**Pre-Procurement Engagement**

**PRJ2016 – North East London 111 Integrated Urgent Care (IUC)**

**Background**

NEL ICB (“the Authority) has started the discovery phase of designing a new 111 model of care for our residents. Our current 111 IUC service contract is due to expire (new service start date to be confirmed)

Given the changes during and after the Covid-19 pandemic to 111 services, NEL ICB is working to develop a new model that considers other key transformational deliverables across our sector, including the Fuller Review Recommendations, Same Day Access Services and Single Point of Access (SPoA) guidance.

We are reaching out to the market and connected individuals to better understand your views of 111 in general; and to also understand what directly impacts organisational decisions to bid for potential new services.

We are looking for responses to support us in transforming 111 for the future and appreciate your time in completing this survey.

Questionnaire responses submitted will remain confidential and information gathered will be used for the sole purpose of informing the upcoming procurement process.

The Procurement is being managed by NHS London Commercial Hub (NHS LCH) hosted by NHS North East London, on behalf of the Authority.

**Process**

Respondents are requested to address the questions specifically rather than attaching extensive technical or promotional information or materials, as such information will not be considered.

Please complete and return this questionnaire to [kieran.james-paterson@nhs.net](mailto:kieran.james-paterson@nhs.net) by 14:00pm on the 31.10.2024.

The information gathered from your response will be used for the purpose of informing the upcoming procurement process and the information gathered may be included to support the Business Case for this procurement.

**Engagement Questionnaire**

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| **Respondent Information & Contact Details** | |
| Name: |  |
| Job Title(s): |  |
| Employer(s): |  |
| Email Address: |  |
| Phone Number: |  |

1. **Current 111 Service**

1a. What is working well?

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1b. What isn’t working well?

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1c. Do you receive 111 referrals into your service?

Yes

No

1d. Does 111 interact with your service?

Yes

No

If you answered yes to either 1c or 1d…

1e. What works well?

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1f. What doesn’t work well?

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1g. If you answered no to 1c and 1 d, is there an opportunity for 111 to interact with your service?

Yes

No

1. **New Service Design**

2a. If you were designing a new 111 service for the future, would you use the national Integrated Urgent Care Service Specification from 2017 as a framework?

Yes

No

2b. If No, what key items from the national Integrated Urgent Care Service Specification would you change?

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2c. Would you still use NHS Pathways as your triage tool of choice, or is there another tool you would consider?

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2d. In light of the other key transformational deliverables (Fuller recommendations, Delivery Plan for Recovering Access to General Practice, etc.) how do you see 111 working to support these in the future?

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2e. What challenges do you expect that are specific to North East London and London?

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***Following questions to be completed by potential Providers only.***

*Please only complete the following section if you / your organisation plans to submit a bid for this procurement.*

1. **Procurement Timescales**

1a. Would a period of 12 weeks between ITT publication and submission deadline present any risks that would prevent you from bidding?

Yes

No

1b. What are these risks and what would help to mitigate these?

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1. **Mobilisation**

2a. Please confirm whether the proposed mobilisation period of 9 months would present any risks or prevent you from bidding?

Yes

No

2b. What are these risks and what would help to mitigate these?

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1. **Further Information and Support**

3a. Please describe what information you would need from the Authority as part of the tender documentation in order to allow you to provide your best quality bid.

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3b. Please describe what support you would need from the Authority during the mobilisation phase to support successful service mobilisation.

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1. **Barriers to Bidding and Risks**

4a. Please confirm if there are any other barriers to prevent you from bidding which have not already been described in the previous sections.

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4b. Do you believe that there are any risks to the 111 service offer or the procurement timeline which have not been described above which you feel the Authority should consider and how these could be mitigated

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1. **Feedback**

5a. Please use the box below to provide any other feedback or ask any questions about the proposed procurement to the Authority.

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