



Community health services re-procurement



A Clinical Commissioning Group (CCG) should...

- Ensure quality and safe services are delivered
- Review all contracts as they come to an end
- Review and re-tender those services so they can be assured that safe and quality healthcare services are the best they can be for the populations they serve.

What do we know now?

We must do something because...

- Increasing demand for services; **an ageing society** with greater health and social care needs
- The **cost of drugs and new technology** is rising
- There is a significant impact of a **rapidly changing world** and pace of life on the population of West Lancashire's mental health
- There are differences (**inequalities**) in how long you live and what your quality of life is just because of where you live or social circumstances
- We need to get the **best value for money** in our health services dictated by the current financial climate

What is happening?

- We are **re-procuring our *community health services contract**. This includes some urgent care services.
 - *Community services means any service typically delivered outside of hospital and in the community and/or at home e.g. district nursing
- The process is subject to national procurement legislation which requires CCGs to enable **all NHS and private providers to compete**, and only proceed if they are successful following evaluation against set criteria.
- Our process follows a **set process and criteria**
- The CCG must adhere to **national procurement law** and statutory obligations
- We are following a 'competitive dialogue' method of procurement (different approach to NHS Southport & Formby CCG)

Who are we talking to?

- Following a stringent evaluation process, four organisations have been invited to take part in further dialogue with us.
- These include...
 - Optum Health Solutions (UK) Ltd
 - Virgin Care Services
 - Bridgewater Community Healthcare NHS Foundation Trust
 - Lancashire Care NHS Foundation Trust
- Following this evaluation, Southport & Ormskirk Hospital NHS Trust (the current provider) was not successful and is no longer within this process
- The CCG continues to work with Southport & Ormskirk Hospital NHS Trust on many projects, and collaboratively on local hospital services.

How have we involved you?

We have a duty to involve everyone. For example...

- Public listening events
- Surveys
- Incumbent staff engagement sessions
- Visioning events with local GP practices
- Conversations in the community
- Bidder days
- Meetings with local community groups
- Third sector events (like this one)

Our CCG stand is available to visit today with lots of procurement information. Frequently Asked Questions are also available in everyone's handout

Outcome domains – i.e. the way we will measure progress and delivery of the new contract'

- People are empowered and supported to have the best quality of life, manage their condition(s) and remain at the lowest point of dependency
- Supporting people with both mental and physical illness by ensuring they can access the right care in the right place at the right time.
- Developing a positive experience of excellent and equitable care wrapped around the patient in a safe environment and protected from avoidable harm
- Develop a working culture that advocates seamless joined up working and empowers staff and stakeholders to work collaboratively with the patient at the centre

What is included?

LOT 1 – Community health services. Examples include...

- Adult Therapies e.g. physiotherapy
- Community respiratory and oxygen services
- Phlebotomy
- Chronic Care Coordinators
- District Nurses
- Falls Team
- Palliative Care
- Podiatry

LOT 2 – Urgent care services.

- GP out of hours
- Walk-in centres
- Acute Visiting Service

What will this mean for you?

- You are supported by clinically led teams with multiple skills and specialities
- You are confident in helping to manage your own condition and have a care plan that is tailored to your own needs, which those caring for you can access
- Your GP is responsible for your care but works with specialists to make certain you have the care you need. And health and social care colleagues work closely together so things run more smoothly
- Your care is carefully wrapped around you, for your needs
- You can access information via an online-portal
- Your care and treatment is delivered closer to your home
- You don't need to visit A&E as often - alternatives are available to help you locally
- You have a greater understanding of which health service to use when due to clear signposting and easier access

How can I share my views?

You can still raise any experiences, views and concerns with us by...

- Visiting our stand and speaking to us today

AND/OR

- Call 01695 588 000
- Email myview@westlancashireccg.nhs.uk
- Webpage:
<http://www.westlancashireccg.nhs.uk/have-your-say/community-health-services/>
- Complete a patient story form (available via the above details)



Any questions?

