**Market Engagement Questionnaire (MEQ)**

**North West London Clinical Commissioning Group**

# Disclaimers

Organisations considering whether to respond to this information request should note the following:

* North West London Clinical Commissioning Group (the Commissioners) is still finalising the decision in regard to this solution and are undertaking market engagement to seek the views and opinions of those organisations that may be interested in helping to deliver the solution, should they decide to procure it;
* This Market Engagement Questionnaire (MEQ), and any subsequent information provided in response to it, does not form an integral part of any potential future procurement exercise and should be considered as an attempt by the Commissioners to engage with the potential market for delivering the solution;
* This MEQ, the accompanying draft documentation and the responses received arising from it are in no way legally binding on any party;
* **Participation in the engagement exercise is not a mandatory requirement for participating in any potential future procurement; however, responses received will assist to inform the Commissioners as to the level of interest from the market and will be used to evidence a decision as to whether or not to undertake a competitive procurement.**

**CONFIRMATION OF YOUR EXPRESSION OF INTEREST IS THEREFORE IMPORTANT.**

# Instructions for Responding to this MEQ

Please ensure you have read the supporting information provided with this MEQ before responding, including the introduction and detail of the service, noting that these may be subject to change (in both form and content) if the Commissioners decides to procure the solution.

Responses to this MEQ should be provided as a single document and be limited to a maximum of 5 sides of A4 paper – this does not include additional requested supporting information, just your written responses.

# Market Engagement Questionnaire

**Service Introduction**

North West London CCG is looking to purchase software to assist patients with poorly managed Long Term Conditions (particularly diabetes) to better self-manage their condition.

**By providing the digital tools people need to access health and care services and information, we will enable people to:**

1. Adopt preventative approaches within their lifestyles.
2. Have easier and more convenient access to key information to enable them to better support themselves at home.
3. Access more convenient methods of consultation with health services, which manages demand (and thereby reduce the number of missed or avoidable appointments).
4. Change behaviour and attitudes about how they use health services.
5. To take a more proactive role in the management of their health and wellbeing.
6. Manage and control long term conditions better.

**As commissioners, North West London CCG hope to:**

1. Improve the health resilience of the population of North West London CCG.
2. Improve efficiency across health care by reducing unnecessary face-to-face appointments.
3. Achieve greater patient use of technology.
4. Streamline administration and GP workflow.
5. Improve efficiency in general practice.
6. Streamline triage processes.

**Project Focus**

As part of a systematic approach to tackle heath inequalities this project is focused on hard to reach patients already disadvantaged due the some or all of the factors listed below

* Gujarati as their first language – English their second.
* Mixed levels of digital capability.
* Poor literacy levels in some cases.
* Lack of ability to effectively manage their own health due to nature of their work (High number of night shift workers in the patient population).
* Inability to attend medical appointments due to work commitments.
* Poor understanding of the benefits good self-management might bring.
* Potential inability to afford data packages leading to digital exclusion.

To determine a future model and potential commissioning arrangements in line with current pressures, the Commissioners are seeking soft intelligence across the market. In particular, to purchase a one off software application that can support remote educational training to improve patient self-management of their diabetes and other long term conditions.

Any company meeting the required specification listed below will be invited to demonstrate their product. This review will be rigorous and the supplier will be asked to demonstrate their product using prepared user experience scenarios. In addition we will ask for evidence of the success the software has had in helping patients improve their self-management.

In addition the software must be able to:

* Take health measurements (blood pressure, HbA1c, cholesterol, heart rate) recorded by third party devices and send the results via the internet or other electronic communication methodology to interface with an Electronic Patient Record system (EMIS) and have the data written to and saved in the individual patient record

It would be desirable if the product

* provided instantaneous translation into Gujarati and ideally it would then be able to speak the translated text.

We are looking for organisations that have an interest in supplying such a software solution.

We require an innovative, forward thinking Provider to enter a one-year contract, to run this pilot.

1. Please confirm whether your organisation has an interest in delivering the Services detailed within the Service Introduction.

|  |
| --- |
| response: |
|  |

1. Please provide a summary/Introduction about your organisation, outlining your current software offering and highlighting its relevance to the proposed requirement.

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| --- |
| response: |
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1. If you have specific expertise and experience in providing this educational software to support patients with Long Term Conditions (LTC), please provide details of this including a track record of experience, quality performance, outcomes and other evidence of the effectiveness of the solution.

*If you have any relevant service specifications either attach or advise how the Commissioners can obtain a copy.*

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| response: |
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1. Below is a table of requirements. Please complete it as fully as you can. During any potential procurement bidders will be invited to demonstrate their products ability to deliver the functionality that has been said they can provide. Please indicate if features you are saying you can provide are available now or in the future? If they are only available in the future please indicate by which quarter of which year you anticipate it will be ready

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Response: | | | | | | | | | |
|  | **LTC or Behaviour change** | **Diabetes, pre-diabetes,**  **CVD, Hypertension?** | **Write to patient record – specify which EPR system** | **Patient engagement education & health literacy** | **Reduction in GP time or involvement** | **Patient access** | **Availability in Gujarati** | **Can covert text to Gujarati instantaneously** | **Can convert Gujarati text to speech instantaneously** |
| Essential or  Desirable | E | E/D | E | E | D | E | E | D | D |
| Available in current version |  |  |  |  |  |  |  |  |  |
| Planned Y/N |  |  |  |  |  |  |  |  |  |
| Which Q and year |  |  |  |  |  |  |  |  |  |

1. If you were to deliver the service, would your solution involve solely your organisation, or would you intend to partner or sub-contract any aspect of the care provision. Please explain as appropriate, including details of any organisations you might work with, if this would be your intended solution.

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| --- |
| **response:** |
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1. Do you have any additional ideas of how services could be delivered, and needs met differently for these cohorts of people, e.g. place-based and asset-based approaches, ensuring the service is embedded in the local community?

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| --- |
| **response:** |
|  |

1. Would you be happy for the Commissioners to contact you further regarding your interest in this service (YES /NO)?

|  |  |
| --- | --- |
| Yes | No |
|  |  |

Please complete the table below providing details for the main point of contact:

|  |  |
| --- | --- |
| **CONTACT NAME:** |  |
| **ROLE / POSITION:** |  |
| **EMAIL ADDRRESS:** |  |
| **CONTACT NUMBER:** |  |

Thank you for taking the time to respond and share your interest and views of the Commissioner’s current intentions for the future provision of this solution.

**Please help to return this questionnaire by no later than 5pm on Monday 21st June 2021 to Richard Rosen (Richard.Rosen1@nhs.net) & David Evershed (d.evershed@nhs.net).**

*Interested parties will not be prejudiced by any response or failure to respond to this market engagement exercise and a response to this notice does not guarantee any invitation to participate in any future public procurement process that the Commissioners may conduct.*

*However, the Commissioners may reasonably conclude a lack of capable market interest in the absence of responses to this invitation.*

*Any responses and information that are shared through this market engagement exercise will not be treated as commercially confidential and may be used by the Commissioners to inform commissioning and potential procurement strategies.*