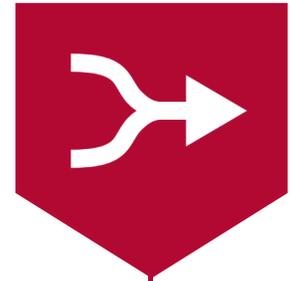
Provide assistance with interpretation of current Covid-19 guidance for commissioned services, as well as broader existing guidance on planning and commissioning.



Transition

Building knowledge

For any planning and commissioning learning insights to enable people using services and their families to have informed choice about how support is provided to them, in line with principles of Self Directed Support.



The New Reality

Sharing lessons

To collate feedback from across this work and feed into the Learning from the Crisis process, so as to inform future system improvement

Objectives

To look at the best ways to support Commissioners and Planners to make robust ethical decisions; both in the short term at pace and in the longer term.

Deliverables

Learning from the system

Produce a range of rapid insights on emergent **commissioning practice** and **planning approaches** in HSCPs, which will be based on the existing HIS Good Practice framework for strategic planning. .

Developing insights

Feeding into the whole system

Highlight emergent system challenges into Scottish Government and other appropriate national bodies.

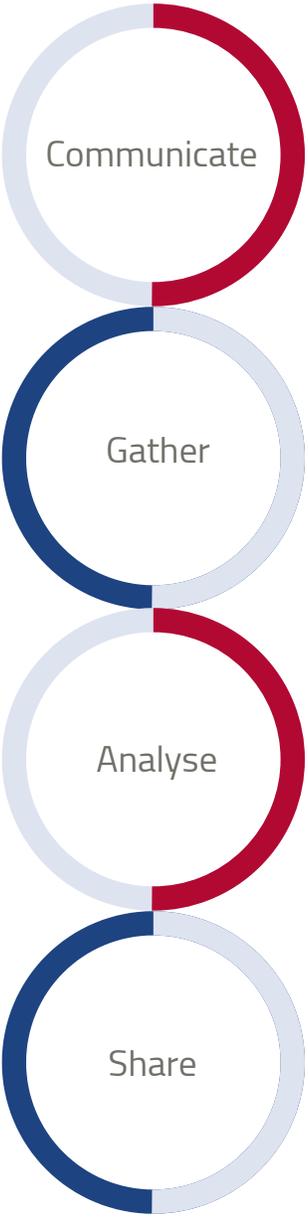
Consolidating learning

Full report reviewing current application of the guidance & longer-term learning.

Activities

Across the whole piece, our activity will be guided by the needs of our stakeholders and respond to emerging practice.

However, it will feed into four general types of activity.



Communicate

Communication with stakeholders on project objectives and deliverables.

Gather

Gather information regarding current implementation of Covid-19 guidance for commissioned services, as well as broader existing guidance on planning and commissioning.

Analyse

Analysis of current understanding and implementation of Covid-19 guidance for commissioned services, as well as broader existing guidance on planning and commissioning.

Share

Work with partners to share learning insights across the immediate to longer term. This will be in line with the 4 stage learning model, to include emergent, good and best practice.