NHS

Commissioning Support
for London

Commissioning Support for London (CSL)

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Christina Craig
Interim Director for Pan-London Programmes

What Are We?

- Business support agency established on 1st April 2009 from 7 legacy organisations.

- Main role to support commissioners in developing the skills and experience to implement Healthcare for London locally & pan-London

- Provide transactional & transformational services

Who Are We?

Sarah Crowther, Executive Chairman

Christina Craig, Director of Pan London Programmes

Karen Fitzgerald, Director of Customer Strategy & Integration

Dr Andy Mitchell, D irector of Clinical Advisory, Quality & Health Analytics

Alison Leyshon, Director of Finance & Commercial Services

Aiden Walsh, Chief Information Officer

Where Are We Now?

- Merger & Integration
- Establishing a customer interface
- Some early successes

BUT some challenges in carving out a unique niche for CSL

In The Short Term We Need To Add Value For Our Core Customers

- Improve our informatics tools to replace local systems
- Support the implementation of Healthcare for London via sectors
- Improve PCTs WCC scores by demonstrating use of our services
- Develop a Quality Observatory for London to support the QIPP agenda

And Longer Term…

- Develop an operating model that can survive the economic realities of the NHS
- Build alliances & partnerships to supplement our core skills
- Be an innovator anticipating future trends
- Have a strong customer interface and service ethic

“The future’s bright, the future’s hexagonal”