

LLR Clinical Quality Audit Review Service for NHS West Leicestershire Clinical Commissioning Group (WL CCG), East Leicestershire & Rutland Clinical Commissioning Group (ELR CCG) and Leicester City Clinical Commissioning Group (LC CCG)

NHS Arden & Greater East Midlands Commissioning Support Unit (AGCSU) is conducting a procurement exercise on behalf of West Leicestershire Clinical Commissioning Group (WL CCG), East Leicestershire & Rutland Clinical Commissioning Group (ELR CCG) and Leicester City Clinical Commissioning Group (LC CCG) to seek a suitably qualified and experienced organisation to provide an external Clinical Quality Audit Review service.

The Learning Lessons Programme of Work across LLR is a joint cross-organisational improvement programme which commenced as a result of the findings of a review undertaken in 2012/13 and published in 2014 in response to concerns around fragmentation of care across the LLR health system. The findings identified key themes which needed to be addressed across the system and asked all organisations to develop plans to address the findings and work together to provide improved healthcare for the population of LLR.

The broad themes were:

- Patient and staff engagement, listening and action
- Effective care across interfaces between providers of health services
- Transforming emergency care in our wards, hospitals and communities
- Transforming End of Life Care (EoL)

This programme of work is now thoroughly embedded in the clinical workstreams across LLR and there is on-going reporting from all organisations to the Learning Lessons to Improve Care System Wide Clinical Task Force.

In line with the report findings in 2014 there was a system commitment to undertake a further LLR Clinical Quality Audit in 2016 and this is the service we are now looking to procure.

Conventional structured mortality reviews often concentrate on the final episode of care delivered in that organisation and are typically focused on secondary care and as such, do not always take into account wider system issues that can impact on the quality of the care given. The aim of this review is not to replace existing Morbidity & Mortality reviews but to compliment and build on them and to provide a more system-wide review of quality of care across organisations for patients in the last days of their life.

This service will be commissioned via an open procurement process, advertised to all which is proportionate to the value and complexity of the service and contract. The ITT will be live on the 16th of January 2017 on the AGCSU e-tendering procurement portal (Bravo). All submissions will be evaluated using the scoring criteria which are contained within the ITT Instructions - Document 1. Clarifications may be asked during the procurement process, the deadline for ITT clarification questions is 5pm on 30th January 2017.

The deadline for receipt of bid submissions is 5pm 6th February 2017.

The maximum estimated total contract value for the three month duration of the proposed contract is £80,000. Please note that this value has been calculated based on anticipated service levels.

All correspondence relating to this procurement throughout all stages of the process must be managed through the Arden & GEM CSU eTendering Procurement Portal Bravo only.

Providers wishing to submit an ITT to deliver this service need to log onto Arden GEM CSUs procurement portal (Bravo); <https://ardengemcsu.bravosolution.co.uk/web/login.html>.

To register on the portal:

- » <https://ardengemcsu.bravosolution.co.uk/web/login.html>
- » From the portal Home Page, click the 'Click Here to Register' link
- » Accept the terms & conditions for using the portal
- » Complete your organisation & personal details
- » Choose a memorable username and submit
- » You will shortly be sent an email with your unique password, please treat this securely (if you lose it there is a 'Forgot my Password' link on the portal homepage)

To Access the portal and register on the ITT:

- » Login with your unique username & password
- » From the suppliers reserved area click 'ITTs Open to All Suppliers' – this is a repository of all ITTs open to any registered supplier.
- » Browse the ITTs (there may be more than one page) and select “**itt_ 593 – LLR Clinical Quality Audit Review Service**” by clicking on it
- » Note the Details buttons on the left for Navigation and the Actions below
- » Click the 'Express Interest' action –this will move the ITT from the ITTs Open to All Suppliers area to your 'My ITTs' area –this is a reserved area for ITTs that you have either been invited to or expressed interest in.