

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

Name of supplier South Coast Audit

Contact details Mike Townsend, Regional Director
 Mobile: 07825 351 654
 Email: Michael.townsend@nhs.net

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
DELETE this column									

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
Programme title:	CCG Board Evaluation - Self-Assessment Service								
Brief outline/summary (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>We have worked with many NHS boards and committees over the last 30 years to help ensure they operate effectively. As well as offering training and workshops on key governance areas such as Risk Management, we are also able to help boards critically evaluate and self-assess their own performance.</p> <p>Best practice requires every organisation's Board and key Committees to carry out an annual review of their effectiveness, to identify scope for improvement and confirm how well they discharge their duties and meet their Terms of Reference. This process can take many different forms, including external assessment and benchmarking. During the development stages of emerging organisations however, one of the most useful options is to carry out a facilitated self-assessment</p>								

	<p>survey. The advantages of this approach include:</p> <ul style="list-style-type: none"> • Opportunity to access and analyse views from all relevant parties – including those less vocal /dominant members; • More objective, unbiased results due to involvement of all stakeholders, which means the output is not influenced by the few who put themselves forward or get selected to contribute; and • The approach is anonymous, which encourages contributors to give honest views. <p>Surveys can be fully tailored to focus on specific area(s) of concern. Whilst it is possible just to address high-level/generic questions of principle, it is often more helpful to drill down and include specific detailed questions on known problem areas. Practical examples of this approach include surveys to assess:</p> <ul style="list-style-type: none"> • Effectiveness of Board Reporting and information/assurance flows; • Members’ understanding/opinion on key policies and issues; • Stakeholder engagement; and • Views about the maturity of key organisational structures. <p>The work we do is highly tailored to the needs of each group, and can be delivered within an individual CCG, across a group of CCGs or any combination of these two options. We will work with the client to carry out an initial assessment of needs. Based on this, we develop and agree the specific questionnaire and constituency to survey. The survey distribution can either be managed by the CCG itself, by the PCT or by SCA. All responses however would be made direct to SCA – this ensures the confidentiality of individual replies, and allows us to guarantee anonymisation through our collation and reporting of results.</p> <p>The output of the survey will comprise a report summarising and analysing the results, and identifying recommendations for improvement in any areas of weakness. Based on this, we can provide an action plan, or we can provide a workshop to help Board and Committee members understand the implications of the findings and draw up their own plan of action.</p> <p>This approach can be used in conjunction with other services provided by South Coast Audit or services provided by other organisations, both public and private.</p>
<p>Target audience(s)</p>	<p>Clinical Commissioning Groups; Federation and Consortia of GP Practices.</p>

	<p>We can also provide this service to PCT Clusters working together within a new board and committee structure before roles and responsibilities are handed over to shadow CCGs.</p>
Intended outcomes	<p>Increased understanding of key issues to enable the CCG to operate effectively - firstly in shadow form, and then as a fully authorised statutory body.</p> <p>Creation of an Action Plan to strengthen CCG governance structures and processes. The workshop approach offers particular benefits as those involved in making the change(s) are more fully committed to implementation of actions.</p> <p>Identification of strengths and weaknesses – ability to demonstrate maturity of the organisation, and assist in development towards authorisation readiness.</p> <p>Compliance with best practice.</p>
Length	<p>A key advantage of this approach is the speed with which it can be completed. A typical turnaround period is:</p> <ul style="list-style-type: none"> • Two weeks to tailor and test the proposed questions; • Two weeks for members to complete and return survey questionnaires; • Summary of results and action plan available within four weeks of the agreed proportion of surveys being returned. <p>This gives an eight week ‘turnaround window’ from decision to proceed to the client having a draft report and action plan for consideration.</p> <p>Timescales for an action planning workshop will depend on the availability and commitment of those involved but SCA could deliver this within the planned eight week delivery period if officers and non executives are available.</p>
Cost	<p>Completion of a typical survey of up to 20 board or committee members would cost £3,950 (including expenses). This includes:</p> <ul style="list-style-type: none"> • tailoring and agreement of the survey; • electronic distribution and collation of results; and • production and presentation of a report summarising key issues and areas for development.

	<p>The workshop option adds a further £1,050 to the cost, and can include the use of confidential voting technology to preserve anonymity and confidentiality and promote objective discussion.</p> <p>Note: As part of the NHS, SCA does not charge VAT to other NHS bodies.</p>
Can it be tailored?	Yes. The approach is highly tailored to meet the needs of the client.
Is it publicly available? If so how frequently and where?	No
Previous/existing clients	<p>We have more than 30 years experience working with virtually all NHS bodies across South East Coast and London. We also work with NHS bodies further afield in Hampshire, Dorset and Wiltshire.</p> <p>South Coast Audit has previously delivered Board level self-assessment surveys to organisations as diverse as Brighton & Hove PCT and Dartford & Gravesham NHS Trust.</p> <p>Examples of client feedback for similar work include:</p> <p><i>“A positive experience that provided assurance on our progress as well as areas for development”</i> North West Kent</p> <p><i>“As always the auditors worked in partnership with us listening to any comments we had. This working relationship is very important to us in working with SCA in all areas of work”</i> NHS West Sussex</p> <p><i>“I would like to thank you for this work which has shown that control systems in some areas we thought were robust, were to my surprise and embarrassment, not robust. It demonstrates the benefit of an external view.”</i> East Sussex Hospitals Trust</p>
Are references	References are available on request.

<p>available request?</p>	<p>on</p> <p>South Coast Audit is a not for profit, NHS provider of internal 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"> • ISO 9001 Quality Standard – 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; • Investors in People (IIP) - 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); • ACCA – 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 • External Audit Review – 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.
<p>Further information available from:</p>	<p>Michael Townsend, Regional Director, South Coast Audit. Contact details: 01273 696 955 ext.5356 or 07825 351 654 Email: michael.townsend@nhs.net</p>