

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:	Conflict Resolution and Security Management								
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>Our specialists can provide support on Security Management and safeguarding staff in any of the following formats, most of which we currently provide to our clients, as required :</p> <ul style="list-style-type: none"> Specialist briefings and information to enable CCG leaders to: <ul style="list-style-type: none"> meet mandatory standards demonstrating effectiveness in preventing and detecting security breaches; dealing with and managing conflict situations with regard to staff and service users; deliver guidance and support to staff on how to reduce instances on conflict and what to do if and when conflict arises Workshops for staff and managers aimed at tackling the issue of conflict and assault (verbal and physical); 								

	<ul style="list-style-type: none"> We are in the forefront in the fight to ensure NHS staff work in a safe and secure environment. We offer awareness workshops, analysis and guidance to ensure CCGs and GP practices minimise the risk to their staff of conflict and assault; Within the boundaries of confidentiality, we can also carry out benchmarking to compare arrangements across our clients and identify the best and most effective ways of delivering a safe and secure working environment. <p>Whichever approach you choose, our programme will complement and support the ongoing assurance and development processes being conducted by the DH, SHAs and within PCT Clusters. Our knowledge and contacts means there is no risk of duplication, and our tailor-made approach to governance can be 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>
Target audience(s)	Primary Care Trust Clusters and Clinical Commissioning Groups
Intended outcomes	Tailored support to CCGs to ensure future commissioners can develop into effective and authorised NHS bodies with good governance arrangements in place, which support delivery of CCG objectives and good outcomes for patients, whilst maintaining minimal risks in relation to Bribery & Corruption risks.
Length	<p>Dependent on, and tailored to, the requirements of the client.</p> <p>As an example, our workshops on Conflict Resolution are usually of half a day duration.</p>
Cost	<p>Using the above example of a half day workshop, and including an information pack for each participant, we would anticipate a charge of £2,000.</p> <p>All costs will be tailored to meet the identified needs of the client.</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 intended to be tailored to meet the needs of the client and to reflect the changing requirements of the DH, BMA and other regulators as these develop.
Is it publicly available? If so how frequently and where?	No.
Previous/existing clients	<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>"I have always found South Coast Audit staff to provide balanced and helpful advice in addition to a professional investigative service"</i> South East FT Client</p>
Are references available on request?	<p>References are available on request.</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

	<p>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>
<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>

FORM 2	Project Management
<p><i>Please identify any particular areas of expertise and experience, and describe the approach/methodology you adopt</i></p>	

<i>Indicative costs</i>	
<i>Previous/existing clients include:</i>	
<i>Are references available on request?</i>	
<i>Further information is available from:</i>	