

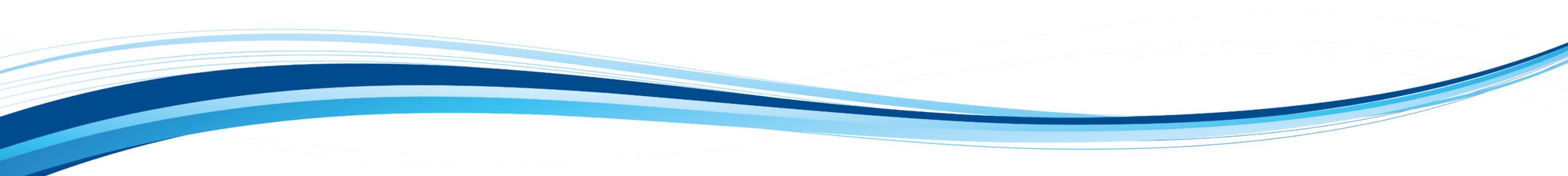


Great Yarmouth and Waveney
North Norfolk, South Norfolk
Norwich, West Norfolk
Clinical Commissioning Groups

Norfolk & Waveney Clinical Commissioning Groups

Locally Commissioned Services Engagement Event

29th November 2018
Mercure Hotel, Norwich
12:30 to 16:00hrs



Agenda

Norfolk & Waveney LCS Engagement Event Agenda		
12:30 to 13:00	Registration	
13:00 to 13:10	Welcome and Introductions	Camilla Ball, AG CSU
13:10 to 13:20	Event Engagement	Camilla Ball, AG CSU
13:20 to 13:40	The 'Why'?	Cal Deane & Sally Ross-Benham, NHS North and NHS South Norfolk CCGs
13:40 to 14:30	Draft Service Specification	Chris Ratcliffe & Stuart Dryden, Attain
14:30 to 14:40	Procurement Approach	Camilla Ball, AG CSU
14:40 to 15:00	Questions and Answers	Camilla Ball, AG CSU
15:00 to 16:00	Networking Event	Camilla Ball, AG CSU



Great Yarmouth and Waveney
North Norfolk, South Norfolk
Norwich, West Norfolk
Clinical Commissioning Groups

Welcome and Introductions

Camilla Ball

NHS Arden and Greater East Midlands Commissioning Support Unit



Arden and
Greater East Midlands
Commissioning Support Unit



Great Yarmouth and Waveney
North Norfolk, South Norfolk
Norwich, West Norfolk
Clinical Commissioning Groups

Event Engagement

Camilla Ball

NHS Arden and Greater East Midlands Commissioning Support Unit



How the event will operate?

What we wish to achieve

Communication of outputs and use of Bravo

Feedback form usage

Sharing of interested party details

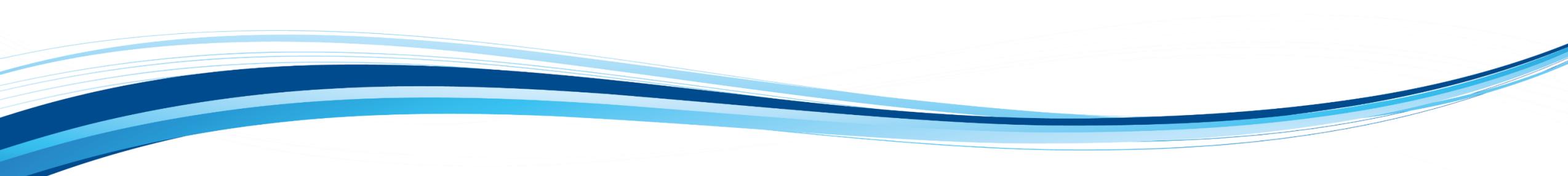
Presenters will advise if questions can be asked throughout their presentation or at the end

If you are asking questions please state your name and organisation



The 'Why'?

Cal Deane & Sally Ross-Benham
NHS North Norfolk and NHS South Norfolk CCGs



Context

- Collaborative working across the 5 N&W CCGs
 - Led by North & South Norfolk CCGs
 - Existing contracts end March 2019
 - Existing service specifications are not in a suitable form ready for procurement
 - National procurement rules and regulations
 - This is a 2 year service and specification development approach
- 

Context contd.

