

Competency 1 – Knowledge Management Summary

The PCT is recognised as the local leader of the NHS.

PCTs should lead and steer the local health agenda in their community. PCTs will be the natural first stop for local political and community leaders. Through partnership, they seek and stimulate discussion on NHS and wider community health matters.

Competency Overview

Although Knowledge Management is not central to achieving this competency, it can play an important role in enabling the PCT to establish itself as the 'local leader of the NHS'.

By collecting and utilising the right information, a PCT can ensure it is aware of the issues and agendas within the community it serves, the staff it employs and the partners with whom it works.

The table below summarises the KM-related inputs and outputs that relate to this Competency.

Competency 1 – Knowledge Management Overview		
Category	Components	Information Requirement
Input	a) Public relations	A public relations data base containing communication and engagement details.
	b) External partner relations	Electronic address book and public folders containing partner communication e.g. e-mails.
	c) Organisational development	Online training programmes for staff working for the PCT.
Outputs	d) Position as local healthcare employer of choice	Public survey result from "We recognise the PCT as the local leader of the NHS"
	e) Reputation as a change leader for local NHS organisations	Provider survey result from "The PCT has had a significant influence on our decisions and actions"
	f) Reputation as the 'local leader of the NHS'	The PCT HR department should capture: <ul style="list-style-type: none"> - Applicants per post - Total number of vacancy days per year - % of staff employed locality - Staff turnover rates - Staff sickness rate - Capability gaps - Staff satisfaction survey introduced as part of annual staff performance review