

**Further information:**

**Thelma Holland**  
Gloucestershire Primary Care Trust  
1250 Lansdowne Court, Gloucester Business Park  
Brockworth, Gloucester GL3 4AA

[www.glospct.nhs.uk](http://www.glospct.nhs.uk)



Project Community Excellence

# A brief for partner organisations

[www.glospct.nhs.uk](http://www.glospct.nhs.uk)

## About Gloucestershire PCT

Gloucestershire PCT serves a population of more than 600,000 and covers the district council areas of Cotswold, Cheltenham, Forest of Dean, Gloucester, Tewkesbury and Stroud.

It is made up of 83 GP Practices and 11 community hospitals and provides a range of community services, such as podiatry, speech and language therapy, occupational therapy, district nursing, and health visiting.

The main role of the PCT is to:

- engage with the local population to improve health and well-being
- commission (purchase) a comprehensive and equitable range of high quality, responsive and efficient services and
- directly provide services, where this is appropriate and gives best value.

The PCT has a responsibility to ensure it commissions services in the right way, making appropriate use of public health information, performance and financial information, and patient and public feedback.

As a countywide organisation, the PCT recognises how important it is to retain a local focus so that the valuable working relationships that have been built with primary care, local councils and a wide range of committed community and voluntary groups continue to be strengthened. The PCT believes that its future success will depend on this cooperation and joint working.

## About the project

In September 2007, the PCT launched Project Community Excellence to help ensure they provide the right care services for the community, that are high quality, efficient and accessible to all.

These services should demonstrate the ambition to be leading edge and fit for purpose. The way in which they are provided should be appropriate to their function.

## Aims of the project

The overall aims of the project are:

- to ensure that the care services provided in the community by the PCT are at the leading edge of national and international best practice
- to review future organisation models and agree the best options for Gloucestershire
- to establish a 'fit for purpose' organisation to provide care services in the community.

## Who is involved?

To support the delivery of Project Community Excellence, three distinct groups have been set up:

- a project team, made up of staff at the PCT who are leading service reviews or who can provide key information
- a steering group, made up of senior representatives of partner organisations, for example, Gloucestershire Hospitals NHS Foundation Trust, Gloucestershire Partnership NHS Foundation Trust and Gloucestershire County Council
- and a stakeholder group which has 45 members from local community and voluntary organisations and projects.

## Progress of the project

Seven areas were identified, which the PCT decided initially to scope for a detailed review:

- |  |                            |
|--|----------------------------|
| 1 District Nursing                                       | 4 End of Life Care         |
| 2 Long Term Conditions Management                        | 5 Rehabilitation           |
| 3 Local access to diagnosis and out-patient appointments | 6 Children in 'transition' |
|  | 7 Urgent Care.             |

These areas were identified because they impact on a large number of patients and many people have supported the view that there are opportunities to improve the service.

An initial review of these areas has led to some project changes. Work on End of Life Care and Children in 'transition' is now being looked at as part of other projects and not part of the first phase of Project Community Excellence.

Reviews of the five service areas described above are being carried out using benchmarking information and as part of the PCT's vision to provide excellence in healthcare for the people of Gloucestershire. This will lead to service improvement plans for the key service areas, including addressing any issues highlighted by comparative analysis. The PCT is very aware that, for patients, care is often provided by a number of organisations. However, at this stage, the review is focused on services provided by the PCT.

After the service reviews have been completed, the PCT will consider the best organisational model to deliver excellence in providing services while ensuring these services are distinct from the commissioning role of the PCT.

The final stage of the project will be to put in place the necessary changes to help us meet our aims and provide best care and treatment for our patients.