



North Yorkshire and Humber  
Commissioning Support Unit

## Introduction to the North Yorkshire and Humber Commissioning Support Unit



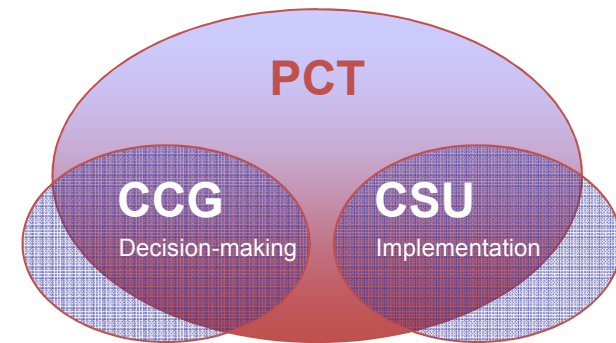
Maddy Ruff, Managing Director  
April 2013



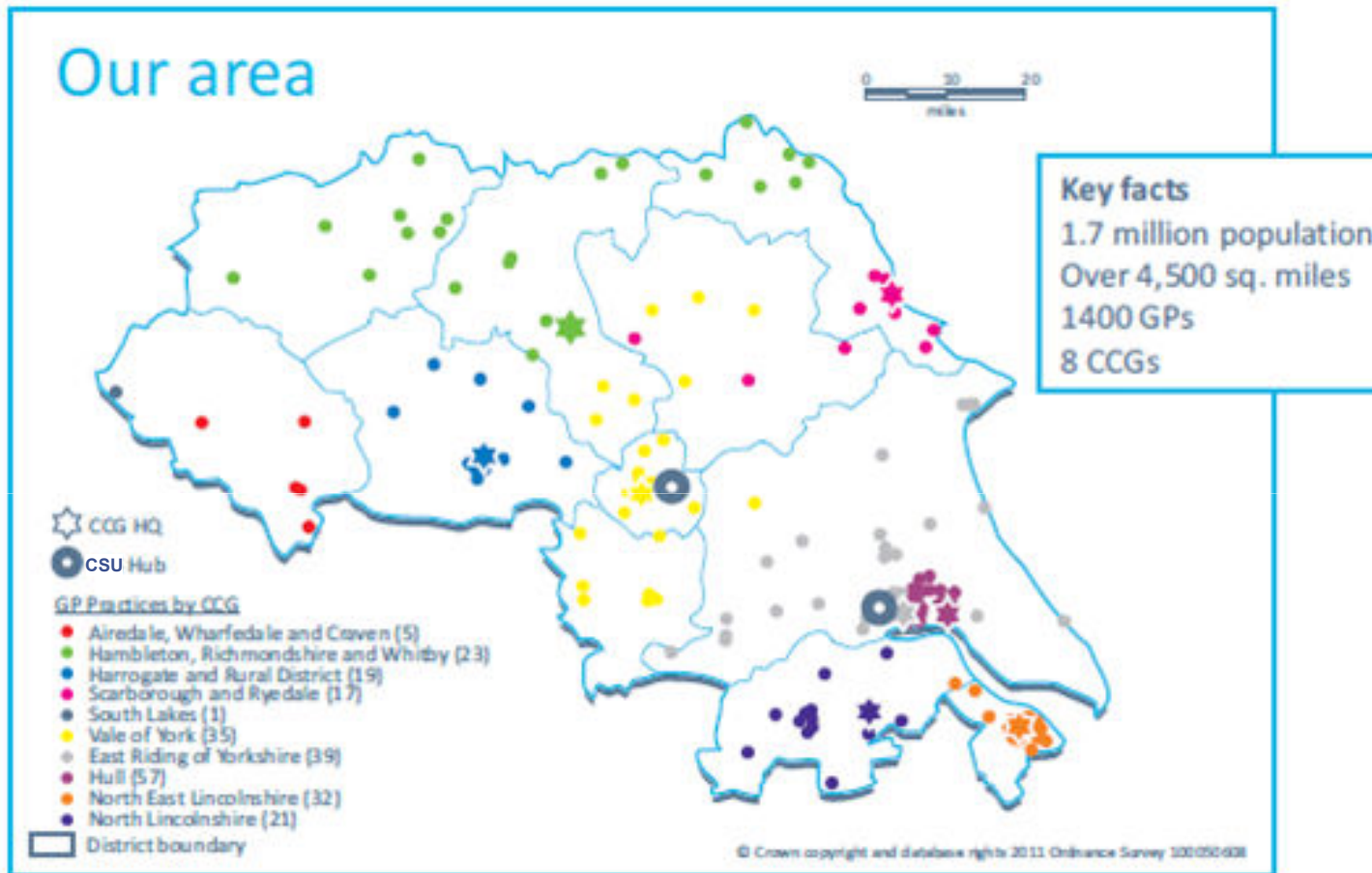
- The DH vision for commissioning support is for *'A vibrant, dynamic and innovative service sector, which provides customer focused support and choice to CCGs and the NHS CB and helps them to go the extra mile, by supporting the local focus on improving outcomes and increasing value (outcomes per healthcare pound spent) on behalf of their population'*.
- In developing the appropriate level of commissioning support for CCGs an assurance framework has been established for Commissioning Support.



- Our aim is to support all our customer's in the planning and delivery of healthcare services in order to produce excellent health outcomes for local people
- We achieve this by responding to their needs and supporting our customers in making the right decisions on behalf of their patients
- We value our customer's, our staff and recognise the need for strong leadership in order to deliver our promises.