- 2019/20 Norfolk & Waveney System Intentions

Redesign of GP Locally Commissioned Services to a common specification across the STP, with local nuances where appropriate;

- GP Forward View

More convenient access to care, a stronger focus on population health and prevention, better integrated with community and preventive services

- Norfolk & Waveney Health & Wellbeing Board Joint Health and Wellbeing Strategy 2018-2022

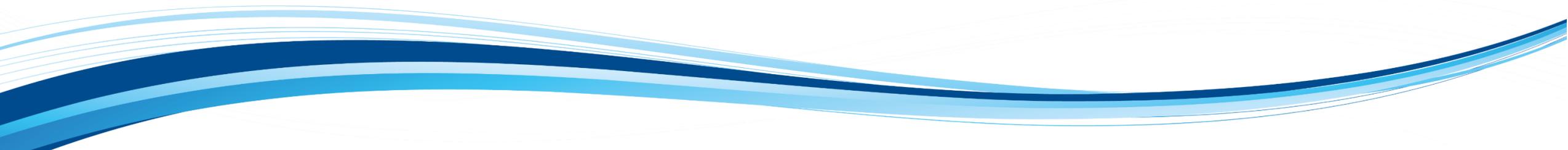
Prioritising prevention

Tackling inequalities in communities

Integrating ways of working



Transformational Change

- Develop the best outcomes for patients whilst effectively utilising resources
 - Develop a consistent and standardised service specification across Norfolk & Waveney
 - Strengthen future service provision
 - Embed innovation and transformation within integrated service delivery
 - Enhance the continuous quality improvement cycle
 - Increase capacity within primary care through integrated clinical role and workforce development
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Transformational Change contd.

- Develop a robust and sustainable service model which provides the best care for patients

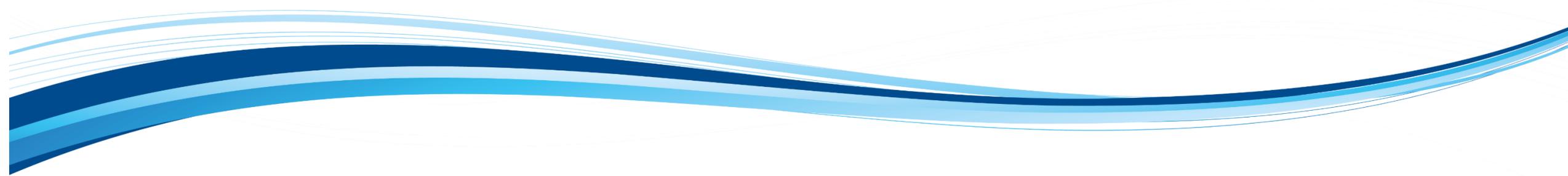


2 Year Approach

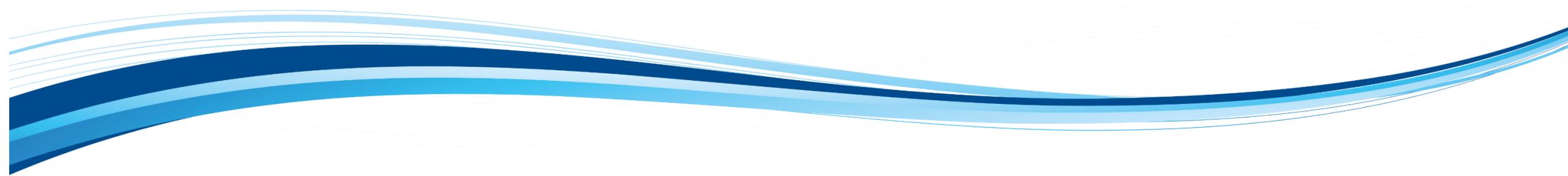
- Contracting with local GP Prime Providers
 - North Norfolk Primary Care Ltd
 - South Norfolk Health Care
 - West Norfolk Health Ltd
 - Norwich Practices Ltd
 - Coastal Health



2 Year Approach

- Hone and test the services and specification
 - Develop a robust and sustainable financial model
 - Work with providers to offer the best care for patients
 - Create suitable outcomes and KPI structure
 - Develop integration and collaboration amongst partners
- 

2 Year Approach contd.

- Validate the entire package prior to procurement
 - Consistent and constant review fed into the market
 - Improve equity of patient access to future services
 - Secure the stability and sustainability of the primary care community
- 

