

## Finance, commissioning and contracting

### What is personalised care?

**Personalised care will benefit up to 2.5 million people by 2023/24, giving them the same choice and control over their mental and physical health that they have come to expect in every aspect of their life. A one-size-fits-all health and care system simply cannot meet the increasing complexity of people's needs and expectations.**

Personalised care is based on 'what matters' to people and their individual strengths and needs, working alongside clinicians and other health and care professionals. The NHS Long Term Plan says personalised care will become business as usual across the health and care system and Universal Personalised Care confirms how we will do it.

Finance, commissioning and contracting teams are critical in enabling these ambitions. Without the infrastructure of legal contracts and financial agreements there will be very limited opportunities for developing, delivering and expanding personalised care initiatives.

The commissioning, contracting and finance teams within CCGs will be required to include personalised care in the contracting round, include personalised care in the everyday management processes of contracts, amend local policy and work within the context of developing NHS integrated care systems, sustainability & transformation partnerships and primary care networks.

Our resources are designed to help finance, contracting and commissioning teams to fulfil this requirement and, more importantly, to release the benefits of personalised care to more people locally.

### **Our collaborative platform gives practical examples of:**

- Embedding personalised care through all contract and commissioning processes
- Using national CQUIN
- Using local CQUIN and AQP for personalised care
- Retendering community services with specified spending in the third sector
- Allocating money to personalised care within block funded acute care

### **Finance, contracting and commissioning can enable personalised care by:**

- Identifying personalised care strategic commissioning priorities – these can be linked to areas of high spend, high activity or patient feedback.



- Developing commissioning environments that reflect social models of health, market shaping and development of community capacity.
- Facilitating the delivery of commissioning shifts through contract development, service specifications, contract variances and commissioning intention.
- Developing budgets and the local finance infrastructure to offer personalised care as 'business as usual' – this may include local tariffs, amendments to block contracts or using incentives such as local CQUINs.
- Facilitating the development of practical system capability for gathering data, data sharing and digital solutions
- Capturing evidence to support business case development for the expansion and sustainability of personalised care offers.
- Developing new infrastructure to support the roll-out of personal health budgets, including direct payment mechanisms, financial approval and audit pathways
- Support integrated ways of working through new commissioning and contracting mechanisms and frameworks, including commissioning co-production as a means of developing services and interventions.

## Practical support and more information

**Personalised Care Collaborative Network** links partners across the health and care system to share learning, templates and experiences, as well as hosting discussion boards.

Contact [england.personalisedcaredemonstrator@nhs.net](mailto:england.personalisedcaredemonstrator@nhs.net) if you would like to join this network.

### NHS England website

[www.england.nhs.uk/personalisedcare](http://www.england.nhs.uk/personalisedcare) provides information and resources to support the implementation of personalised care and personal stories to illustrate its benefits to individuals.

## Top tips in our handbook

Our new handbook has been developed to support commissioners implement personalised care locally. It enables staff to understand what the expansion of the personalised care programme means for their areas of work locally, with practical tools and recommendations to enable sustainable change.

**It includes support for each of the six programmes for personalised care, and guidance on:**

- Identifying cohorts
  - Developing service specification,
  - Agreeing meaningful data and metrics
  - Funding models for contracting personalised care
  - Expansion and sustainability
  - The recommended commissioning cycle process
  - Information and data sharing considerations
  - Working with partners for achieving integrated commissioning.
- CCGs can use the handbook as a tool as they plan and implement the delivery of personalised care as set out in the NHS Long term Plan.

It can be accessed at:  
[www.england.nhs.uk/personalised-care/finance-contracting-commissioning](http://www.england.nhs.uk/personalised-care/finance-contracting-commissioning)

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