**End of Life 24/7 Phone Hub Service for East Berkshire CCG**

NHS South, Central and West COMMISSIONING SUPPORT UNIT

Open early engagement - This means that a procurement idea is currently active; it is in the early stage of development and judging interest from potential suppliers.

**Contract summary**

Industry - Healthcare

Location of contract – East of Berkshire (Ascot, Bracknell, Maidenhead, Slough & Windsor)

Published date: 2/05/2019

**Description**

The following is a PIN notice only and is being placed to alert providers to a potential future procurement exercise for a twenty four hours a day, seven days a week (“24/7”) Phone Hub Service dedicated to end of life care. Any values and timescales stated within this PIN notice are for guideline purposes only and should not be taken as a guarantee.

NHS East Berkshire Clinical Commissioning Group (“the CCG”) wishes to re-commission a service which offers 24/7 access to advice and guidance (including prescribing) for all those involved in end of life care (defined as the last twelve months of life) for any patient (aged over 18) who is registered with an East Berkshire GP (including temporary residents). This includes (but is not limited to) any health and social care professional, the patients themselves and their families/carers.

This service forms a critical part of the integrated approach with the wider Urgent and Emergency Care offer in East Berkshire and will need to link directly with the local 111 and EoLC Rapid Response services. The CCG’s vision for people at the end of their lives is that they, their families, and the professionals involved in their care have 24/7 365 day access to specialist palliative advice and guidance, which ensures that care provision is joined up, and responsive.

The service will aim to support individuals to remain in their preferred place of care and reduce avoidable ambulance conveyancing and hospital admissions. It will also engender confidence amongst professionals in supporting the delivery of exceptional end of life care. Timely access to advice and support will also minimise distress to families and people at the end of life knowing that at any time of the day they can reach experienced, specialist, and local clinicians.

The service will offer:

* A single point of access available 24 hours a day, 7 days a week and 365 days a year for specialist advice and guidance which can be accessed via 111 or directly.
* Specialist advice, including prescribing advice and CNS advice which must be staffed accordingly at all times.
* The ability to access the shared records of patients seen in the EoLC Rapid Response 24/7 Nursing Team.
* Access 24 hours a day, 7 days a week to advice from a Consultant in Palliative Medicine where needed.
* Call handler capacity in line with demand modelling and call response times similar to the standards expected of 111.
* A model which is integrated with the local end of life services, in particular the requirement to be able to mobilise practitioners for home based care where required.
* An integrated model which works in partnership with other community, primary and social care teams, including a timely and excellent working relationship with the EoLC Rapid Response 24/7 Nursing Team.
* Excellent, clear and joined up communications between this service and all other healthcare and social care professionals, along with voluntary agencies; associated community groups and all care homes (nursing and residential).
* Navigation of calls received for advice for people under 18, working with local relevant children’s services to support active responses, and a “no door is the wrong door” approach.
* Appropriate governance and policies

Capacity: The 24/7 Phone Hub Service will have minimum capacity for 71 to 96 calls per 24 hour day with an annual capacity estimate of 35,040 calls.

Estimated contract value: £400,000 p.a.

Contract length: 3 years with option to extend for 2 further years.

If you would be interested in providing the service, please send an email to Mark Stanbrook, Lead Senior Procurement Manager at [mstanbrook@nhs.net](mailto:mstanbrook@nhs.net). The closing date for expressing interest will be 5pm on 22nd May 2019.