



Market Engagement: Secondary Care Video Consultation

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Summary

- NHS England and NHS Improvement (NHSE/I) is undertaking a strategic review to support NHS secondary care providers in becoming “informed customers” of Video Consultation (VC) solutions/platforms, to:
 - understand current/future requirements of VC capabilities,
 - enable objective classification of healthcare VC products and platforms currently on the market
 - promote alignment between secondary care provider requirements and the market capability.
- This is a voluntary self-evaluation process for suppliers, the purpose of which is to enhance secondary care buyer insights into VC platforms / solutions, not a call for bids, tender process or a channel for sales promotion. The intention is to enable NHS secondary care buyers to understand the VC market capabilities in an open and transparent manner, and a supplier programme partner will be used to support management of this process in line with these objectives.
- Supplier participation is optional. Participation (or not) does not preclude or pre-qualify suppliers from any future procurement exercises that NHS organisations may undertake in due course.
- This is not a procurement exercise and is purely to inform requirements gathering and understanding supplier market capabilities, there is no associated implicit commitment to any future engagement with suppliers who respond. Suppliers will, however, be able to ask clarifying questions in response to the associated questionnaire, available via the My Tenders portal (further detail below).
- If a contracting authority decides to formally commence the procurement for VC software and services, they will provide additional market notices, as appropriate, in line PCR 2015 and the route to market selected. This exercise is not determining the future route to market for future NHS procurements and this will remain at the discretion of the relevant contracting authority.
- NHSE/I reserve the right to withdraw this exercise at any time.

- NHSE/I is not bound to engage in the future with suppliers who complete the questionnaire and is not liable for any costs incurred as a result of suppliers engaging with this exercise
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Description

Background

The NHS England and NHS Improvement (NHSE/I) National Improvement Directorate has been working in conjunction with [NHSE/I regional teams](#) and NHSX supporting the use of video consultations to improve the delivery of patient care. The project was originally to be delivered over four years as part of the outpatient transformation programme. As a result of the Covid-19 pandemic, the immediate need for video consultation capability was accelerated. The National Improvement Directorate, working with regional teams and trusts supported the significant acceleration of the use of video technology to support and improve patient care across a wide range of secondary care services including acute outpatients, urgent and emergency care, mental health and community services.

In response to Covid-19 a video consultation platform was procured in mid-March 2020 and central capital funds were made available (agnostic of platform selected, provided it was in response to Covid-19), as part of the NHSE/I support offer. The platform procured by NHSE/I has been rapidly rolled out to trusts who have chosen to use it. As a result of this initiative, tens of thousands of video consultations are now taking place every week across NHS secondary care services. As this was a Covid-19 rapid response project, funding and the licencing arrangements were put in place for 12 months only. This arrangement ends in March 2021.

Our ambition

Building on the achievements, experiences and lessons learnt to date, we will engage with VC suppliers and NHS providers, to understand and contribute to the development of the future requirements of NHS providers, clinicians and patients to use video consultation technology to deliver and receive care.

The purpose of this exercise is a strategic review to understand the future VC needs of the secondary care sector, to inform secondary care buyers which VC products and platforms are currently available on the market, enable objective classification of VC products by the capabilities on offer, and promote alignment between secondary care provider VC requirements and supplier market capability.

To achieve this, we have commissioned two areas of work:

1. Gather and collate current experience of Trusts and Users of VC products and software in secondary care

We want to better understand what has worked to date and what needs to be considered going forward to better support care transformation for the benefit of patients. We have started work in this area, consulting with the seven NHSE/I regional teams, capturing qualitative and quantitative experience of Trusts using VC products and services.

2. Supplier engagement to better understand VC platform features and functionality

We plan to supplement these insights and experiences by developing a clear overview of the supplier market for VC platforms. In doing so we can support trusts to understand and identify the technology options that best meet the needs of their patients and clinicians beyond March 2021.

As part of this commission, we are asking suppliers to complete a product stratification questionnaire (the questionnaire is titled market engagement questionnaire (MEQ)) and provide material demonstrating their VC platforms capabilities. We will provide guidance to suppliers on NHSE/I's future policy direction and potential future requirements of the NHS secondary care sector.