# Our Area



- Significant regional diversity – public health profiles, socio-economic, urban/ rural difference
- Health system challenges – financial sustainability
- Different legacy – 5 PCTs to 8 CCGs (4 CCG from NY&Y PCT)

*North Yorkshire & Humber CSU - A trusted partner that delivers excellence in commissioning.*



# Our Strategy

*Our Vision – Transforming the future  
Of Commissioning Services*

*Our Mission – To be a trusted partner that  
delivers excellence in commissioning*



# Our Values

- **Integrity** – honesty, respect, highest standards, sincerity, NHS heritage.
- **Customer focus** – putting customers first, understand customer needs, exceed expectations, critical friend
- **Innovation** – reward creativity, pioneering spirit, inspire innovation from customers and partners, value and celebrate innovation
- **Inclusiveness** – staff, customers, patients and communities are involved and engaged, demonstrate we listen and act, recognise the value of including others in our decision making
- **Delivering on our promises** – promises not given lightly, deliver on time and as we agreed



# Our Corporate Objectives

1. **Customers:** To build lasting partnerships by meeting the individual needs of our customers
2. **Portfolio:** To continually develop a portfolio of services that is highly rated for their quality and value for money
3. **People:** To be an employer of choice where staff are involved, supported and developed to the best they can be.
4. **Business development:** To develop targeted new service offerings and to selectively expand our customer base.
5. **Value:** To deliver enhanced value and efficiency in everything we do.
6. **Culture:** To be an inspiring organisation that thinks differently and cares passionately about what it does

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### **Commissioning support services**

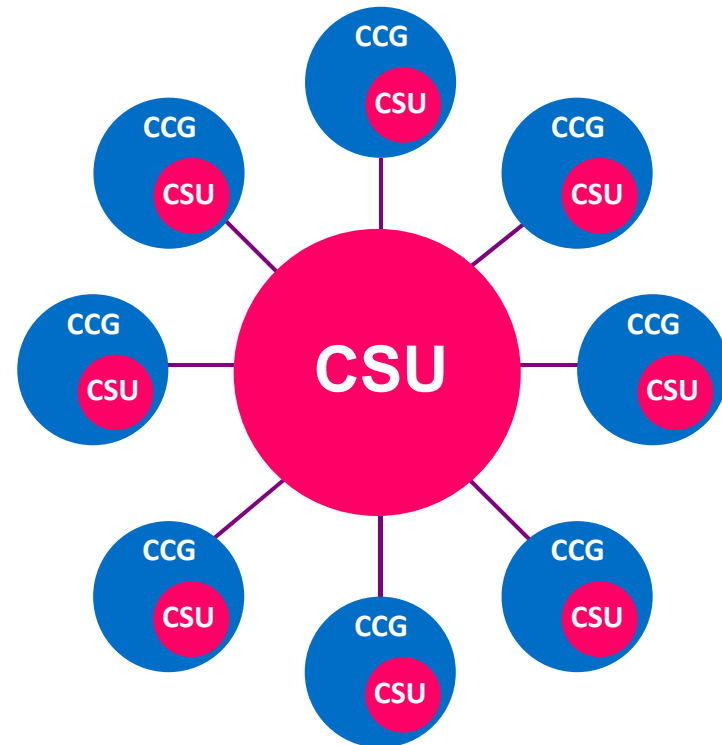
- Service Delivery & Assurance
- Commissioning Intelligence
- Business Intelligence & Contract Management
- Strategic Projects & Service Change
- Medicines Management
- Clinical Quality & Assurance

### **Business support services**

- Corporate Services
- Communications & Engagement
- Financial Services
- Information Management & Technology
- Procurement & Market Management
- Workforce and Organisational Development

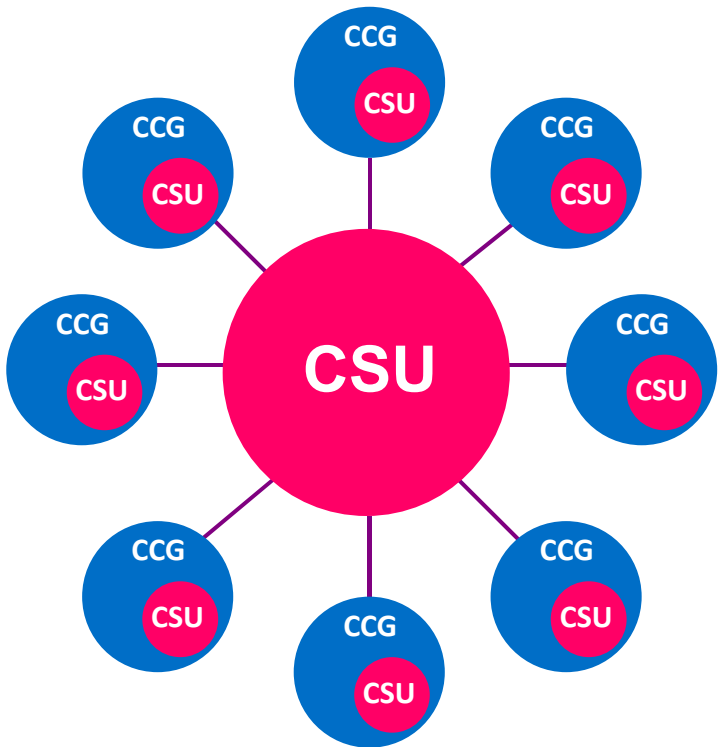


- Service specification tailored to each customer's needs
- A dedicated Relationship Manager for each Customer
- Delivery Model developed with CCGs
  - Hub and Spoke Model
  - Embedded staff
  - Agile working





- Service improvement plans for all services
- Innovation/renovation process established - new services already launched
- Clear product strategy, focusing on transformational services for growth and differentiation
- Collaboration and partnership working – YHPHO, North East Procurement, Attain





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