

North Central London ICB CIC Provider Newsletter – August 2023

**Welcome to the August edition of the
NCL Integrated Care Board
Complex Care Team
newsletter**

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Welcome

Welcome to August's edition of the CIC ICB newsletter. We hope you are all enjoying the summer season.

We are keen to hear your thoughts on articles or features that you would like to see in future newsletters. Your contributions are much welcomed, and we value our provider feedback and engagement.

Please label your business's good news, stories, forthcoming events and updates under the relevant header and email to:
nclicb.engage-mbdt@nhs.net

Invoice team update

SBS payment dates

Timetable of dates for August 2023.

BACS Payment Date	Funds Clearing Date	Type of Payment
01/08/2023	04/08/2023	Invoice Payments
03/08/2023	08/08/2023	Invoice Payments
08/08/2023	11/08/2023	Dom Care Invoices
10/08/2023	15/08/2023	Invoice Payments
15/08/2023	18/08/2023	Dom Care Invoices
18/08/2023	23/08/2023	Invoice Payments
22/08/2023	25/08/2023	FNC & CHC Schedule Payments & PHB Payments
25/08/2023	31/08/2023	Invoice Payments
30/08/2023	06/09/2023	Invoice Payments
31/08/2023	07/09/2023	Invoice Payments

Billing information

Please send all invoice queries to the below email address to ensure a prompt response:
nclicb.chcinvoice-queries@nhs.net

PROVIDERS - PLEASE NOTE THE NEW SBS BILLING ADDRESS

This is where you must send your invoices, otherwise they will not reach the NCL ICB ledger:

**Billing address for invoices:
NHS NORTH CENTRAL LONDON ICB
QMJ PAYABLES N155
PO Box 312
LEEDS
LS11 1HP**

Please ensure this **billing address** is clear on all invoices when submitting to SBS or via Tradeshift. If you know the name of your Account Manager, you can also add;
FAO: xxxxxxxx xxxxxxxx (Account Manager)

Any supporting backing data/timesheets etc should be emailed to your Account Manager or the generic invoice team email address.

Invoices naming the legacy organisation as CCG, using old payables code or any other invalid billing element, **will be rejected** by SBS.

Please also ensure that your invoices **do not include any PID** (patient identifiable data) as SBS will reject this invoice. If you would like a reminder of the do's and don'ts of PID, please contact us with your questions, or request a copy of the presentation slides we shared at a prior provider workshop.

If you are concerned that your invoices may have been mislaid, but your invoices were definitely sent to SBS, please email SBS to raise your uploading /missing invoice enquiries:
sbs.apinvoicing@nhs.net

If you have any queries relating to **Trade-shift** please contact Trade-shift directly on:
Tel: **0303 123 1177** or via email: SBS-W.e-invoicingqueries@nhs.net

[Personal Health Budget \(PHB\) team update](#)

After months of careful planning and preparation, the Personal Health Budget (PHB) Team can tell you more about the impending PHB procurement. The PHB procurement has been shaped and influenced by co-production and our NCL ICB Lived Experience Group.

The objective of the PHB procurement is to develop a PHB services directory. The directory will contain a range of providers who have successfully completed the procurement exercise and can deliver PHB management (non-clinical) support to PHB holders. The management support will help PHB holders to have more choice and control regarding which provider they choose to work with to organise and manage their PHB to achieve their health outcomes.

This procurement will be divided into the following lots:

Lot 1 - Personalised Care and Support Planning and Brokerage Services.

Lot 2 - Money Management Services.

Lot 3 - PHB Support Services.

Within Lot 3, the range of PHB Support Services are divided further into sub lots, as follows:

- Training Service for PHB Employers and Personal Assistants.
- Advocacy Services.
- Recruitment Support Services for PHB Employers.
- Third Party Service with On-going Management Support.
- Brokerage Support, Information and Guidance.
- Employer Insurance Services.

We are particularly keen to encourage community, voluntary and domiciliary agencies to consider submitting a bid, when it launches, to feature on the directory.

If you would like to learn more about the PHB procurement, a market event on MS Teams, will take place on **Thursday 7th September 2023 between 1.30pm and 3.30pm**. To register to attend the market event, please visit [Contracts Finder](#).

Here's the link in case there's issues: [Personal Health Budget \(PHB\) Support Services Directory - Market event - Contracts Finder](#)

CIC Contracts Team Update

Contract Review Meetings (CRMs) are an important part of our engagement with providers. It is one of the feedback mechanisms which assures the ICB of the care being delivered by provider organisation and the wellbeing of service users. The CIC Contracts Team use this meeting to meet with providers on a regular basis to discuss activity, monthly reporting, and any issues that providers raise. Providers receive a reminder prior to the relevant month to book their (CRM). If you haven't had a CRM in the last three months, please book one here: [Book CRM page](#)

Monthly reporting. All Non AQP reporting is to be completed via the FutureNHS platform, if you have not yet been issued with your access link or have any issues using the portal, please contact the CIC Contracts Team. nclimb.cicprovidercontracts@nhs.net
Please note that providers with no placements do not need to report on a monthly basis. Notify the CIC Contracts Team prior to stop reporting so the team can confirm the last month to report on.

