



Top tips for working with commissioners



Top Tips

Here are some top tips for working with commissioners

- Make the most of pre-existing relationships with commissioners and build on them.
- Have discussions early on with the commissioners on why your Nf2f clinic will benefit patients and your department(s).
- Align and develop shared goals and objectives with the CCG. Their local priorities are your local priorities because you are serving the same population.
- Consider a service that can be transferred across different long-term conditions, and how it will offer better care to people with chronic disease.
- Look and see what might have worked in other places. You don't want to reinvent the wheel. In fact, you just want to take the wheel and make it a bit better.
- Clearly agree and set realistic outcome measures and KPIs. This will support demonstrating the impact that the service is having and that you are meeting agreed targets.
- Involve commissioners in the conversations and planning for IT and integrated care records solutions for your Nf2f clinic.
- Focus on prelaunch of the service, planning engagement events with GPs, commissioners and other long-term condition providers to gather feedback and answer questions.
- Share your enthusiasm and explain why you're enthusiastic about something. If you're offering a benefit from the patient's perspective, it's a very hard argument for anyone to dismiss.