What this exercise is aiming to achieve

We are seeking to understand high level information from VC suppliers around their VC products, including licencing, technical, functional and non-functional capabilities. The responses received will be used to map VC products where they can support use cases. Three global use cases have been developed:

- 1. Secondary Care Outpatient Service:** a product or platform that supports clinicians in running Outpatient services using video consultations. Core functionality may include supporting a two-way chat function, screen share and the ability to create virtual waiting rooms for patients. An example of additional functionality includes integration with clinical systems such as PAS/EPR.
- 2. Digital Pathway:** this would build on the secondary care outpatient service by providing workflows for patient journeys through care and across different care providers through digital referrals, as well as providing advice and guidance, MDT working and requesting tests and results.
- 3. Virtual Care Ecosystem:** VC products and platforms in this area provide access to multiple pathways through a coordinated top-down solution which extends further than one single pathway, across multiple care providers. Functionality includes running patient diagnostics from multiple locations, identifying specialists and running multidisciplinary video consultations. An example would be the provision of care for patients without the need for a hospital visit.

Suppliers participating in this market engagement exercise are requested to provide two supporting pieces of information:

1. Market Engagement Questionnaire

The questionnaire is a list of c180 questions across a number of domains. Suppliers' responses to capability questions will be categorised automatically as either 'core' or 'additional' in each of the three global use cases and the classification will be visible to the supplier in the questionnaire. All responses provided must be an honest, accurate and up to date reflection of current capabilities and will be made publicly available. Commercial information will be requested and, if the supplier chooses to provide this, they do so at their own risk and consent to it being shared and published.

Completion of the questionnaire will allow us to better understand the service offering from each VC supplier and support us to categorise products into the three global use case areas.

2. A product demonstration

Alongside completion of the questionnaire, suppliers will be given the opportunity to provide access to supplier hosted product demonstration material which will then be made available to NHS providers and systems via a URL shared by NHSE/I.

The product demonstration can take the form of a recorded video demonstration or static slide deck which allows suppliers to show how the product supports users. If suppliers are producing a video, we suggest that this should:

1. Be no longer than 15 minutes
2. Demonstrate the product from the perspective of a secondary care user
3. Cover typical implementation approaches and
4. Outline the types of support users can expect from the supplier.

How your responses and videos will be used

Product demonstrations together with supplier categorisations from the questionnaire will provide the insights needed for NHS providers and systems to be informed on the capabilities of suppliers across the healthcare VC market. NHSE/I will signpost potential secondary care buyers to videos and/or other materials provided by VC suppliers.

Supplier briefing and follow-up questions

A supplier briefing session will be held **11am on Friday 16th October**. The session will be led by NHSE/I and will include the opportunity for Q&A. The briefing will not be recorded.

To register for the briefing session and to ask questions and seek clarification outside of this session, please email nhsi.nationalvideoteam@nhs.net

Responses to questions will be posted to https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=220866 (MT Ref:220866, account login required, available free of charge for suppliers).

We aim to provide responses within 2 working days. Please note, questions and responses will be posted anonymously and be available for all suppliers to review.

What happens if a supplier decides not to take part in this exercise?

Potential providers of VC products and services will not be prejudiced by any response to this exercise or by deciding not to respond. This is a self-evaluation process, the purpose of which is buyer education, not an opportunity for sales promotion. Suppliers have the option to participate, but participation (or not) does not preclude or automatically qualify suppliers from any future procurement exercises that may occur.

Key Dates

Key dates and activities

Date	Activity	Notes
09/10/20	PIN and Future Opportunity notices Published to OJEU & UK Contracts Finder	
09/10/20	Supplier questionnaire released	Accessible via MyTenders https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=220866 (MT Ref:220866)
16/10/20 11am	Supplier briefing session	Virtual briefing to provide overview of project ambition, objectives, completion of the supplier questionnaire, video/product literature Q&A.
23/10/2020 23.59pm	Questionnaire submissions and responses close	

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