2 Year Approach contd.

- Test;
 - different ways of working and service delivery
 - working at scale
 - future financial models
 - future service inclusion
- Allow for benchmarking and future service improvements

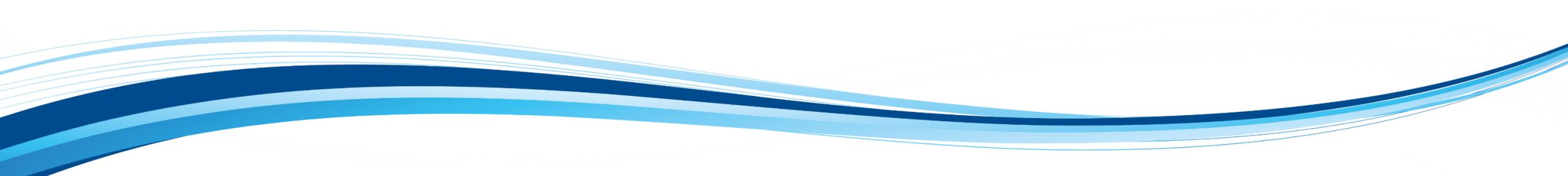


Where we need your assistance?

- Service and specification refinement
 - Modelling development for
 - Performance monitoring
 - Patient Outcomes
 - Investment (VFM)
 - Estates and Digital
 - Data and information sharing arrangements
 - Existing GP Providers and patient engagement
 - Referral process
 - Services for inclusion
 - Validation of the complete service package
- 

Draft Service Specification

Chris Ratcliffe and Stuart Dryden
Attain



Service Specification Development

Aims

- Develop a single shared model, that can be formally procured in the future.
- Allow local tailoring to individual CCG needs.
- As far as possible, deliver a standard set of services to the population of Norfolk and Waveney.

Process

- Review existing LCS contracts across the five CCGs.
- Established criteria for in/out of scope services.
- Engaged with clinicians and the Local Medical Committee.
- Reviewed best practice nationally.
- Developed service bundles and produced initial specification based on current services.
- Developed finance baseline, subject to final decisions on scope.
- Common elements drawn together.
- Specific features of each bundle identified separately.

The bundles:

1. 12 Lead ECG and 24 hour Ambulatory ECG Monitoring
 2. Blood Services (including Anticoagulation / Warfarin Monitoring and Phlebotomy)
 3. DVT
 4. Eating Disorders
 5. Prevention (Weight Management Tier 1 & 2)
 6. Minor Injury
 7. Respiratory (Spirometry / Reversibility and COPD)
 8. Care Homes
- plus

The bundles (cont.):

9. Treatment room

A set of services to improve access and which meet the needs of the patient. This will encompass any and all other services which in the providers judgement are necessary or appropriate for the proper and advantageous treatment and wellbeing to the patient presenting. This set includes, but is not limited to :

- Dressings and wound care
- Ear irrigation
- Regular medication injections
- Ring pessary insertion and changes
- Leg ulceration and chronic ulcer
- Asymptomatic and Mild Varicose Veins
- Advice on symptom relief

Outcomes (to be finalised):

(to be developed on the basis that no extra unnecessary data collection takes place with providers)

Norfolk and Waveney level outcomes:

1. Norfolk and Waveney patients live longer and healthier lives
2. Norfolk and Waveney older people maintain independence for longer
3. Norfolk and Waveney primary care is high quality, continually improving, efficient and responsive

High level outcomes:

1. People look after their own health
2. People live at home or in a home-like setting
3. Services interactions are positive
4. Services genuinely improve quality of life
5. Inequalities barriers eradicated through service design
6. Service users are kept safe from harm
7. Carers and workforce are supported to improve health and care
8. Efficient use of resource(s)

Primary care outcomes:

1. Patient experience of primary care is enhanced
2. Health inequalities are addressed through primary care
3. Primary care infrastructure is improved (physical, digital and interoperability)
4. Patients only need to share their information once
5. Primary care patients are more informed and empowered in primary care interactions
6. Population health is improved through tangible primary care
7. Investment in services and workforce across primary care
8. Person centred care
9. Consistent pathways for services across Norfolk and Waveney
10. Improved uses of technology to deliver faster, more accurate, more convenient appointments and results

Wider overview and commonalities

Services are expected to be delivered through a matrix of service provision situations and using multiple organisations spanning NHS, other public sector, independent sector and 3rd sector providers that are defined by the needs and choice of the patient. This model has been developed in response to the wider, holistic need for improved access and to reduce referrals to secondary care for services that can be delivered more succinctly in non-hospital surroundings. Furthermore, this will facilitate offering patients alternatives to the care they have received to date.

