

## 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**  
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**Email: [paul.merison@nhs.net](mailto: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
<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>Information Governance in Practice</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>Patients have a right to confidentiality. There is an expectation that GPs and Clinical Commissioning Groups will hold information securely. However, information governance goes further than just information security. Good governance of information requires a commitment to ensuring information quality, integrity and availability. A clear policy and approach to governing information makes an effective contribution to the safe delivery of healthcare services to patients and improved health outcomes.</p> <p>A significant change to the powers of the Information Commissioner's Office (ICO) came into force on 6 April 2010, which</p>								

	<p>enables the ICO to order organisations to pay up to £500,000 as a penalty for serious breaches of the Data Protection Act 1998. GPs and CCGs should ensure that appropriate policies and practices are in place to avoid breaches of the Act.</p> <p>Our information systems auditors are nationally recognised as experts in the field of information governance. We can provide support and advice on Information Governance for Clinical Commissioning Groups in any of the following formats, most of which we currently provide to our clients:</p> <ul style="list-style-type: none"> <li>• Specialist briefings and information to enable CCG leaders to:             <ul style="list-style-type: none"> <li>○ meet national public sector information governance requirements;</li> <li>○ understand the legal requirements of Data Protection and Freedom of Information;</li> <li>○ develop an effective approach to governing information management;</li> <li>○ establish information sharing agreements and practices;</li> <li>○ maintain the confidentiality, integrity and availability of the data and information they hold;</li> <li>○ Implement improvement plans;</li> </ul> </li> <li>• Workshops for practitioners and CCG leaders, including board members, on what good information governance means in practice;</li> <li>• An independent audit of information governance compliance and analysis of the issues facing individual organisations and partnerships, with focussed advice on improvement planning.</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</b>	Tailored support to CCGs to ensure future commissioners can develop into effective and authorised NHS bodies with good

<b>outcomes</b>	information governance arrangements in place, which support delivery of CCG objectives and good outcomes for patients.
<b>Length</b>	<p>Dependent on, and tailored to, the requirements of the client.</p> <p>For example, our workshops on what good information governance means in practice are of a half a day duration.</p> <p>The length of our information governance audits depends on the scope, and will be tailored to meet the needs of the organisation.</p>
<b>Cost</b>	<p>Using the above example of a half day workshop, including an information pack for each participant, we would anticipate a charge of £2,000.</p> <p>Cost will be tailored to meet the identified needs of the client.</p> <p>The cost of independent audits are at 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>	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 other regulators as these develop.
<b>Is it publicly available? If so how frequently and where?</b>	No
<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 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>

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<b>FORM 2</b>	<b>Project Management</b>
<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>	

***Further information is available from:***

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