

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

COMMISSIONING SUPPORT SERVICES ANNUAL REPORT 2013/14

Date of the meeting	16/07/2014
Author	T Larby, Strategy and Planning Lead
Sponsoring Board Member	T Goodson, Chief Officer
Purpose of Report	This is the annual report for 2013/14 of the work undertaken by the commissioning support service on behalf of the Clinical Commissioning Group and forms part of its assurance of being fit for purpose and value for money.
Recommendation	The Governing Body is asked to Note the report.
Stakeholder Engagement	All deputy directors and associated heads of service have been involved in the compilation of the report. Locality Leads and Clinical Commissioning Programme Chairs have participated in the survey.
Previous GB / Committee/s, Dates	N/A

Monitoring and Assurance Summary

This report links to the following Assurance Domains	<ul style="list-style-type: none"> • Quality • Engagement • Outcomes • Governance • Partnership-Working • Leadership 		
I confirm that I have considered the implications of this report on each of the matters below, as indicated:	Yes [e.g. ✓]	Any action required?	
		Yes Detail in report	No
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	✓		✓

Initials : TL

1. Introduction

- 1.1 This is the Clinical Commissioning Group's first Annual Report of its in-house commissioning support service. The purpose of the 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 The attached annual report consists of the following elements:

- introduction;
- executive summary;
- organising for delivery;
- key summary of purpose, highlights and case studies for each Directorate;
- supporting schedules on performance:
 - * key performance indicators up to quarter four;
 - * feedback from CCG customer survey;
 - * running costs;
- next steps.

- 2.2 The supporting schedule on key performance indicators (KPIs) as at quarter four gives an indication of the throughput of work undertaken by directorate functions within the support services. The points to note at year end are that out of the 45 indicators there were:

- 29 green rated, 64% as being complete or on target;
- 7 amber rated, 16% as being slightly behind target;
- 7 red rated, 16% as being significantly behind target;
- 1 or 2% where the data will not be available until late May;
- 1 or 2% where the data is not collected.

- 2.3 The red rated KPIs are:

- number of annual delivery plan priorities completed;
- % of personal health budgets issued (domiciliary);

- number of continuing healthcare contracts outstanding;
 - number of continuing healthcare cases that have breached the 28 day national framework guidance.
- 2.4 An internal customer survey has also been compiled and issued on 29 April 2014 to Locality Leads and Clinical Commissioning Programme Chairs for their completion by 9 May 2014. The general feedback is that the overall ranking averaged at 7.54 out of 10 for the commissioning support providing an excellent service.
- 2.5 Areas of improvement were highlighted as:
- reinforcing provider and contract management;
 - ensuring regular feedback and updates;
 - the CSS to be more visible and work with locality leads and CCP Chairs to raise awareness of the role and work of the CSS and how to connect with them;
 - raising awareness and knowledge of the:
 - * NHS Constitution;
 - * national contract;
 - clinicians to be more empowered
- 2.6 More detailed results will be shared with the Director responsible for the support function and with the organisational development team to be included in their development plans.

3. Conclusion

- 3.1 Members are asked to **Note** the report and that this has previously been presented to the Remuneration Committee on 24 June and to the Audit and Quality Committee on 9 July 2014 as part of the evidence in the assurance process.

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APPENDICES	
Appendix 1	Commissioning Support Services Annual Report 2013/14