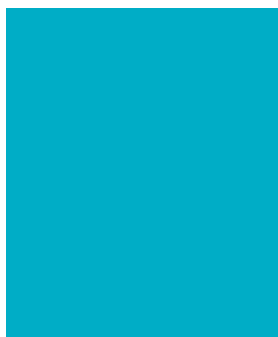
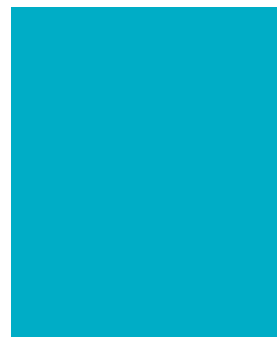


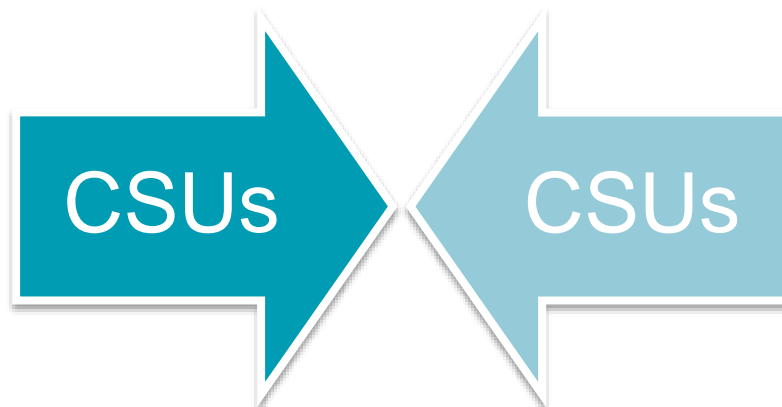
# Commissioning Support Units Key Facts

Andrew Kenworthy- Director of the CSU Transition Programme



Today.....

‘ I will be taking stock of all aspects of CSUs, this will include their accountability, governance, performance, strategic direction and likely changes’



# CSUs- Key Facts

There are 9 CSU alliances (4 years ago there were 95!)

They have a collective income of £808 million

In 2013/2014 CSUs won additional £96m and overall delivered a 5% margin

Their main customers are CCGs (80%) and NHS England (15%)

They employ 10,500 staff

CSUs are partnered with a range of external organisations including the private and third sector

# CSUs- Key Facts

Nine CSU groups/alliances have submitted bids in response to the Lead Provider Framework. Seven CSUs are merging which will result in three new organisations. This will enable greater scale and lower cost of service.

CSUs are working with NHS England, the Trust Development Authority and Monitor to offer a waiting list validation service at the 15 Trusts with the most challenging performance levels.

CSUs are working with NHS England to offer independent assessment of Better Care Fund proposals put forward by CCGs.

CSUs are offering to identify the 2% most vulnerable patients in primary care to support the focus upon patients with complex needs as part of the GP contract. All CSUs are able to offer risk stratification and draw upon acute and primary care data.

# CSUs- Key Facts

Midlands and Lancashire CSU have agreed a contract with NHS England to deliver a senior leadership to the national 111 service.

The CSU Transition Team will implement clear standards for specialist service data validation which will be assessed and monitored on a regular basis.

As above, clear data validation standards will be implemented to ensure data from Trusts are effectively and efficiently scrutinised

