

# Frequently Asked Questions (FAQs): Community health services procurement



**With you.  
For you.**



### **What is this procurement about?**

We know that people are living longer. We therefore know that moving forward the healthcare system needs to adapt and flex alongside such changes. West Lancashire CCG therefore wants to buy more modern community services for the residents of West Lancashire to ensure we can continue to deliver appropriate, high quality care for the local population.

### **What are we trying to achieve?**

This process is part of our vision for joined up care known as *Building for The Future*. This aims to help everyone - especially our older population and those living with long-term conditions – have better access to health services, be in more control of their own health and have an individual care plan tailored to their own personal needs, as just some examples. It's about delivering care appropriately so patients have the right care at the right time in the right place.

### **Who made the decision to go out to procurement?**

The decision to re-procure was made by local GP practices which are the membership of the CCG and also by the CCG's board. The CCG board is made up of managerial commissioners, local GPs, lay members and other secondary care clinical staff. The decision was approved by the CCG in July 2015 in a board meeting held in public.

### **Why did you not extend the contract with Southport & Ormskirk Hospital NHS Trust?**

Southport and Ormskirk Hospital NHS Trust has held the fixed term contract for community services since 2012. We extended its contract with the trust on two occasions. The decision to re-procure these services followed a collaborative programme called Facing the Future Together which also involved NHS Southport & Formby CCG. The programme provided the trust with an opportunity to work collaboratively with both CCGs and improve against several key criteria and deliver against several milestones. The decision to re-procure was informed by the views of local GP practices (which form the membership of the CCGs) and the following additional considerations:

- When a contract for a NHS service comes to an end, commissioners have a duty to review those services to ensure they will meet the changing needs of their population in the future and are in line with their 5 year strategies for improvement, whilst at the same time continuing to provide the highest possible standards of quality and value for patients.

### **What will this mean for our local hospital and local patients?**

We would like to develop and enhance community and local walk-in and out of hour's services, helping to prevent avoidable acute hospital attendance, relieving pressure on such a vital resource. We will continue to enable and support the local hospital to do what it does best, in addressing the needs of those residents who need acute and specialist care.

We know that more people in West Lancashire spend more time in hospital than they need to, compared to other places in England. We have also heard from you that you would like to stay out of hospital if you can and have your care provided closer to home where safe and appropriate to do so. This new model of community services will mean that some treatment will move out of hospital meaning that hospitals will be able to concentrate on the specialist care that they do best. We want

to ensure care is delivered in the most appropriate place i.e. this might be in community settings or GP practices, or when necessary in a person's home.

During this procurement process, the CCG continues to work closely with Southport & Ormskirk Hospital NHS Trust and other local partners on various joint projects to ensure local quality and safe treatment and care continues to be delivered for patients. The hospital will remain an integral part of the future model of care.

Patients can still expect to have access to high quality community services throughout the procurement process and beyond.

**Did you involve patients and members of the public in this process?**

Yes. As healthcare commissioners we have a duty to involve our stakeholders in our work so we have continued to do so throughout our journey. As part of this process, we continue to welcome stories/experiences from patients and carers that have used local services and these views will shape the future of these services. If you have experiences and views to share, please complete one of our patient story forms. This can be accessed via our dedicated webpage (see link below) or requested by contacting the CCG directly on 01695 588 203 [myview@westlancashireccg.nhs.uk](mailto:myview@westlancashireccg.nhs.uk). We also involve and update several stakeholders in this process for example local authorities and Lancashire Health Overview and Scrutiny Committee (OSC).

Procurement webpage:

<http://www.westlancashireccg.nhs.uk/have-your-say/community-health-services/> or

**Did you involve local GPs and clinical staff?**

Local GP practices make up our membership so they have been involved in the discussions since the early days and made the decision to re-procure local services. This engagement has continued through regular membership council meetings.

We greatly value the skills, local knowledge and experience of community service and urgent care service staff and we are keen to ensure future models of care are both informed by and built upon this strong and committed workforce. We have therefore been out to speak and listen to the existing community services staff who currently deliver these services in West Lancashire - these sessions took place in 2015, January 2016 and May 2016. We continue to keep existing community health services staff updated via the providers' existing communication channels.

All re-procurement exercises are subject to stringent NHS workforce regulation and employment laws, including TUPE (Transfer of Undertaking Protection of Employment) regulations. These provide existing staff with particular safeguards in respect of their employment. The staff's existing HR team will continue to offer advice to staff around these terms and conditions. The CCG issued all relevant providers with a set of Frequently Asked Questions (FAQs) in August 2016 to help answer some of those questions staff may have.

