

1.16.4 Innovation

Outline up to three areas of innovation that you will implement during the life of the contract to meet the direction of travel for Integrated Urgent Care and the NHS ten year plan.

(Maximum Word Count 1000)
Words used = 843

1.16.4.1-Innovation over the contract term

Vocare will use its formal 5-step continuous-improvement model on this contract to identify and implement innovation over the contract term. This innovation will cover all aspects for service delivery, but will include innovation to meet the direction of travel for Integrated Urgent Care and the NHS 10-year plan.

Although Question 1.17.1 specifically requests information on our continuous-improvement approach, we have summarised this model here as follows.

Step 1	The Vocare contract team and our wider organisation and other contracts will use an extensive range of sources of data and experience to identify improvement opportunities that include e.g. new equipment and better ways of working.
Step 2	The contract team will explore opportunities for feasibility, cost/resource and potential service quality and outcome benefit.
Steps 3-4	We will plan to implement those considered to bring sufficient benefit to cost/resource and quality and outcomes and will evaluate implementation results to establish benefit realised (or not).
Step 5	Successful innovations will be incorporated into standard practice with the team.

This approach will also operate at area, regional, divisional and organisation-wide levels.

1.16.4.2-Proposed innovation related to IUC direction of travel and the NHS 10-year plan

[illegible]

[REDACTED]

b)- [REDACTED]

[REDACTED]

Rationale: [REDACTED]

Expected benefits: [REDACTED]

Timescale: [REDACTED]

c)- [REDACTED]

[REDACTED]

Rationale: [REDACTED]

Expected benefits:

[REDACTED]

Timescale:

[REDACTED]