If you have any questions relating to contracting with NCL, please contact us via email nclimb.cicprovidercontracts@nhs.net. Alternatively, join the team at the end of each month for a Question and Answer session to discuss any queries.

The next Contracts Q&A drop-in session is on Wednesday 30 August 2023, 10:30am to 11am.
Please [book here](#) to if you wish to attend

Pan-London AQP Framework - Domiciliary Care

London Purchased Healthcare (LPH) have launched the Pan-London Domiciliary Care AQP procurement and are inviting providers to apply through CarePulse eProcurement system. Please note that this is a rolling procurement process so there is no deadline for providers to submit their application.

Interested providers are welcome to apply. Applications can be made through the following link: <https://london-dcaqp-2023.carepulse.co.uk/>

To find out more about the procurement, LPH have also published the following contract notices:

- Contracts Finder: <https://www.contractsfinder.service.gov.uk/Notice/5689805d-daae-40f0-9f02-4a5114e96e67>
- Find a Tender: <https://www.find-tender.service.gov.uk/Notice/019680-2023>

Queries about the procurement or applying

Providers are requested to post any queries they have regarding the procurement or about the AQP via the message board on the CarePulse eProcurement system <https://london-dcaqp-2023.carepulse.co.uk/>

Existing AQP Domiciliary Care Providers

Please note that existing Dom Care AQP providers do not need to re-apply. The current Dom Care AQP contracts are not due to **expire until 30 November 2025**.

Article

Sun Safety

- **The best way to enjoy the sun safely and protect your skin is to use shade, clothing and sunscreen.**
- **Shade and clothing are better than sunscreen at protecting your skin.**
- **Sunscreen shouldn't be used to spend longer in the sun, but they can be useful for protecting the parts of skin not covered by clothing or shade.**

Sun safety guidelines

In the UK, the sun's ultraviolet (UV) rays are the strongest between **11am and 3pm from mid-March to mid-October**. During this time, the sun may be strong enough to cause damage. Take extra care to protect your skin, especially if you get sunburnt easily by:

1. **Spending time in the shade**, especially between 11am and 3pm in the UK.
2. **Covering up** with clothes, a wide-brimmed hat and UV protection sunglasses.
3. **And using a sunscreen** with at least SPF15 and 4 or 5 stars. Use it generously, reapply regularly and use together with shade and clothing.

[Find out who is most at risk of sunburn, and what you can do to protect yourself](#)

The sun moves

Remember that the sun moves across the sky throughout the day, and shady spots move with it. Be sure to check where the shade is so that you're still protected.

The weather

Even on cloudy or foggy days you can still get sunburned. Up to 80% of UV rays pass through cloud or mist, so be sure to still find shade, cover up and use sunscreen on the areas you cannot cover.

Covering up with clothing, hats and sunglasses

Protect your skin from the sun with clothing, a wide-brimmed hat and UV protection sunglasses.

Clothing

Clothing should cover your shoulders and have long sleeves. The more skin that's covered by your clothing, the better the protection.

- Choose clothing that's loose-fitting and darker in colour
- Look for materials with a close weave- as a guide you can hold the material up to the light to check you can't see through the fabric

Sunscreen

Sunscreen doesn't protect us completely from sun damage on its own. However, it can be useful for taking care of the parts of skin we can't shade or cover. This is why we recommend using sunscreens together with shade or clothing.

We recommend buying sunscreens with a:

- Sun Protection Factor (SPF) of at least 15 (UVB protection)
- High star rating with 4 or 5 stars (UVA protection)

UVA protection can also be shown by the letters 'UVA' in a circle. This means that it meets the EU standard.

No sunscreen, no matter how high the factor, can provide 100% protection. Sunscreen shouldn't be used to extend your time in the sun, and it doesn't make tanning safe. In fact, you could be more likely to get sun burn and skin damage if you use sunscreen to sunbathe.

It's important to use it properly to get the level of protection it says on the bottle:

- Make sure you put enough on – people often put on much less sunscreen than they need to. Apply sunscreen evenly and thickly. Make sure that you're putting enough on if using a spray or roll on sunscreen.
- Reapply sunscreen regularly throughout the day including 'once a day' and 'water resistant' products. Sunscreen can rub, sweat or wash off – even if it's supposed to be waterproof. It's especially important to put more on after toweling dry. Reapplying also helps avoid missing bits of skin.
- Check the expiry date on your sunscreen before you use it. Look for a symbol with the letter M and a number that shows how many months the sunscreen will last after opening.

Does the brand of sunscreen make a difference?

No. It doesn't matter which brand you buy, so long as you choose one with at least SPF15 and 4 or 5 stars. Cancer Research UK does not endorse any specific brand of sunscreens.

