

Adults, Children and Education Scrutiny Commission 18 October 2018



Report of: NHS Bristol, North Somerset and South Gloucestershire CCG

Title: Adult community health services procurement

Ward: All

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Recommendation:

This report summarises NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group's (CCG) plans to procure community health services. The Commission is asked to note this information.

The significant issues in the report are:

The CCG's contracts for adult community health services come to an end in 2020 and 2021. The CCG is taking the opportunity, as part of business as usual, to procure consistent services across the geography. A development phase is underway, with workshops and an online survey being run to involve people in helping to develop plans. It is likely that the procurement will occur in the first half of 2019, with the service going live from 1 April 2020. Children's community health services are not included in the procurement.

Representatives from all three local authorities have been invited to sit on the procurement Programme Board to help plan and assure the robustness of the processes followed.



1. Summary

NHS Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (CCG) is preparing to procure community health services for adults. A development phase is underway, where people using services, carers, the public, clinicians, the voluntary sector, partner organisations and others are sharing their views. Procurement will likely occur in the first half of 2019, with the service going live in April 2020.

2. Context

2.1 The CCG has three contracts for adult community health services, one in each of the three legacy areas of past CCGs. Two of the contracts come to an end in March 2020 and one in March 2021. Two cannot be extended. The CCG needs to ensure that community health services are available for the population when current contracts end.

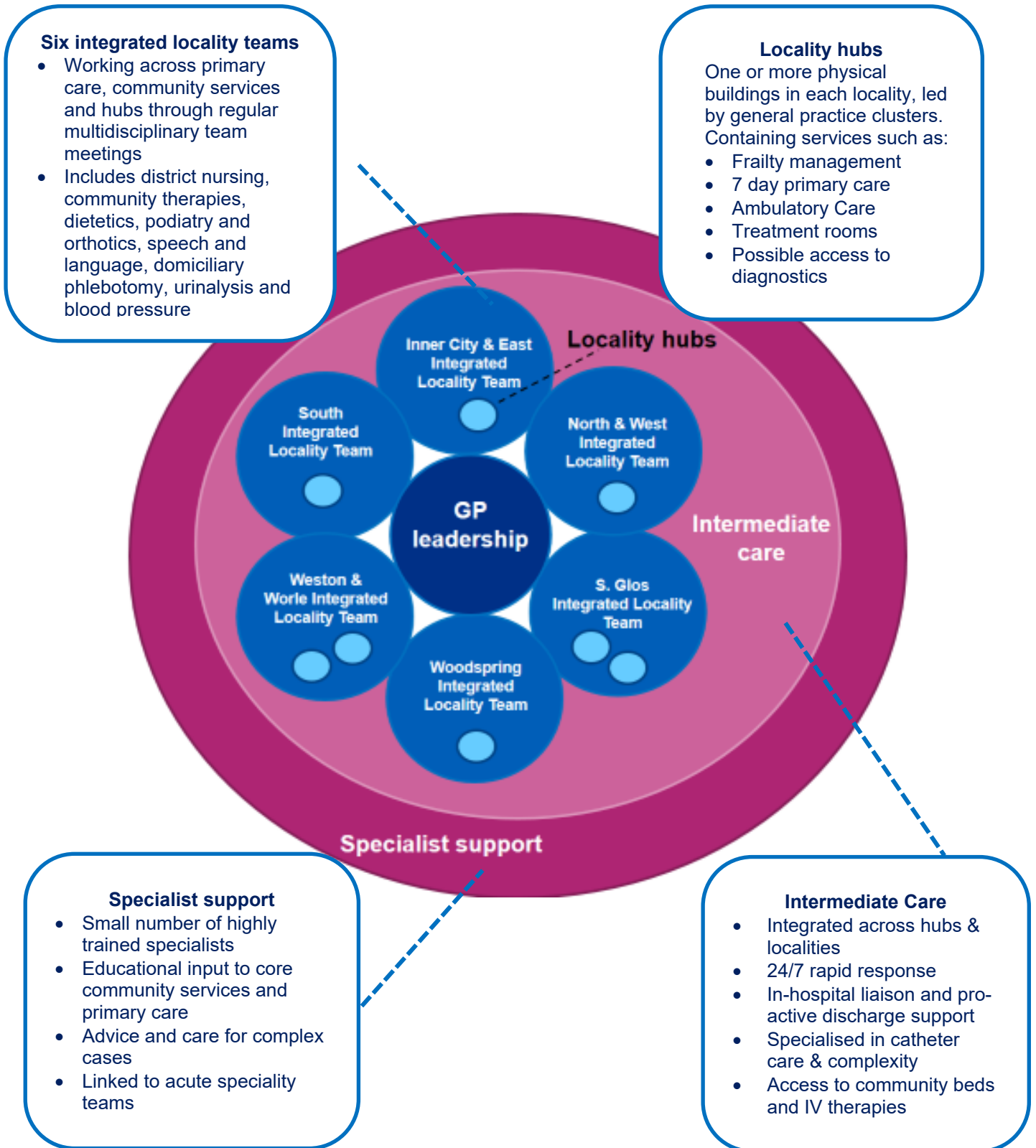
2.2 In May 2018, the CCG Governing Body approved moving forward with a formal procurement of adult community health services. A Prior Information Notice was issued in September 2018 to alert the market. The primary focus is the safe transfer of services so that people continue to receive the support they currently have, recognising that in the future there will be increasing integration of services.

