



MIAA Supporting the NHS

MIAA Briefing Note: 024

Covid-19 How we can help

As a valued NHS asset MIAA wants to be able to support the service in anyway it can during this difficult period.

MIAA have over a 120 experienced members of staff many of whom will be able to support across a range of settings and organisations to help co-ordinate the work and to help you overcome some of the challenges posed by the current Covid-19 situation. The majority of our team has significant NHS experience, delivering and managing projects, governance, risk management, systems and controls, reporting writing, presentations and training.

A significant number have management and leadership experience (including managing teams, strategy, projects, supervision, work scheduling, performance management etc.).

A number of our staff know your hospital sites and hospital systems well.

Whilst not necessarily having "hands on" experience of hospital systems, many will have seen these systems in operation and understand them well enough to be able to help you fill gaps.

We have already reached out to our Management Board (this comprises three Acute Hospital Directors of Finance, to who we account on behalf of all our clients) and through Cheshire & Merseyside Health and Care Partnership Colleagues, to raise awareness of how we can help.

We are currently in the process of providing staff to support switchboard in one local hospital, whilst in other areas, we are providing IT and procurement capacity and skills.

The attached gives you, our clients, examples of where we feel we can support you and reduce some of the pressures on you and your teams and also, sets out some of the immediate actions that NHSE/I will require from the finance function.

Please don't hesitate to contact us if we can help in any way.

Yours

Steve Connor, Chris Harrop, Louise Cobain, Karan Wheatcroft

What action should you be taking now?

Early action is needed to address the key risks. Some actions and decisions are needed to enable the acceleration of financial transactions, while maintaining appropriate controls and governance.

The actions could cover:

- Urgent review of Scheme of delegation and standing financial instructions (SFIs). Consider extending delegated authority.
- Review the scheme of delegation in relation to what should happen in the absence of a director.
- Consider the most appropriate person for powers to be delegated to.
- Consider horizontal delegation.
- Collecting and coding financial information that is auditable and evidenced HFMA Covid-19 briefing
- Documentation of key decisions.
- Review of business continuity plans.
- Changes to financial processes/ systems to allow this to work.

Internal communications

There is an unprecedented volume of communication regarding Covid-19 and it can be difficult to identify and filter the important information. Locally, the focus of NHS bodies' staff communication will be clinical and operational, but staff need to be clear what arrangements they need to follow when they are making decisions that incur a cost.

Clarity about how to commit resources appropriately is crucial at this time.

Other areas to consider and where MIAA can provide support

- Cyber security and responding proactively to the potential increased risk re: phishing emails and other possible cyber-attacks.
- Appropriate financial governance – need for speed, balanced with appropriate controls. NHSE&I recommend that NHS organisations undertake an urgent review of and quick implementation of, appropriate financial governance to ensure that decisions to commit resources in response to COVID-19 are robust.
- NHSE&I also request that the resilience of fraud prevention arrangements should be considered.
- Identification of Covid-19 related costs and support with reimbursement. All NHS providers and commissioners must carefully record the costs incurred in responding to the outbreak. Records must meet the requirements of external audit and public scrutiny. This directly plays to our expertise and experience and is an area where we feel we can support commissioners and providers.
- Supporting CCGs/Systems with enhanced discharge support services and packages of care.
- Project Management support, systems (PM3 system) and capacity.
- Support to provider organisations (NHS Acute, Primary Care, Private and Third sector) in the design, development of pathways, Standard Operating Procedures, compliance and clinical quality outcomes.
- Operational Support to Leadership Teams by experienced clinical managers/advisors and service. Triumvirate teams are available with senior level experience who can support Trusts and CCGs with ongoing “business as usual” accountability and operational needs. We can provide an extra set of hands to complete tasks to assist senior Trust management, keeping an eye on things while they are responding to critical matters. We can flexibly provide help with whatever is needed.

Areas may include:

- Governance reports and review
- Complaints
- Drafting board papers for review e.g. StEIS
- Quality reviews
- Day to day operational management and reporting
- Due diligence reviews

General support

- Redeployment of staff into a wide range of admin and support roles, including flexible working to cover “out of hours” support.
- Co-ordination of action plans and dissemination of guidance.
- Sharing ideas and information to improve our collective response to Covid.

Contact Information

Please contact us if you would like to discuss how we may be able to support you and your organisation.

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