

Recommendations for commissioners

Involving key stakeholders



These recommendations reflect some of the actions that commissioners can take if wishing to adopt a neighbourhood prime provider model' or similar approach. They're informed by the involving key stakeholders building block section of the toolkit.

| Involving key stakeholders | Yes | No | N/A |
|--|-----|----|-----|
| <p>Engage providers early to co-design care models, ensuring that frontline staff, clients and community partners shape services that reflect real-world needs and build trust before formal commissioning begins.</p> <ul style="list-style-type: none">■ Initiate pre-tender dialogue with providers to align on values, service design and contract structure.■ Invite providers to contribute to market engagement events and contract development.■ Use pilot partnerships to test and refine commissioning approaches collaboratively before full rollout. | | | |
| Action | | | |
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| Involving key stakeholders | Yes | No | N/A |
|--|-----|----|-----|
| <p>Establish regular, inclusive forums where care workers, health professionals and community groups can share insights, resolve challenges and contribute to continuous service improvement across neighbourhoods.</p> <ul style="list-style-type: none"> ■ Set up monthly or biweekly multidisciplinary team (MDT) meetings to coordinate care and resolve challenges. ■ Include voluntary sector partners, district nurses, social workers and GPs to ensure holistic service planning. ■ Use these forums to identify gaps, share best practices and co-create solutions. | | | |
| Action | | | |
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| Involving key stakeholders | Yes | No | N/A |
|--|-----|----|-----|
| <p>Use lived experience and outcome data to build trust, demonstrate impact, and support evidence-based commissioning.</p> <ul style="list-style-type: none"> ■ Include client and care worker stories alongside performance metrics to illustrate service value and transformation. ■ Use real-life narratives to strengthen stakeholder relationships and showcase collaborative care models. ■ Encourage providers to present pilot evaluations and feedback to support innovation and continuous improvement. | | | |

Action

| Involving key stakeholders | Yes | No | N/A |
|---|-----|----|-----|
| <p>Treat provider engagement as a continuous partnership, not a one-off event, using feedback loops, joint evaluations and shared learning to adapt services and drive innovation.</p> <ul style="list-style-type: none"> ■ Maintain open communication channels with providers beyond procurement cycles to support ongoing development. ■ Encourage joint problem-solving and shared accountability through regular check-ins and collaborative reviews. ■ Recognise providers as strategic partners in shaping the future of care, not just service deliverers. | | | |

| Action |
|------------------------------|
| Empty space for action items |