

Community health services procurement – bidder day

To support the re-procurement of adult community health services, NHS West Lancashire Clinical Commissioning Group (CCG) invited provider organisations to a bidder day on 30 September 2015. Attendees included local/national providers, health/social care organisations, voluntary groups and patient/carer representatives from the West Lancashire community.

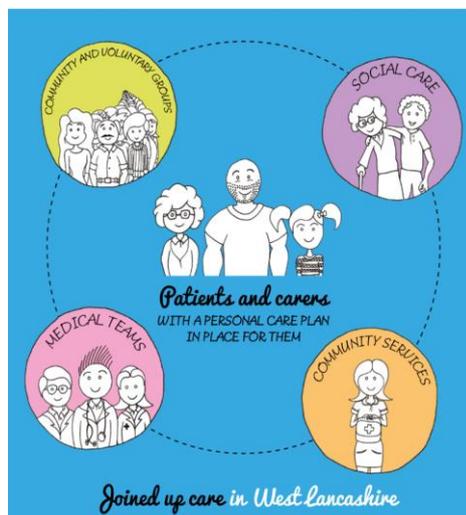
What was our focus?

Our bidder day provided an opportunity for us to present our vision for joined up care, explain what we are striving to achieve through this re-procurement and highlight what we are hoping to see from potential bidders.

Events like this act as the foundations of this process and therefore this element of co-design is integral to our planning and decision making. Where possible, we will continue to ensure the views of our partner organisations, local community, bidders, existing community staff and many others, shape the future for West Lancashire.

What was the format of the day?

As well as presentations from our chief nurse Claire Heneghan and a number of other colleagues, facilitated group discussions took place later in the day; the outputs from which will be considered as we continue to develop our strategy and associated outcomes. The day also allowed for potential bidders and attendees to have 1:1 discussions with members from our CCG team. In addition, attendees were able to have conversations with other present individuals and organisations which are very much part of this process and considered to be absolutely fundamental to delivering our vision for the future alongside us.



What did we discuss?

In the afternoon's group discussions, we asked attendees to discuss the following:

- your experiences of community services or
- the patient/contract scenarios

AND

- how we might improve the system?
- how could we use technology?
- what should it be like for all parties?
- what should we expect to see?

What did you tell us?

The discussions highlighted various important points we will consider while finalising our clinical strategy and as we move onto the next stages of our procurement discussions. Some examples of points discussed are included below:

- Connectivity between health and social care
- Need to deliver seamless patient centred care
- Further involve the voluntary community and faith sector
- Education, training, communication and IT are crucial
- Holistic patient care plans than considers them as individuals (both social and health needs)
- Patients more involved in their own care/condition management
- Clear communication/signposting for patients and less movement between services
- Working more efficiently in light of shrinking resources/funding
- GP practices should know where in the system their patients are
- Better use of technology to support communication, co-ordination and empower patients
- Manage issues before reach crisis point/further prevention by working together
- Skilled motivated workforce that works together

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- New system must support patient discharge and cater for their own personal needs
- Co-produce new service so everyone has a say
- Knowledge of what services/support are out there
- IT will help but is not the entire solution



What is important to you in community services?

We also asked each group to submit one thought bubble, which summed up one thing they felt was important in community health services.

The following points were captured:

- Communication and collaboration is key – includes patients, carers, family and community
- Seamless care, patient focused
- Patient centred i.e. patient decided outcomes/community caring for itself
- Patients perspective/seamless care/not aware of different organisations
- With a focus on the customer, so don't make the patient fit the system; each person need a different service and solution
- Connectivity between social and medical
- Technology enabled/wellness hub and spoke/risk gain share
- Working as one with you 😊
- Recognising vulnerability and need early on

What is next?

Thank you for your attendance and/or interest in our bidder day. We appreciate the time taken out of your day to attend our event and start this important conversation with you.

Following the event, we will continue to capture your views, consider the findings from each submitted Request for Information (RFI) and finalise our clinical strategy.

To stay informed of this process, please visit our dedicated community health services page under the 'have your say' tab on our website

www.westlancashireccg.nhs.uk

Get in touch

If you would like to know more about this process, please contact info@westlancashireccg.nhs.uk or 01695 588 000.

