Come and talk to us

EY is working on CSU development initiatives at local, regional and national levels. We don’t just do theory – our team includes people who have actually built effective commissioning support service businesses in the NHS and who bring the direct practical experience you need to set up and deliver a successful service. If that sounds interesting, let’s discuss ways we could combine our strengths with yours.

Achieving successful commissioning support services

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EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

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Commissioning support partnership

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| Your strategic delivery partner | ► Combining our mutual strengths to manage and deliver commissioning support, developing new innovative offers |
| | Joint investor and owner of the commissioning business |

Contacts

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Right partnership, right place, right time, right outcomes

**Your business development partner**
EY is uniquely positioned to support your Commissioning Support Unit (CSU) as you prepare for service launch.Achieving and exploiting a virtuous cycle of business improvement is the key challenge facing each CSU:

Successful CSUs will create and fuel this cycle through:

► Nurturing a culture of entrepreneurship and improvement from a core set of NHS values, passion for continued success and confidence in delivering capabilities
► Aligning the costs, value and the price of each service line
► Obsessing about the quality of the services being delivered and the customer relationship
► Managing and developing the talent in the business

As well as working with the national Business Development Unit in designing the assurance process, we support a number of CSUs, providing added value to their thinking so that they can benefit from:

► Leadership strength, focus and direction
► Productive customer relationships
► A commercial and business development mindset
► Delivery confidence

We can help you on your CSU development journey to create a successful service, rooted in public service ethos, but ready to succeed in a commercial world.

**A partner for improvement and growth**
Business development does not stop at the end of the national assurance programme.

Achieving commercial success as a new commissioning support business can only be assured if there is a strong ‘golden thread’ running through the whole of your business development process, developing and enhancing your core values and connecting the leadership, customer, delivery and business domains.

- Reinforcing a clear, coherent and inspiring vision for the business
- Encouraging a passion for commissioning improvement and delivery success
- Maintaining a deep and thoughtful understanding of customer issues, wants and needs
- Empowering service leads to find inspirational and creative responses to expected customer requirements
- Harnessing effective operating models that will deliver customer services underpinned by efficient internal process
- Using an honest assessment of delivery strengths to inform decisions about partnering and supply chain management
- Increasing the value of the offer, streamlining costs, demonstrating value for money, communicating the key sales messages
- Modelling business performance and making astute commercially minded decisions
- Securing short, medium and long term plans for growth

Whether it is intensive service improvement or the application of innovation and thought leadership, we can help you find, improve and exploit your own ‘golden thread’ from which the development of your business plans, the creation of your leadership team and the construction your commercial offerings can grow.

**Your strategic delivery partner**
EY excels at delivering commissioner-led solutions to complex health service and system issues including:

► Strategy and planning
► Demand management
► Service improvement and pathway re-design
► System reform, market management and transformational change
► Contracting and negotiation
► Performance improvement and QIPP
► System reform, market management and transformational changes

A supply chain arrangement with EY gives you the ability to offer high value solutions to customer requirements, promote risk sharing models that deliver your promises and ensure that you have a flexible, confident and professional response when you and your customers need it.

EY is prepared to talk to you about a long-term, strategic relationship.

Together we can form a seamless response to the commissioning challenges faced by your customers. Such a strategic relationship involves joint investment, joint delivery and joint reward and is not entered into lightly. Both organisations have to be confident that we have shared values, goals, aspirations as well as a long-term commitment to the venture.

The rewards can be significant. As we combine our strengths, customers can experience high calibre commissioning talent, coupled with in-depth local knowledge and understanding, leading-edge tools and techniques and passionate and engaging professionals. And all within the NHS ‘family’.

“EY have provided genuine thought leadership and excellent practical development support for our CSU. In our experience, their knowledge of commissioning and commissioning support is exceptional and they combine this with strong delivery management in a way that enables us to enhance our offer and grow our business.”

Alison Hughes, MD
West Yorkshire Commissioning Support Unit