## **Are you privatising the NHS?**

National procurement legislation requires CCGs to enable all NHS and independent sectors providers to compete. Only those bidders that are successful following evaluation against set criteria can proceed to the next stage of the process. All bidders are treated fairly and transparently to ensure we secure the best provider possible for the benefit of our patients.

These services will continue to be delivered as part of the NHS and will remain FREE at the point of contact.

## **What does the process involve?**

Our procurement model is called Competitive Dialogue. The timelines are as follows.

- Invitation to participate in dialogue: (ITPD) 24th Feb 2016
- Dialogue Discussions: Mar – Jul 2016
- Invitation to submit final tender (ISFT): Aug 2016
- Contract awarded: Autumn 2016
- Mobilisation: Autumn 2016 - 31st Mar 2017
- Go Live: 1st May 2017

## **Is this process being scrutinised to ensure it meets the requirements?**

The CCG must adhere to all procurement legislation. We have legal and procurement professional advice. Similarly, part of our statutory obligation is to involve everyone in the most appropriate way.

The CCG continues to work closely with and reports to NHS England. NHS England remains assured and fully satisfied that our process is in line with national guidance.

We have also been out to see the Health Overview & Scrutiny Committee in Lancashire in December 2015, March 2016 and November 2016.

## **Is this provider only interested in profit?**

The CCG already deals with many providers from the independent sector, so this is not new territory.

National procurement legislation allows both NHS and independent sector providers to bid for contracts such as this. As well as the interest in patient care, all providers from both sectors will typically have some form of motivation in terms of financial sustainability when bidding for new contracts.

The successful provider will need to deliver a safe, quality service for local patients. Within our contractual agreement the CCG reserves the right to refuse a proportion of payment if the provider does not deliver appropriately against an agreed set of outcomes, which the CCG will continually oversee.

## **Where will services be offered in the future?**

All services will remain in their existing locations. No plans currently exist to change where services are delivered.

A Strategic Estates Group is established which meets monthly to discuss any estates issues for our local health economy. This group is made up of organisations such as Southport & Ormskirk Hospital NHS Trust and West Lancashire Borough Council. The new provider(s) will also join this group. This collaborative approach to managing estates means all developments are managed together for the benefit of our health economy and local communities.

**What is the contract value?**

The financial envelope for Lot 1 integrated community services is estimated to be in the region of £9 million per annum.

The financial envelope for Lot 2 urgent care services is estimated to be in the region of £4 million per annum.

**What is the length of the contract?**

The contract length is proposed as 5 years with the option to extend for 2 more.

**How was the successful provider selected?**

The timescales and different stages of the process are mentioned within this set of FAQs. Once all bids were received, the CCG carried out a stringent process of evaluation and moderation, alongside national procurement and legal guidance. This involved a panel of experts and specialists. This included several clinicians as we wanted the evaluation to have this essential clinical input.

**Will I now have to pay for my local healthcare?**

These services commissioned will continue to be delivered as part of the NHS and will remain FREE at the point of contact.

**Will this impact the sustainability of Southport & Ormskirk Hospital NHS Trust?**

Our local hospital Southport & Ormskirk Hospital NHS Trust will continue to be a major part of local health services and will remain integral as we move towards achieving this vision. We will continue to enable and support the local hospital to do what it does best, in addressing the needs of those residents who need acute and specialist care.

**What is Building for the Future?**

Building for the Future is our vision for joined up care.

It's our commitment to improve the health and wellbeing of everyone in West Lancashire by developing the health services our local community needs. Our vision aims to help everyone - especially our older population and those living with long-term conditions - have for example, better access to health services, be in more control of their own health and have an individual care plan tailored to their own personal needs.

**What health services are included?**

Full details of what is included can be found under 'lots' on our dedicated webpage.

Examples of community health services services/roles are district nurses, community matrons, dieticians, occupational therapists, continence service, treatment room clinics, IV therapy and end of life teams. By urgent care services, we mean the Acute Visiting Service, GP out of hours and walk-in centres.

If your query has not been answered by the above questions, please visit our dedicated webpage for further information:

<http://www.westlancashireccg.nhs.uk/have-your-say/community-health-services/>

Alternatively, please get in touch with the CCG by using any of the following contact details you prefer:

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