

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: Paul Merison, Associate Director of IM&T Audit Services
 Mobile: 07747 634 789
 Email: paul.merison@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:	Data Analysis, Computer Assisted Auditing Techniques (CAATS)								
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>Computer Assisted Audits Techniques (CAATS) allow internal audit and assurance professionals to provide senior management with an accurate level of assurance for the area under review. Our services include specially designed computer assisted audit that use very powerful software to provide comprehensive results in a short space of time. Utilising 'proof in total' and analytical review techniques that take complete data sets (rather than sample based testing) provides you with more efficient and reliable results.</p>								

We can give you confidence in the accuracy and integrity of transactions underlying your key business processes and financial reporting. Benefits include:

- Analysis of 100% of datasets for complete assurance;
- Identifying trends, pinpointing exceptions, and highlighting potential areas of concern;
- Identifying control issues and testing compliance with organisational and regulatory standards; and
- Forming part of a strategy for continuous audit and assurance.

Particular areas of interest for CCGs might include:

- Prescription Fraud;
- Data migration (particularly where CCGs will be merging information systems);
- Reconciliation of charging for hospital services by other NHS bodies;
- Duplicate payments;
- Patient Care Pathways; and
- Procurement.

The results are comprehensive. We can take complete data sets, regardless of volume, over any timescale that suits your needs (for example this could be one week, one month, one quarter, one year, two years, three years, etc).

We have successfully used our service to help save our clients money (for example through work to identify duplicate transactions; reconciling Payment by Results activity to recharged activity; recovery of overseas visitor expenses; identifying mobile phone usage trends and costs and many other areas).

We can also work with you to help you establish continuous monitoring systems that provide real-time meaningful information, and in the longer term to help you establish this internally. In setting up continuous monitoring, we utilise 'scripting'. Scripting allows the same queries to be run on a more regular basis on areas where you would like us to run repeated reviews. Scripting involves a bit more work at the beginning but means we can run reports much more quickly in future and provide you with continuous monitoring of key areas.

Security is paramount and all our data systems are encrypted to NHS security standards. We will agree with you how your data will be treated and securely maintained to meet your own individual security requirements.

Target audience(s)	Primary Care Trust Clusters and developing Clinical Commissioning Groups
Intended outcomes	<p>Comprehensive management reports on the data analysis undertaken, including additional observations on data quality for the systems reviewed.</p> <p>Reports on identified savings and recommendations for improvements</p>
Length	<p>This depends on the nature of the analysis work to be undertaken. A typical turnaround period is:</p> <ul style="list-style-type: none"> • Two weeks to agree the scope of the analysis and obtain the source data; • One to two weeks to conduct the analysis work, dependant on the number of source data files and the complexity of the analysis to be undertaken; and • Two weeks to prepare reports and outputs – this timescale includes arranging discussions with management. <p>This gives a five to six week ‘turnaround window’ from decision to proceed to the client having a draft report and action plan for consideration.</p> <p>For continuous monitoring, the time required would depend on the needs of the client and the frequency of the monitoring arrangements.</p>
Cost	<p>Data analysis work typically starts from five days for reviews where the data sources are relatively straight forward (around one or two source files, in excel/access file format or via ODBC connection to databases). This would include scoping the work, getting the data ready for analysis (and any additional requirements during the collection stage), running the queries, providing reports on those queries and then a final joint meeting to cover any additional queries you may want to run on the data following the receipt of the reports.</p> <p>More complex reviews, which require matching from several data sources or from printed reports (such as PDF), would take longer and we would agree this during initial planning discussions.</p>

	<p>Using the example above, with a day rate of £450, this would equate to a cost of £2,250 inclusive of expenses. 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>There are no surprise premiums and no 'percentage fees' from identified savings.</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 agreed in full with the client before commencing the analysis work. It is tailored to meet client needs and address perceived risk.
Is it publicly available? If so how frequently and where?	No
Previous/existing clients	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.
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; • 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

	<p>ACCA students and members; and</p> <ul style="list-style-type: none"> • 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>Paul Merison, Associate Director of IM&T Audit Services, South Coast Audit Contact details: 01424 776 753 or 07747 634 789 Email: paul.merison@nhs.net</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>	