**Agenda Item: 10**

**Report to: Primary Care Commissioning Committee**

**Date of meeting: 08/06/2021**

**Date paper distributed: 01/06/2021**

**Subject: Assurance for outsourced services received**

**Presented by: Rachel Barrowcliff**

**Previously distributed to: N/A**

**STATUS OF THE REPORT *(auto check relevant box****)*

**Decision required** [ ]

**For Discussion to give Assurance** [x]  *(Only if requested by Committee member prior to meeting)*

**For Information** [ ]

**Report Exempt from Public Disclosure**  [x]  No [ ]  Yes

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| --- | --- |
| **PURPOSE OF REPORT:** | To assure the committee about the Outsourced services received from PCSE, NHS Digital and NHS England around list management and Special Allocation Scheme as identified in an audit of primary care delegated commissioning  |
| **Recommendations:** | The committee are asked to note the action taken by the CCG in relation to the audit action. |
| **Clinical Engagement**  | Not applicable |
| **Patient/Public Engagement** | Not applicable  |
| Committee Process and Assurance: | Not applicable  |

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| --- | --- | --- | --- | --- |
| **Link to CCG’s Priorities** | * Sustainable services
* Empowering people
 | [x] [ ]  | * Supporting communities
* Fit for purpose organisation
 | [x] [x]  |
| **Are there any specific and/or overt risks relating to one or more of the following areas?** | * Legal
* Finance
* Quality
* Equality analysis (and Due Regard Duty)
 | [ ] [ ] [ ] [ ]  | * Data protection
* Performance
* Other
 | [ ] [ ] [x]  |

**Provide a summary of the identified risk**

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| None identified |

**Executive Summary**

**Introduction**

As part of the audit of primary care delegated commissioning, an action was raised relating to the service provided by Primary Care Support England (PCSE). As this is a service commissioned nationally by NHS England, North East Lincolnshire CCG cannot resolve the issue themselves, it has therefore been escalated to NHS England and an update is provided below.

**Audit Recommendation**

North East Lincolnshire CCG should formally review on an annual basis any outsourced assurances that it receives from Capita, NHS Digital and NHS England around list management and the Special Allocation Scheme (SAS), to ensure that such assurance is sufficient. Where gaps in assurance are identified the CCG should liaise with outsourced providers to address these. In addition the CCG should ensure that any reports that have been received are presented to the relevant CCG Committees.

**Suggested Action**

North East Lincolnshire CCG will liaise with NHS England to request an assurance report on the management of the list size processes by Capita. The CCG will also request that any reports on the outcomes of list size cleansing be made available to the CCG. In both of these instances the reports will be provided to the PCCC for review and action is necessary. The CCG will also share Capita Subject Access Request (SAR) Reports with the PCCC for information on an annual basis.

**Update**

PCSE have been approached about this and they are in discussion with the National NHS England & Improvement Primary Care Commissioning and PCS management teams around the development of CCG level reports. They were originally planning to have these available by the end of Q4 2020/21, although this has been affected by the COVID pandemic. Once this this is available, it will be cascaded to CCGs either directly, or

via NHS England & Improvement Heads of Primary Care.

**Recommendation**

The PCCC are asked to note the action taken by the CCG in relation to the audit action and be assured that the CCG will endeavour to share any such reports, once available.