

## Directory of GPCC support offers

We are compiling a directory of people/organisations interested in supporting the development of GP Commissioning Consortia. This is a directory of **potential** providers and will signpost people looking for development support in the areas identified below. The Directory is a signposting service only – it does not indicate any preference/choice of provider, neither does it guarantee business to any of the providers listed.

Any individual/organisation potentially offering support can be entered in the Directory. If you would like to be included please complete the following form and return it by e-mail to: [Commissioning.Matters@southeastcoast.nhs.uk](mailto:Commissioning.Matters@southeastcoast.nhs.uk)

**Name of supplier**     **South Coast Audit**

**Contact details**     **Paul Merison, Associate Director of IM&T Audit Services**  
**Mobile: 07747 634 789**  
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**South Coast Audit Head Office – 01424 776 750**




Please tick in the boxes below which of the development areas you are interested in supplying

<i>Development field:</i>	Board development	Leadership development	Governance	Business Intelligence	Business support (e.g. planning, finance, contracting)	Clinical Pathway redesign	Patient/public engagement & customer insights	Project management	Individual/group facilitation
<b>DELETE this column</b>									

Please give an outline of what you are offering, by development area.

For **focussed development programmes** please complete **Form 1**.

For **general consultancy, project management and/or facilitation** please complete **Form 2**.

FORM 1	Programmes/Events								
PLEASE TICK WHICH DEVELOPMENT FIELD(s):	Board development	Leadership development	Governance	Business Intelligence	Business support (e.g. planning, finance, contracting)	Clinical Pathway redesign	Patient/public engagement & customer insights	Project management	Individual/group Facilitation
									
<b>Programme title:</b>	<b>Business Continuity Management (BCM)</b>								
<b>Brief outline/summary</b> (please state whether this is an area you already offer or you are interested in offering in the future)	<p>South Coast Audit is a not for profit, NHS provider of internal audit, computer audit and counter-fraud assurance and consultancy services. We are passionate about the quality of our work to support the NHS to achieve its aims. We have a strong reputation for delivering a high quality and cost-effective service. Our staff are NHS employees with a blend of public and private sector experience and qualifications. As well as a range of internal quality processes, we are proud to have held a range of external accreditations for many years and these are summarised in the later section on 'references'.</p> <p>Healthcare organisations with business continuity capability are better prepared to manage service disruption and resumption without significant impact upon patient care. Business continuity management need not be complicated.</p> <p>Our team is experienced in the production and review of business continuity plans. We can take you through the process of business continuity planning, supporting you with workshops and guidance materials to enable the production of effective plans to ensure continued delivery of services to patients.</p> <p>We can provide support and advice on all aspects of business continuity management for Clinical Commissioning Groups</p>								

	<p>in any of the following formats as required, most of which we currently provide to our clients:</p> <ul style="list-style-type: none"> <li>• Workshops for practitioners and CCG leaders, including board members, on business continuity management;</li> <li>• BCM Project Management;</li> <li>• Facilitation and guidance in aspects of BCM including:             <ul style="list-style-type: none"> <li>○ risk assessment;</li> <li>○ business impact analysis;</li> <li>○ contingency arrangements;</li> <li>○ recovery arrangements;</li> <li>○ plan development and implementation;</li> <li>○ incident management;</li> <li>○ staff awareness, training and testing;</li> <li>○ maintenance of plans; and</li> <li>○ maintaining the integrity and availability of IT systems.</li> </ul> </li> </ul> <p>Whichever approach you choose, our programme will complement and support the ongoing assurance and development processes being conducted by SHAs and within PCT Clusters. Our knowledge and contacts means there is no risk of duplication, and our tailor-made approach to information governance is as individual as CCGs' needs.</p> <p>We aim to be supportive and developmental to enable the CCG to operate effectively firstly in shadow form, and then as a fully authorised statutory body.</p>
<b>Target audience(s)</b>	Primary Care Trust Clusters and Clinical Commissioning Groups
<b>Intended outcomes</b>	Tailored support to CCGs to ensure future commissioners can develop into effective and authorised NHS bodies with robust and effective IT services in place that support delivery of CCG objectives and good outcomes for patients.
<b>Length</b>	Dependent on, and tailored to, the requirements of the client.