Any future provider of the service will be expected to invest (finance, assets and time/managerially) in the development of the delivery and best practice development of the services

A range of supporting high level KPIs will be derived to support the management and understand provider performance and commissioner demand for the service(s)

A range of interdependent organisations exist that any provider will need to ensure they effectively work and collaborate with

Detailed finance arrangements will be developed by the commissioner for the development phase onwards

LCS Market Engagement

Process to Engage and Proposed Timelines

Camilla Ball - Senior Commercial Procurement Manager



Purpose (1)

- The CCGs wish to engage with Providers, and other stakeholders, to develop the service and inform the anticipated procurement process.
- This is your opportunity to give your expert feedback so that the CCGs can consider this.
- Any feedback at all will be greatly appreciated.



Purpose (2)

- The CCGs want to be able to understand the capacity and capability in the market – and to mitigate against risk of procurement failure in the future.
- Please do not wait to share your view and knowledge, the project will be moving at pace and it is your responsibility to make sure you don't miss out having your say.



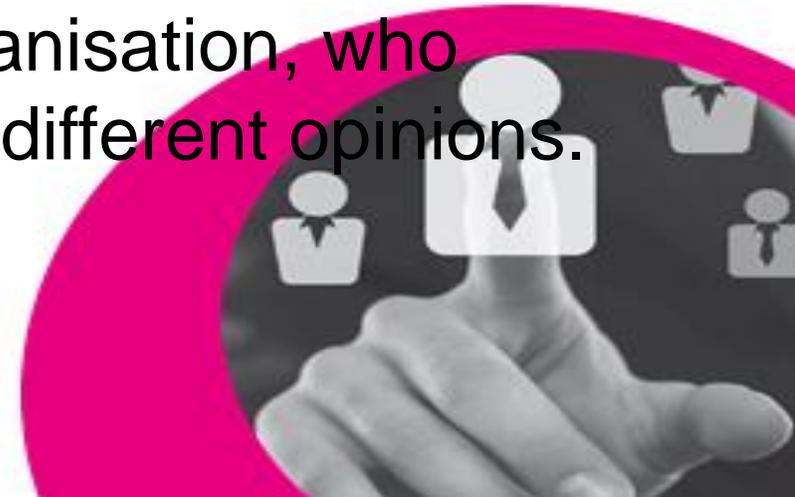
How to feedback

- After hearing the CCGs presentations today and from seeing the OJEU and Contracts Finder notices, you are able to feedback via:
 - Questions and / or points raised verbally at this event,
 - Detail on the feedback form, completed today,
 - Completion of the feedback form electronically and being sent back to agcsu.southprocurement@nhs.net,
 - Further engagement at a future event (but not delay sharing your thoughts!).



Feedback form

- There are forms with structured questions (to allow us to put the feedback in to context) available today.
- You are able to take a paper form away with you, or complete the form electronically, after we publish it on Contracts Finder.
- You are able to complete more than one form, so if you think of any additional points you can also feed these in.
- Consider different roles and expertise with organisation, who perhaps are not here so you are able to utilise different opinions.