2.3 A procurement Programme Board has been set up to oversee the procurement. The Board includes representatives from Bristol City Council and the two other local authorities.

2.4 The CCG has developed a new model of care which groups services according to the level of need and complexity of people they support, all designed to help people to stay in the community. An overarching principle is to enable people to support themselves as much as possible through a 'home first' approach. The home first principle aims to keeping people living and supported in the community. It requires a service that knows the people it engages with, is able to proactively support people with health needs to manage at home and responds reactively when their needs increase. Such a service should link with other organisations in the system, including hospitals and social care, to ensure people get the support they need. The four key areas that the CCG is developing to develop further to create a sustainable and successful community service are (see Figure 1):

- **integrated locality teams** with strong relationships with primary care through regular multi-disciplinary team meetings. These teams support people who have relatively stable needs to manage and reduce the risk of acute worsening of their condition
- **locality hubs** are physical building(s) within a locality that give people and professionals access to the investigations and treatments they need closer to home
- **intermediate care teams**, including rapid response, working across localities to manage people who have acutely worsening conditions. This links to secondary care and community hospital beds to help people remain in the community and enable prompter discharge
- **specialist support** has clinical staff, including nurses, who are knowledgeable about specific conditions such as diabetes and can help people and professionals optimise treatment and support

Figure 1: Community services model of care (under development)



2.5 The financial envelope for the procurement is in the region of £120m per annum. The CCG needs to ensure that the process used to award the contract for adult community health services is fair, transparent and proportionate. There are a number of routes to procure services, as set out in the Public Contracts Regulations 2015. These lie along a continuum, from processes where the CCG sets out in detail what it wants and asks bidders how much it would cost to deliver that through to much more open processes, whereby the CCG is less detailed about what it wants, and works with bidders to define the scope, deliverables and outcomes. The procurement will use a bespoke version of a competitive procedure with negotiation. The stages of the process are as follows:

- **Development phase:** October – December 2018: The CCG will work with the market, service users, primary care and other stakeholders to design the principles and outcomes for the service in a development phase.
- **Initial Proposals phase:** January – March 2019: The CCG will release a Request for Proposals setting out the specification in as much detail as possible but being clear which aspects of the specification are open to negotiation. The CCG will have negotiation meetings with bidders to discuss aspects of the requirements. Bidders will submit Initial Proposals and these will be assessed by the CCG.
- **Final Proposals phase:** April – June 2019: The CCG will give feedback to bidders about their Initial Proposals and continue negotiation meetings to discuss the requirements with bidders that it has shortlisted to move on to the final phase. The CCG can choose to issue an updated Request for Proposals if it wishes to amend the requirements based on intelligence gained through negotiation meetings and new information. Bidders will submit Final Proposals. The CCG will evaluate these using pre-set criteria. The highest scoring proposal will become the preferred provider and be awarded the contract.

2.6 During the Development Phase, the CCG is undertaking the following activities to engage stakeholders in developing the service specifications:

- Programme Board with range of partners, including local authorities
- Public Reference Group made up of service users, carers and voluntary sector representatives to guide engagement
- filming comments from service users
- Engagement stand at shopping centre for one week
- Survey at shopping centre
- Online survey on CCG website
- Contact with general practice patient participation groups
- Releasing material to CCG staff
- Releasing material to general practices
- Four specification development workshops in October and November
- Drop in sessions and workshops for community services staff
- Meetings with voluntary groups
- Market engagement events

2.7 The CCG would welcome advice from the Commission about other engagement approaches.

3. Policy

Not applicable

4. Consultation

a) Internal

Not applicable

b) External

Not applicable

5. Public Sector Equality Duties

Once the scope of the services to be commissioned is more developed, the CCG will undertake an equality impact assessment.

Appendices:

None

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

None