# What are CSUs- Some case studies



# What services do they offer?

## Lot 1 – End to End Commissioning Support

### Business Support Services

Financial management and accounting

Corporate governance and risk management

Payroll

HR services and organisational development

Information Communication Technology (ICT) Services

### Healthcare Procurement and Provider Management

Healthcare procurement

Market development

Contract requirement, definition and negotiation

Provider and contract management

### Transformation and Service Redesign

Research and analysis

Strategy and planning

System and commissioning transformation

Pathway optimisation, revision and redesign

### Communications and PPE

Proactive communications

Patients in control

Reactive communications

Patient and public participation at strategic and operational level

### Business Intelligence

Business Intelligence and applications

Business analytics

## Lot 2 – Specialist Decision Support

### Lot 2 A

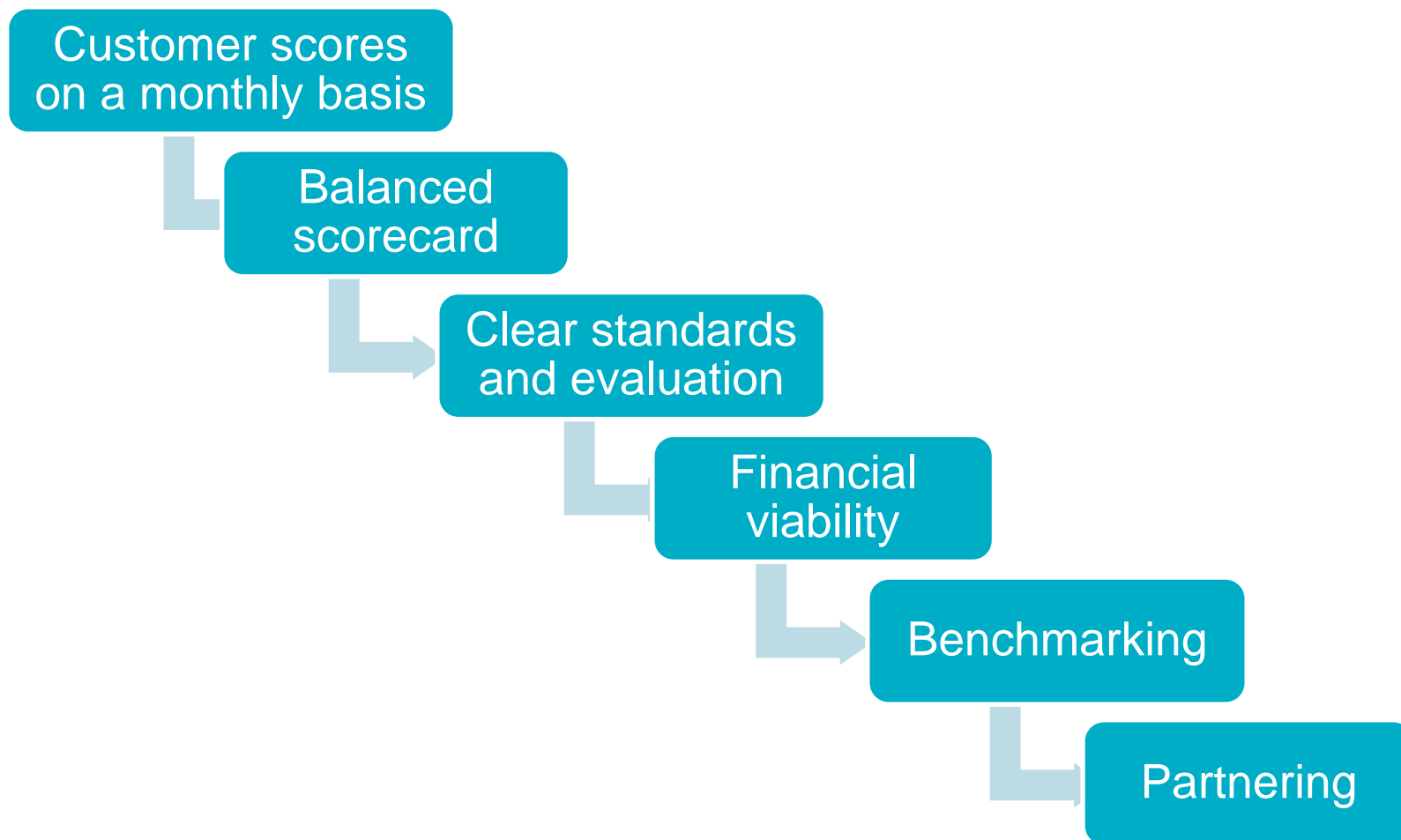
Medicines management and optimisation

### Lot 2 B

Individual Funding Request (IFR) case management

Supporting the commissioning of continuing healthcare and funded nursing care

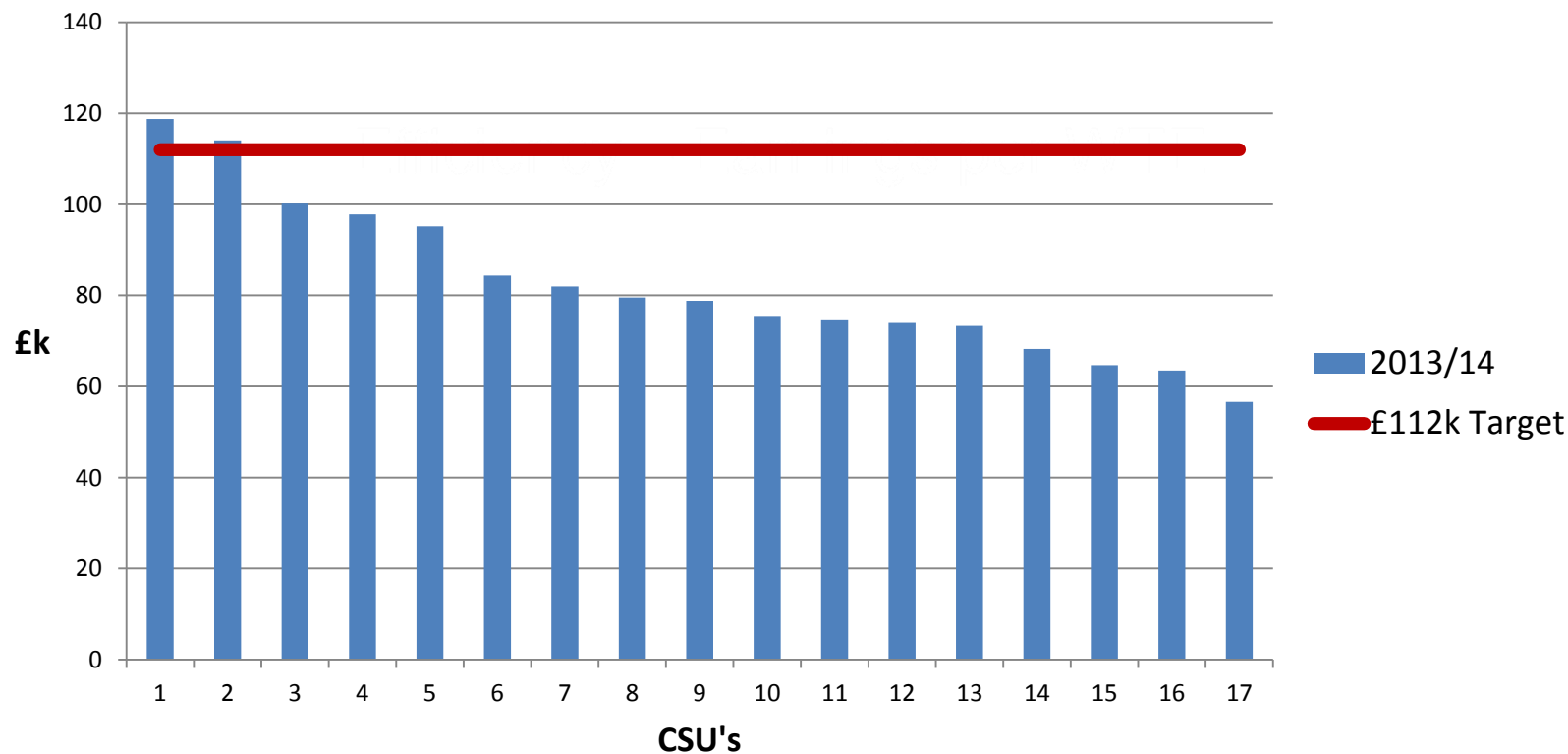
# How do we assess quality?





# How do we assess quality?

## CSU financial plan- Income per WTE 13/14



# How are they held accountable?



# Workforce Issues

10,500 staff

Employed by NHS BSA

Winning and losing business

2013/14 cost reduction programme  
£13.9m

Time management systems

Customer focused

# What are the main barriers?



- Financial challenges facing the health community
- Larger CCGs taking work in-house
- Ability to respond swiftly and commercially
- Space to drive up quality of service
- National messaging
- Building a track record of delivery

# Strategic Direction

Risk  
Stratification

Business  
Intelligence

Transformational  
Change

Integration

Questions?

