

**NHS DORSET CLINICAL COMMISSIONING GROUP  
GOVERNING BODY MEETING**

**COMMISSIONING SUPPORT SERVICES ANNUAL REPORT 2017/18**

<b>Date of the meeting</b>	18/07/2018
<b>Author</b>	T Larby, Assurance Lead
<b>Sponsoring Board member</b>	T Goodson, Chief Officer
<b>Purpose of Report</b>	This Annual Report for 2017/18 provides assurance to the Governing Body on the performance and contribution its commissioning support services have made to the work of the CCG.
<b>Recommendation</b>	The Governing Body is asked to <b>note</b> the report.
<b>Stakeholder Engagement</b>	All Directorates have been involved in the compilation and all staff given the opportunity to complete the staff survey.
<b>Previous GB / Committee/s, Dates</b>	N/A

**Monitoring and Assurance Summary**

<b>This report links to the following Strategic Objectives</b>	<ul style="list-style-type: none"> <li>• Prevention at Scale</li> <li>• Integrated Community and Primary Care Services</li> <li>• One Acute Network</li> <li>• Digitally Enabled Dorset</li> <li>• Leading and Working Differently</li> </ul>		
	<b>Yes</b> [e.g. ✓]	<b>Any action required?</b>	
		<b>Yes</b> Detail in report	<b>No</b>
All three Domains of Quality (Safety, Quality, Patient Experience)	✓		✓
Board Assurance Framework Risk Register	✓		✓
Budgetary Impact	✓		✓
Legal/Regulatory	✓		✓
People/Staff	✓		✓
Financial/Value for Money/Sustainability	✓		✓
Information Management & Technology	✓		✓
Equality Impact Assessment	✓		✓
Freedom of Information	✓		✓
<b>I confirm that I have considered the implications of this report on each of the matters above, as indicated</b>	✓		

Initials: TL

## 1. Introduction

- 1.1 This is the Clinical Commissioning Group's annual report of its commissioning support service. The purpose of this report is to provide an annual overview and assurance on the work being undertaken by the commissioning support service in a clear and transparent way and to demonstrate quality and value for money for the activities performed.

## 2. Report

- 2.1 In 2013 as part of the NHS reforms NHS Dorset CCG took the strategic decision to have its commissioning support services (CSS) integrated within the CCG and the rationale behind this model of support still stands today.
- 2.2 The CSS has continued to deliver and be successful in providing excellent support as well as being cost effective. This has been enhanced by local knowledge and established effective working relationships across the health community in Dorset.
- 2.3 The full report shows how we have developed and improved as a support service over the last 12 months, listened to feedback and views to challenge established working practices, including an increased aspect of working across the Dorset integrated health and care system.
- 2.4 Our results from the 2017 national NHS staff survey are included and these are being used to inform areas for development during 2018/19, including our People and Culture Programme. This will be another challenging year where we will be aligning our support services to support delivery of the CCG's priorities as set out in our system-wide Sustainability and Transformation Plan.
- 2.5 There has been excellent work seen within the directorates which has made a real difference to the health of the population of Dorset within our fifth year of operation and this has been achieved within the running costs allocation allowed for per head of population for 2017/18. Some of the achievements in 2017/18 have been that:
- the Clinical Services Review decision process and business case was finalised and produced and the decision made to the agreed timetable. This was a significant milestone for the whole healthcare system;
  - good work has been undertaken in joint working across Dorset as an integrated care system, particularly with the work on mental health with Dorset HealthCare NHS Foundation Trust which now has a new arrangement in place in terms of working together;
  - both the dementia review process and the acute care pathway have been highlighted in terms of the excellent stakeholder engagement 'co-production' that took place and influenced both areas of work.

2.6 Our priorities for 2018/19 will focus on our transformation programmes as set out in the Integrated Care System Operating Plan 2018/19 and are:

- prevention at scale;
- integrated community and primary care services;
- one acute network;
- leading and working differently;
- digitally enabled Dorset.

2.7 These programmes are inter-related, and will be delivered within the health and social care system's shared Sustainability and Transformation Plan and delivered as a system across the health and social care community in Dorset through system wide programmes.

2.8 The full report is attached at Appendix 1 and also available on our [website](#).

### 3. Conclusion

3.1 There are major challenges ahead but it is viewed that the commissioning support services are well placed to respond to the transformational change.

3.2 Previous feedback from the Audit and Quality Committee reflected that the CCG has evolved and been implicitly linked with the CCG for five years and that the CCG/CSS split has become less of a national and local issue. The original national driver to move all external CSSs away from NHS England to independent providers is no longer a priority. Consequently the relevance of producing a standalone CSS Annual Report has lessened and the CCG annual report and accounts provide alternative opportunities to showcase the commissioning support work.

3.3 Therefore, this will be our last CSS annual report as we focus increasingly on a system based approach with our staff members working alongside other support services staff in Dorset. We would continue to look to drive improvement and report any matters to the Governing Body as appropriate.

3.4 The Governing Body is asked to **note** the report as part of the assurance process.

**Author's name and Title: T Larby, Assurance Lead**

**Date: 4 July 2018**

**Telephone Number: 01305 213520/01202 541535**

<b>APPENDICES</b>	
<b>Appendix 1</b>	<b>Commissioning Support Services Annual Report 2017/18</b>