

North Central London CCG

CIC Provider Newsletter



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

Welcome to our September Provider newsletter, we hope you find it useful and interesting.

It has been a busy month for the CIC invoicing team. Following the roll out the Funded Nursing Care (FNC) semi-automated schedules payments in August, during September we also introduced monthly CHC (residential) schedules.

DATES COMING UP to REMEMBER

4th October – Domcare 1st reports issued to provider for Sept activity

4th /5th October – CHC lockdown final Sept activity reports (to process BACS value) (No Invoices to be raised)

6th/ 7th October – FNC lockdown final Sept activity reports (to process BACS value) (No Invoices to be raised)

11th October – Domcare (sept) comments due to back to CCG

18th October – Domcare (sept) final report issued to provider (agreed value to be invoiced to CCG)

19th / 20th October – CHC 1st report issued to provider for Oct activity

21st – 22nd October – FNC 1st report issued to provider for Oct activity

26th -27th October – CHC (Oct activity) comments due to back to CCG)

28th – 29th October - FNC (Oct activity) comments due to back to CCG)

Learning Disability provider group meeting – date tba

Learning Disability Market Development

Hi, I'm Georgie Jones-Conaghan the new permanent Assistant Director for CIC Learning Disability. I've been working as a Learning Disability Commissioner in Haringey and before that in South London for 12 years. I came to the provider drop-in session last week to highlight some of the areas where there are gaps in learning disability (LD) provision across North Central London.

I'm looking forward to meeting with many of you and discussing local demand and capacity. I hope through our conversations I can help inform your business model to address these critical gaps in care closer to home.

Some of the gaps in local provision we have already identified are:

- Positive behaviour support with highly skilled behavioural specialism
- Specialist accommodation – homes with an autism informed design / or profound and multiple learning disability accessible
- Support for autistic people (non-learning disabled) with mental health needs
- Complex LD/ Autism and MH conditions and/ or forensic type behaviours or risks
- Trauma informed support for people with a learning disability
- Care for 'Transitions clients' aged 16, 17 year olds respite or accommodation in North London
- All-age crash pads or respite options for LD/ autism and/or behaviours of concern
- Growing older with a learning disability – LD and dementia services and/ or nursing care

Currently our biggest demand in complex learning disability services is for positive behaviour support. Therefore my team will be **commissioning a new Positive Behaviour Support Framework** across North Central London over 2022.

The initial planning stage is about to get underway and we hope to speak to lots of providers to help design the service specification and identify opportunities for innovation. I will set up a **learning disability provider group meeting in October** to meet you and learn more about your services.



Useful NCL Contact Information

Invoice Team central Inbox:

nclccg.chcinvoice-queries@nhs.net

Brokerage Team inbox:

nclccg.CICcontracts@nhs.net

Celebrating Success and Change!



Congratulations to:

Jasmine Barrett who has been appointed to **Senior Processing and Reporting Manager** responsible for the NCL CCG invoicing team.

Welcome to:

Tim Whiting – Interim Finance Account Manager

Mahesh Kumar Shah – Interim Purchase Order Officer

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

In the meantime, please send us your messages of achievement/success and we will publish it in our October newsletter

Covid-19 Update

With the vaccine programme in full swing and free to all, it will be an amazing if all carers and all those working with the NHS were to be vaccinated before we experience the Flu season this winter.

With the access carers and providers have to the very vulnerable in our society, it will be amazing if all those delivering care are vaccinated, thereby protecting themselves and those they are looking after. This might also be a way to avoid another lockdown as we all do our bit.

Here is a link from NHSE as a guide: <https://www.gov.uk/government/publications/vaccination-of-people-working-or-deployed-in-care-homes-operational-guidance>

We as an organisation will appeal to all our providers to kindly look into ensuring that all those providing care either 1:1 or just even assisting to ensure that we are all vaccinated which will reduce the pressure on the NHS and also ensure protection to the those being looked after and those looking after them.

Contracts

The Complex Individual Commissioning Directorate covers the following clinical areas: Continuing Health Care, Children's and Young People, Learning Disabilities and Mental Health. It now has a dedicated Contracts team for contract related queries.

Contracting is a key part of the provider relationship, it sets out payment schedules, reporting requirements and various regulatory information. Working with other directorates within NCL CCG, the CIC Contracts Team wish to provide a responsive service that ensures that compliance is balanced with improved outcomes for patients.

Next Steps

All providers will be hearing from the CIC Contracts Team shortly to confirm whether their organisation has a provider contract in place for this year. Due to the merger of 5 CCGs to form NCL CCG, not all records are readily available, and it would be helpful to have a copy of any existing contracts providers may have.

FAQs

- **Why does my organisation need a provider contract, I already have a SUPA for each patient?**

Service User Provider Agreement (SUPA) notes individual care packages, while the provider contract is a legal requirement. The NHS Standard Contract is mandated by NHS England for use by commissioners for all contracts for healthcare services

- **Why would I need to contact the contracts team?**
- **How can the contract team help my organisation?**

Just as providers contact the brokerage time for clinical decisions and the invoicing team for financial matters, organisations would contact the CIC Contracts Team to discuss any contractual terms, changes in data reporting issues, policies and personnel.

If you have any questions regarding this, please contact us on nlccg.cicprovidercontracts@nhs.net or wait for the letter to arrive.

Contact details:-

CIC Contracts Team

Complex Individualised Commissioning Directorate

Email: nlccg.cicprovidercontracts@nhs.net

Switchboard: 0203 816 3000

Web: www.northcentrallondonccg.nhs.uk

October – Celebrating Black history month

Did you know that!!!

- round 1.3 million people were employed by NHS trusts and clinical commissioning groups in England at the end of March 2020
- people from Asian, Black, Chinese, Mixed and Other ethnic backgrounds made up 19.7% of non-medical staff overall
- within every non-medical grade, people from Asian backgrounds made up the highest percentage of ethnic minority staff, including 13.4% of the lowest graduate entry grade (Band 5)
- in graduate entry grades, staff from the Asian, Black, Mixed and Other ethnic groups made up a smaller percentage of senior than junior grades – for example, Black people made up 1.3% of staff in the ‘very senior manager’ grade (the most senior band), compared with 8.8% of staff in band 5 (the most junior)
- in non-graduate entry grades, staff from the Asian, Black, and Other ethnic groups made up a smaller percentage of senior than junior grades – for example, Asian people made up 7.3% of staff in band 4 (the most senior band), compared with 9.8% in band 1 (the most junior)
- Asian people made up 10.7% of NHS staff, compared with 7.2% of working age people
- Black people made up 6.5% of NHS staff, compared with 3.4% of working age people
- people from the Other ethnic group made up 2.6% of NHS staff, compared with 1.1% of working age people
- Asian people made up 30.2% of medical staff. This was higher than the percentage of non-medical staff (8.7%) from an Asian background.
- This was also the case for people from the Chinese ethnic group (2.6% of medical staff, 0.4% of non-medical staff), the mixed ethnic group (3.5% and 1.7%) and the other ethnic group (4.6% and 2.3%)

PROVIDERS COMMENTS:-

Hi Sue

I had a long conversation with a Camden patient who was telling me how difficult and frustrating her journey had been.

In the past, getting hold of anyone and getting anything done at the CCG had been a nightmare.

However, everything changed when you got involved.

This is a direct quote: “She was a breath of fresh air amongst the chaos”.

Kind regards

Adam