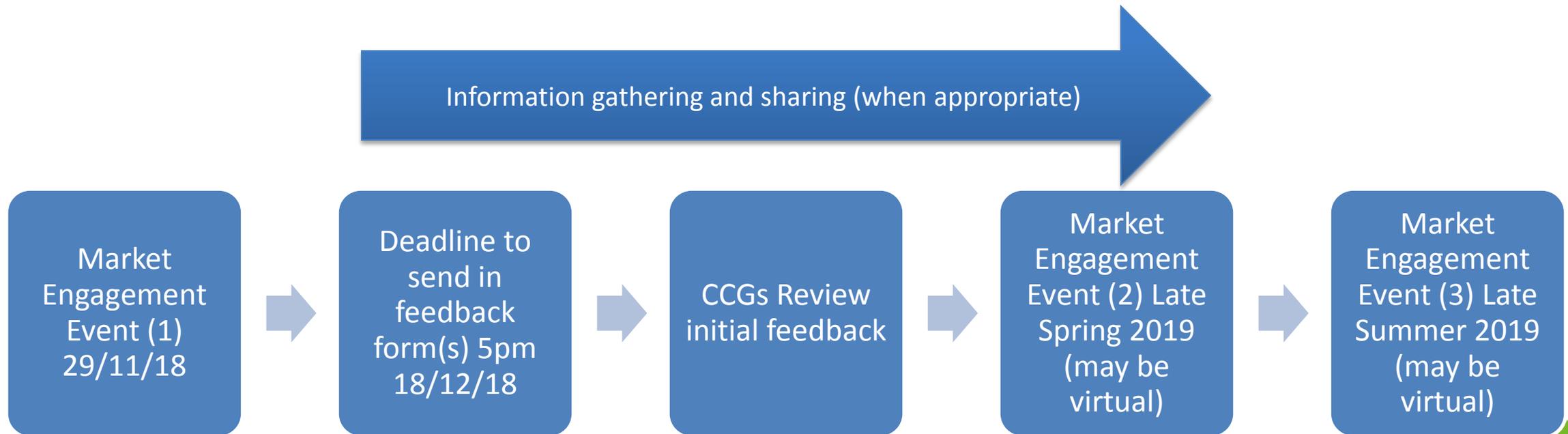


Interim Service Provision

- The CCGs wish to share the intelligence (learning) from the interim service provision with the market also, again to seek feedback.
- This will be done at appropriate intervals
- The CCGs also wish to do this so that all parties can have appropriate access to information, prior to a competitive procurement process.



Proposed Engagement Timeline



Proposed Procurement Timeline

Tender published
(one stage)
August 2020

Deadline for Bids
October 2020

Clarification
period
January /
February 2021

Award(s)
April 2021

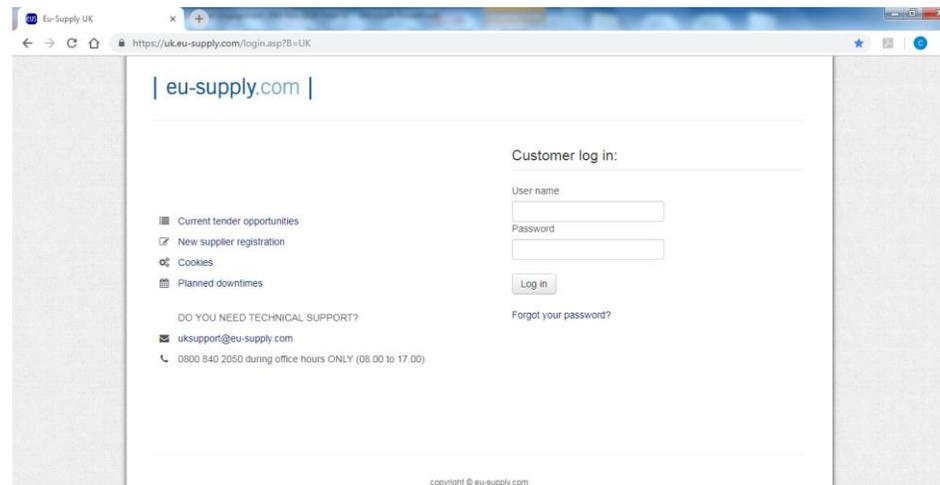
Mobilisation
April -
September 2021

Service
commencement
October 2021



Procurement Portal

- You will have registered to attend this event on our current site, provided by Bravo.
- There will be a small number of projects run on Bravo for the next few months, however you should also register with our new portal, provided by EU Supply:
 - <https://uk.eu-supply.com/login.asp?B=UK>



Final thoughts

- What are your immediate thoughts on what you've heard?
- Do you have any questions?
- What would you want from future market engagement events (i.e. structured networking)?
- Networking opportunity – please use this time to meet other Providers, who may or may not be present in the local footprint currently.
- Questions and answers from today's even future events will be published to the open market (without specific details of who has ask



Networking

- This is dedicated time for Providers in the room to utilise.
- The room will be available until 5.00pm.
- Delegate information who registered their interest (and agreed to this) will be circulated to all, and in future engagements and the anticipated procurement process.
 - If you have changed your mind regarding the preference previously communicated, please know TODAY.





Arden&GEM

**Thank you for listening.
Any questions?**

