

# Community health services procurement - bidder day

As part of our procurement process, we held a bidder day in September 2015 and asked local providers, voluntary groups and patients what is important to them in relation to community health services. These thought bubbles summarise their views.

**Seamless care, patient focused**

**Patient centred  
i.e. patient decided  
outcomes/community  
caring for itself**

**Connectivity  
between social  
and medical**

**Communication  
and collaboration is key –  
includes patients, carers,  
family and community**

**Recognising  
vulnerability and  
need early on**

**Working as  
one with you**

**Patients  
perspective/  
seamless care/not  
aware of different  
organisations**

**Technology  
enabled/wellness  
hub and spoke/risk  
gain share**

**With a focus on the  
customer, so don't  
make the patient fit the  
system; each person need  
a different service and  
solution**