

North Central London CCG

CIC Provider Newsletter



Welcome to NCL CCG - Complex Individualised Commissioning (CIC) Directorate Newsletter

Welcome to the third edition of our monthly Provider newsletter, we hope you find them useful and interesting. We have received some great feedback from our Providers in relation to this newsletter and also the Provider Drop In sessions we hold fortnightly.

It has been a busy month for the CIC invoicing team who have trialled the rollout of manual consolidated payments for 38 Domiciliary Care providers. We are happy to announce that it has been a success and yes, there were initial teething problems but all seems to be working well and we are now looking forward to the rollout of the Funded Nursing Care (FNC) semi-automated schedules payments.

August's transitional work included ensuring that business processes are in place to enable an efficient turnaround of monthly invoices and the delivery of training to our Providers to enable them to produce the required invoice documentation for monthly payment.

We look forward to updating you next month on the success of the new FNC scheduled (self-billing) process too.

We are also about to introduce monthly CHC (residential) schedules which are similar in process to the FNC semi-automated schedule payments.

We will update you on that process by letter and diary invitations.

DATES to REMEMBER

31st August 21 Domiciliary Care providers receive (August report)

2nd & 8th September - CHC (res) provider Training

15th - 16th September -CHC (res) providers receive (August report)

Hello, my name is Steve



I have been working within the NCL area of London for nine years. Some of you may know me from when I was the CHC Business Manager in Enfield. More recently I have been working right across the CCG on the development and expansion of personal health budgets. I am now bringing those two fields of expertise to the new role of Head of Business Support for Complex Individualised Commissioning. I am looking forward to working with our providers to create services that enable the expansion of personalised care and deliver improved outcomes for our patients and residents.

Take care

Steve



Useful NCL Contact Information

Invoice Team central Inbox:

nclccg.chcinvoice-queries@nhs.net

Brokerage Team inbox:

nclccg.CICcontracts@nhs.net

Celebrating Success!

Congratulations to **Priscila Wakefield House** on winning the **Great British Care Awards**. We celebrate with you in your excellent achievements.

We also want to celebrate the positive work of our **Account Managers**: Saima Begum, Jasmine Barrett, Lara Ogunyemi and Kyaw Hein. With the introduction of statement reconciliations and our helpful brokerage team, they have resolved some of long standing invoice queries, leaving some delighted providers singing their praises.

And last but not least, congratulations to our own '**Steve Deller**' for being this year's winner of the NCL CCG '**Unsung Hero Award**'.

Steve supports a wide range of teams across the CCG and many providers in addition to being our invoice team hero, he helps everyone whenever and wherever possible. Well-deserved Steve!

We look forward to celebrating many more successes with you all next month.

Please send us your messages of achievement/success and we will publish it in our October newsletter

Provider Drop in Sessions

The invoicing team have been running fortnightly Provider drop-in sessions since springtime.

Those who attend have reaped the benefits of being able to meet their account managers, ask questions and learn about IG, Trade-shift, AQP, Commissioning and new processes and changes the CCG has introduced. We also have occasional guest speakers from other service teams.

More recently our key message has been around how we are trying very hard to address outstanding invoice queries and process invoices quickly through statement reconciliations.

We understand that the NCL merger, transition to new processes and coping with COVID-19 has been very challenging for Providers and we thank you for your continued feedback, patience and support.

The invoicing team continue to work hard to resolve prior month's issues which is partly why we have introduced monthly Scheduled Payments. The benefits of this new process are wide, practical and efficient.

HOW TO SUBMIT AN INVOICE

All the supplier information for SBS can be found at [Supplier Information - NHS SBS](#)

Supplier Information - NHS SBS

In this section, suppliers can find out about how NHS SBS works, how to submit invoices, how to register for contract opportunities and find answers to FAQs.

Website: www.sbs.nhs.uk

Invoices cannot be processed if they come directly to the CCG, they must either be uploaded onto trade-shift or sent directly to SBS.

The Shared Business Services (SBS) postal address is:

North Central London CCG (93C)

Payables code: M675

Topcliffe lane

Wakefield

WF3 1WE

A copy of the backing data quoting the invoice number (for verification only) can be sent to:-

nclccg.chcinvoice-queries@nhs.net

Any backing information containing PID, should be emailed as a password protected file please.

Emailing invoices directly to the CCG (instead of SBS) will not result in a payment.

Apprenticeship Scheme

An Apprenticeship scheme opportunity is available to all providers.

Maybe you have opportunities for to take on employees who are perhaps school leavers or young people between the ages of 16 and 24 and as a potential alternative to going to sixth form or university.

Maybe you have staff who would love to develop their knowledge and skill set and gain a qualification while they work? It's open to people of ALL ages.

The apprentice will need to work with experienced staff who can teach and show them the ropes, working and studying to gain skills and knowledge in a specific job. There are many service areas of work to choose from.

There are several benefits to having apprentices work in your organisation and may even be some government funding if you apply in September. It means you can adapt the training according to the needs of your business, whilst you expand and/or upskill your workforce too.

Should your organisation decide to find out more or apply for the Apprenticeship Scheme, we can share some slides with you by contacting our nclccg generic email address. Or, you can find more information at....

Websites

www.Instituteforapprenticehips.org

<https://www.gov.uk/apply-apprenticeship>

Other criteria includes

Money goes to the training provider

Company/Organisation pays a salary

Company /organisation must register with apprenticeship service (DAS account)

Government requirement - the individual must have good Maths and English

20% off the job – apprentice must evidence they will learn more than 20% new knowledge

(NB they will be off the job/skills/learning 1 day per week)

PROVIDERS COMMENTS:-

Just wanted to say how well the referrals have been working since Sue has been at CIC.

The pathway for all the NCL CCGs is clear and direct. Having everything go through her has been a massive bonus.

It's so reassuring to have someone who knows their way round the PHB landscape in the way that she does.

Sue always responds to calls and emails in a professional and supportive way (and most importantly always responds)

I wish all the CCGs that we work with had a Sue Munemo

Adam@mysupportbroker