

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:	'Critical Friend' Support								
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 use our 30 years' experience of being 'the objective arm of management' in the NHS to offer 'critical friend' support to Clinical Commissioning Groups (CCGs). The work is highly tailored to the needs of each group, and can be delivered at the level of an individual CCG, across a group of CCGs or a combination of the two options.</p> <p>We work with the client to carry out an initial diagnosis. Based on this, we then agree a number of days over a specific</p>								

	<p>time period which can be 'drawn down' as required by the CCG and/or PCT Cluster to support transition and the development of GP leaders and commissioning groups. This is particularly useful as it allows the support to be responsive to changing needs arising from legislation, DH/Royal College/BMA guidance and/or changes to the format and membership of the CCG.</p> <p>The work is supportive and involves one or more members of SCA staff working with individuals and groups to develop knowledge, skills and understanding of key issues to enable the CCG to operate effectively firstly in shadow form, and then as a fully authorised statutory body. Key areas where we have recognised expertise include: integrated governance, risk management and value for money.</p> <p>Feedback will comprise a mix of verbal and documentation to allow for immediate action to be taken by CCGs where appropriate.</p> <p>The approach can be used in conjunction with other services provided by SCA or with services provided by other organisations.</p>
Target audience(s)	Primary Care Trust Clusters, developing Clinical Commissioning Groups and groups developing to provide support to CCGs.
Intended outcomes	<p>Just in time, tailored support to CCGs to ensure future commissioners:</p> <ul style="list-style-type: none"> - understand and can apply NHS requirements and regulations appropriately, particularly in the area of governance; - are able to set up appropriate arrangements to manage key risks, for example around conflict of interests and budget management; - operate effectively firstly in shadow form, and then as fully authorised statutory bodies.
Length	This will depend on the needs of the client. As an example, we could provide ongoing support for two days a month per annum which can be used as appropriate by the client.
Cost	The work would be delivered by senior staff. The cost would depend on the exact nature and mix of support required at the following day-rates: £495 (Manager) / £695 (Director) inclusive of expenses.

	<p>As an example, two days per month for a year would cost in the region of £10,000 - £15,000 which could be expected to provide ongoing expertise through to at least shadow status. However, costs would be tailored to the identified needs of the client, and agreed in advance. Costs will be billed for payment monthly as the days are used.</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 would be 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>Examples of client feedback for similar work include:</p> <p><i>“Outstanding level of service, as we have come to expect from SCA”</i> East Kent Finance Consortium</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>
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 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"> • 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;

	<ul style="list-style-type: none"> • 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>

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

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