



shared support services tailored for

GP Consortia



www.asp.nhs.uk

To find out more about working with ASP please contact us:

01480 398776 | business@asp.nhs.uk



Seamless solutions

Anglia Support Partnership

GP Consortia

The reforms in the White Paper centre on GPs playing a pivotal role in improving the health of local people; commissioning a health service that provides high quality, efficient and effective care for all.

The ultimate goal is one where GPs understand what is being spent and the outcomes that are being delivered as well as a personalised, proactive health service for all.

How ASP can help

At a time when you are building and shaping your organisation you need to have confidence that your back-office needs are met. ASP was established in 2002 and is now the largest NHS support services provider in the east of England. Our turnover is in excess of £33 million and we employ over 600 staff.

Innovation is the key to adding value for our customers and we have a proven track record in achieving and exceeding expectations. By working with ASP you can benefit from:

- ✓ economies of scale
- ✓ access to wider health economy data allowing you to make better commissioning decisions
- ✓ a one-stop-shop model so you don't need to manage many different contracts to get the best price

A matter of priority

GPs play a critical role in influencing NHS expenditure. Working with other health and social care professionals, Consortia of GP practices will commission the majority of NHS services. There are a number of priorities facing GP Consortia such as:

- ➔ being responsible for commissioning £80bn worth of spending and contracting arrangements
- ➔ searching for new premises
- ➔ relocating to new premises
- ➔ recruiting and developing staff
- ➔ setting up a new IT system and transferring the old one
- ➔ having an organisational development expert/facilitator
- ➔ developing strategies and HR policies

Packaged up

We have worked to bring many of our services together specifically for GP Consortia to enable you to satisfy these priorities.

To help you better understand what is included in our GP Consortia package we have broken down the key elements on the opposite page.

We would be happy to provide you with free advice on structuring your support service arrangements.



Your premises

→ we will help you maintain your property to meet statutory compliance standards, set up and advise on leases and licences, and assist in property procurement, developments and refurbishments



Your people

→ we will help you recruit staff and, using our expert payroll team, we will pay them right on time, every time

→ we will work with you to develop your organisational structures and then train your staff so they can do the job you need them to do

→ we will help you manage and lead your staff by looking after their development needs as well as their health and safety



Managing contracts

→ we will deliver a robust contracts management service so you get the most for your money whilst maintaining your professional reputation



Buying goods

→ we will find the best solution at the best price to ensure you effectively manage your finances



Connecting your staff

→ we will connect and support your staff on one network so they can quickly and easily share information



Managing your money

→ we have a robust financial system to manage and develop a sound financial structure for you



Managing information

→ we will store a variety of information (incl financial, activity and business intelligence) and provide you with reports to suit your needs



New business

→ we will provide you with commissioning support and direction in targeting the right business to meet your needs



Buying services

→ we will manage tendering for services and store, manage and report on the data you need, when and how you need it

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Leading the way

We are the NHS support services provider of choice for a number of NHS organisations in the east of England and we are extending our reach both geographically and to non-NHS organisations around the UK.

We offer a broad range of services giving clients and prospective customers the advantage of a single provider for all their requirements. Doing business with ASP means that we will provide you with seamless solutions and problem solving as our teams work together to improve your business efficiency.

Our vision

Our vision is to maintain and strengthen our position as the leading regional provider of support service solutions to providers of public services.

Our services

We offer a broad range of end-to-end services which no other shared services provider offers.

At ASP we aspire for more. We have the skills, knowledge and expertise to look after your back-office functions leaving you and your staff free to concentrate on delivering front-line healthcare.

Financial success

We have successfully managed to achieve far greater efficiency savings year on year than the national target. Over the last nine years we have saved over £6m for the NHS.

Our customers describe us as

- ➔ responsive
- ➔ professional
- ➔ having high standards
- ➔ efficient
- ➔ consistent

ASP and GPs

We already work with GPs by supporting them with these services:

➔ **patient registration** - via our contract with PCTs we help and advise patients on how to find a GP convenient to where they live and ensure their medical records are sent to the practice they register with

➔ **clinical training** - we co-ordinate training for clinical staff

➔ **smartcards** - we manage the issue and retrieval of smartcards to ensure staff have secure access to the information they need using chip and pin technology

➔ **screening services** - we notify GP practices of women who are eligible for breast and cervical screening as well as manage appointment and result correspondence

➔ **Choose and Book** - we support appointment bookings for SystemOne and iPM PAS consultant-led clinics

➔ **SystemOne** - we train community staff and GP staff on SystemOne as well as supporting the community staff

➔ **IT** - we provide desktop and server/network support to GP practices as well as training of staff to use Microsoft Office packages and clinical systems

Some of our other services

We work with many clients to shape their business and deliver many services on their behalf both within the NHS and the private sector. Some of those services are listed below.

➔ **catering** - we produce in excess of seven million high quality meals each year for NHS Trusts, hospitals and care homes using cook-chill technology

➔ **staff training** - we co-ordinate induction, mandatory and staff development training

➔ **health and wellbeing** - our mobile Occupational Health (OH) team visits client premises to deliver high-quality competent OH services. The team focuses on assisting managers to effectively prevent and manage ill-health

➔ **websites and film** - we have a team of specialists who offer creative design, content management, web-based applications and database-driven websites, as well as offering bespoke web applications. The team also provides an award-winning creative film and podcasting production service - from script to screen. They provide innovative ideas and can script, film, edit and duplicate productions

➔ **technical design & project management** - our highly skilled IT teams can provide innovative solutions to reduce costs and deliver information to the user

Benefits of the ASP approach

We are a customer focussed regional alternative to national providers and have great experience in providing stability during a period of change.

By working with ASP, you benefit from access to scarce specialist skills and expertise.

Because we represent many different clients, we have greater opportunity to leverage the market through aggregating spend and sharing contracts.

Customer focus

Looking after our customers' needs is our main priority. We ensure that all of our services are of the highest quality, so if there is a problem, we like to know immediately. This way we can resolve the problem swiftly and without any further inconvenience.

Feedback from our customers is crucial to our success. We regularly receive positive feedback and share it with our staff and we welcome all comments, good or bad, as this helps us to improve our service.

Easier account management

Meeting with a designated account manager, you will experience straight-forward account management based on an achievement of shared objectives and customer-focused resolution of concerns.

Performance is routinely monitored and reported to customers through quarterly reports and key performance indicators linked to service specifications.

A quality provider

ASP is committed to maintaining the highest working standards to ensure our customers receive the best possible service. We have ISO accreditation in a number of services, which include ISO 9001 Quality Management System and ISO 14001 Environment Management Standard, and have a programme for the continued achievement of quality standards across our business.

Our staff

Attracting, developing and retaining a first-rate workforce is at the heart of ASP's ability to deliver quality services to our customers. We are proud of our record in sustaining a consistently high level of knowledge and expertise in the field of shared service provision, whilst infusing ASP with new and exciting talent through our graduate and apprenticeship schemes.

Focusing on energy efficiency and sustainability

Energy efficiency and environmental sustainability are central issues in any modern business. Our Environmental Team works to support all of our customers in all aspects of energy use and environmental management, meeting statutory requirements whilst realising savings in the process.





Put your trust in Anglia Support Partnership

Put your trust in us

We are confident that you will find all the relevant information you need to know about ASP and our services within this brochure. However, as healthcare professionals, you know that it's what's underneath the wrapping that is important.

Find out more by contacting us on 01480 398776 or at business@asp.nhs.uk



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