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Nota di contenuto	Primary Care Trust Workforce Planning and Development; Contents; Preface; Acknowledgements; Chapter 1 Introduction, background and context; Workforce planning and development definitions; Driving and restraining forces; Workforce planning and development method issues; The book's aim, objectives and methods; Conclusion; Chapter 2 Community patient dependency and workload; Introduction and background; Dependency measures; Dependency and workload; Health needs assessment and community profiling; Demographic data; Age groups and sex; Acute and chronic illness and disability; Patients' homes Care home issues Children and child care issues; Morbidity and mortality data; Lifestyle and related issues; Life expectancy and death

rates; Socioeconomic and quality-of-life data; Deprivation and demand; Conclusion; Chapter 3 Community staff activity; Introduction and background; First contact; Access to primary care practitioners; Chronic disease management and continuing care; Primary and community care of elderly people; Travelling time; Public health; Other public health workers; Productivity; Time out; Conclusion; Chapter 4 Staff mix; Introduction and background

Grade-mix and skill-mix drivers and restrainersDelegation and extended roles; Clinical re-grading; Practice nurses and nurse practitioners; District nurses; Community staff nurses; Health visitors; School nurses; Nursery nurses; Health-care assistants; Paraprofessionals; Allied health professionals; Administrative and clerical staff; Managers; Multidisciplinary and integrated teams; The Changing Workforce and Future Healthcare Workforce programmes; Conclusion; Chapter 5 Efficiency and effectiveness; Introduction and background

Workforce planning, development and quality from a methodological perspectiveStandard-setting methods; Document analysis; Patient satisfaction; Community profiles; Clinical audit; Critical incidents; Workforce planning, development and quality from a professional perspective; Conclusion; Chapter 6 Education and training; Introduction and background; Curriculum; Competencies; In-service education and training; Supervision, mentorship and appraisal; Conclusion; Chapter 7 Recruitment and retention; Introduction and background; The greying and shrinking NHS workforce; Vacancies; Turnover

Job satisfactionEducation and training issues; Succession planning and other solutions; Improving Working Lives; Conclusion; Chapter 8 Determining team size and mix; Demand-side methods; Professional judgement; Population and health needs-based approaches; Caseload-based methods; Dependency-acuity approaches; Evaluating team size and mix; Some algorithms; Modernizing the PCT workforce; Appendices; Appendix I: Demographic data; Commentary; Appendix II: Socioeconomic and health needs assessment; Commentary; Appendix III: Staff activity and evaluating team size; Commentary Appendix IV: Efficiency and effectiveness

Sommario/riassunto

Even though primary and community care managers face the same challenges as their hospital counterparts they've never had an equivalent range of methods for evaluating workforce size and mix. So this book aims to set the record straight by explaining community demand and supply side workforce planning and development. Eight chapters set out the main variables, from dependency and workload, activity and performance, staff education, recruitment and retention, before the most recent data are synthesised into a set of software-supported algorithms that managers can easily adopt. The book and so