Source: [Cancer Research UK](#)

[Skills for care](#)

Skills for care is a great resource for training, articles, blogs, news and latest developments in the ever-changing world of social care: [Home - Skills for Care](#)

You can sign up for their newsletter below or access their website above
<https://id.skillsforcare.org.uk/Account/RegisterCreate>

[Margaret Butterworth Care Home forum](#)

MBCHF is a forum for discussion and learning focused on dementia care in communal settings such as nursing homes, care homes and extra care housing.

The Forum was set up shortly after the death of Margaret Butterworth (1922-2002) who set up CRAC Dementia (Council of Relatives to Assist in the Care of Dementia), a group of carers who talked to medical, psychology and nursing students to improve future professionals' understanding of people with dementia.

The Forum provides an opportunity for staff, carers and others with an interest in this area to gather and discuss means of improving the quality of care and life for people with dementia living in care homes.

[Margaret Butterworth Care Home Forum \(kcl.ac.uk\)](https://www.kcl.ac.uk/margaret-butterworth-care-home-forum)



CIC Directorate employee spotlight



Tsion Buba
Finance Invoice Account Manager

"I have previously worked for NEL CSU – ICB ledger transition project team & NCL ICB AP team. And prior to joining NEL CSU, I worked for Imperial Healthcare Trust and other NHS organisation for more than 5 years as well as few other industries as an account assistant. Having worked with several teams throughout my career, I look forward to bringing my valuable knowledge and experience to my new role and to learn more from my colleagues.

I would take this opportunity to express how excited I am to be part of CIC team and to work with you all."

Provider Feedback



"Hi Kia,

I just wanted to take this opportunity to say thank you for your time on getting these and other invoices paid. You are really good in keeping me informed and up to date which is invaluable as I know exactly what is going on and what to expect which makes things run so much smoother. It is a pleasure to deal with you on these invoices/accounts

Thank you.

Shirley, Pulse (part of Acacium Group)"

Pulse

[Your ICB contacts: our staff are here to support you!](#)

Please note that some invoice account manager alphabetical responsibilities have changed.
Do take a note of their name, if this change affects your business.

MDT	Katherine Paddock Yusuf Hussain	Assistant Director of Market and Business Development Transformation Head of Market Development and Governance
Invoice (MDT)	Amandeep Rai Francoise Deveden James Crossley Tsion Buba Mohammed Fiaz Kirstie Gorry Kia Shenton Sanjay Raju James Garber	Senior Processing & Reporting Manager Finance Business Manager (LA invoices) Reconciliations Manager A-C Invoice Account Manager D-G Interim Invoice Account Manager H-L Invoice Account Manager M-P Invoice Account Manager Q-U Interim Invoice Account Manager V-Z Interim Invoice Account Manager
PHB/BI (MDT)	Steven Deller Jennie DeLord Fiona Atkinson Asad Rehman Theodora Nakpodia	Personal Health Budget & CareTrack Specialist (Business Transformation) Business Intelligence and Systems Manager Interim Personal Health Budgets (PHB) Programme Manager Interim CIC Performance Lead Personal Health Budget Officer
Contracts (MDT)	Tina Akande Aaron Kiss Cleo Woodward Ann Stapley	Senior Contracts Manager CIC Contracts Manager CIC Contracts Manager CIC Contracts & Admin Officer
Brokerage	Barbara Korszniak Melanie Pettitt Bakison Kansinde Mitra Unmar Sue Munemo Munir Abdullahi Esther Amos Dean Hounslow Erica Bassett Cynthia Shoyemi Rosemary Gbeho Vicky Cox Ann Moorhouse Khansa Shaukat	Assistant Director CIC (Adults) Head of Service Complex Individualised Commissioning (CIC) Adults Commissioner Commissioner Commissioner Senior Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Commissioning Officer Senior Commissioning Officer Commissioning Officer Commissioning Officer

Madrina Denys
Janice Mclean
Liridona Banjica
Caron Buckingham

Commissioning Officer
Commissioning Officer
Commissioning Officer (mat leave)
Business Services Commissioner

Useful NCL ICB contact information

Invoice Team: nclib.chcinvoice-queries@nhs.net
Brokerage Team: nclib.cicchcommissioning@nhs.net
Brokerage Approved Packages: nclib.cicchapprovedpackagesofcare@nhs.net
Brokerage (SUPA – patient/client agreement): nclib.ciccontracts@nhs.net
Contracts Team (NHS Standard Contract – organisation): nclib.cicprovidercontracts@nhs.net

NCL ICB website:
www.nclhealthandcare.org.uk

Sudoku Puzzle

2		5			7			6
4			9	6			2	
				8			4	5
9	8			7	4			
5	7		8		2		6	9
			6	3			5	7
7	5			2				
	6			5	1			2
3			4			5		8

We welcome your feedback, please share your thoughts with the team members directly or via the team email address, and don't forget to give us your permission to publish your comments in our next newsletter:

nclib.engage-mbdt@nhs.net

August Celebrations