	<p>For example, our workshops on Business Continuity Management in Practice are of one day duration.</p> <p>The length of project management, facilitation and guidance exercises depend on scope, which are tailored to meet client needs.</p>
<b>Cost</b>	<p>Using the above example of a one day workshop, including an information pack for each participant, we would anticipate a charge of £2,500.</p> <p>Cost will be tailored to meet the identified needs of the client.</p> <p>The length of project management, facilitation and guidance exercises depend on scope and are based on a day rate of £450 per day.</p> <p>Note: As part of the NHS, SCA does not charge VAT to other NHS bodies.</p>
<b>Can it be tailored?</b>	<p>Yes. The approach is intended to be tailored to meet the needs of the client and to reflect the changing requirements and best practice guidance from the DH, BMA, Royal College of GPs and from regulators as these develop.</p>
<b>Is it publicly available? If so how frequently and where?</b>	<p>No</p>
<b>Previous/existing clients</b>	<p>We currently work with most NHS bodies across South East Coast and London, and also further afield in Hampshire, Dorset and Wiltshire.</p> <p>Examples of client feedback for similar work include:</p> <p><i>“SCA did a very important piece of work which has helped the Trust cut out shortcomings in its own IT service and implement more robust governance arrangements.”</i> Kent and Medway Partnership Trust</p>

	<p><i>"Genuinely one of the most mutually beneficial, understood and communicated audits of which I have been party"</i> Primary Care Support Service</p>
<p><b>Are references available on request?</b></p>	<p>References are available on request.</p> <p>South Coast Audit is a not for profit, NHS provider of internal and computer audit and consultancy services. We are passionate about the quality of our work to support the NHS to achieve its aims. As well as a range of internal quality processes, we are proud to have held a range of external accreditations for many years. These include:</p> <ul style="list-style-type: none"> <li>• <a href="#">ISO 9001 Quality Standard</a> – we have held the British Standard Institute’s quality accreditation continuously since 1994. This covers all our core processes, and involves us passing regular external audits by BSI inspectors;</li> <li>• <a href="#">Investors in People (IIP)</a> - we have held the IIP Award since 1998 and were upgraded to ‘Bronze’ status in 2010 (making us one of only a few NHS organisations to have demonstrated more than the core IIP requirements);</li> <li>• <a href="#">ACCA</a> – we were upgraded from “Gold” to “Platinum” Approved Employer status in 2010. The ACCA’s Approved Employer Programme is formal recognition of the learning and development support offered by leading organisations to ACCA students and members; and</li> <li>• <a href="#">External Audit Review</a> – we routinely make our audit work available for inspection by clients’ external auditors. We also open our central procedures to triennial review by the Audit Commission. In their latest (2009) review, the Audit Commission confirmed that SCA’s central processes and procedures continue to secure compliance with the NHS Internal Audit Standards.</li> </ul>
<p><b>Further information available from:</b></p>	<p>Paul Merison, Associate Director of IM&amp;T Audit Services, South Coast Audit          Contact details: 01424 776 753 or 07747 634 789          Email: <a href="mailto:paul.merison@nhs.net">paul.merison@nhs.net</a></p> <p>Michael Townsend, Regional Director, South Coast Audit.          Contact details: 01273 696 955 ext.5356 or 07825 351 654          Email: <a href="mailto:michael.townsend@nhs.net">michael.townsend@nhs.net</a></p>

FORM 2	Project Management
<i>Please identify any particular areas of expertise and experience, and describe the approach/methodology you adopt</i>	
<i>Indicative costs</i>	
<i>Previous/existing clients include:</i>	
<i>Are references available on request?</i>	
<i>Further information is available from:</i>	

