# Provision of Integrated NHS111/Urgent Care Services to Thames Valley Area

CCG Commissioners across Thames Valley have come together to jointly procure afunctionally Integrated NHS111/Urgent Care Service.

The 10 CCGs covered by this procurement are:

Aylesbury Vale CCG

Bracknell & Ascot CCG

Chiltern CCG

Newbury and District CCG

North and West Reading CCG

Oxfordshire CCG

Slough CCG

South Reading CCG

Windsor, Ascot & Maidenhead CCG

Wokingham CCG

Central to the delivery of the Thames Valley vision for Urgent and Emergency Care services is the development of a functionally Integrated Urgent Care Service offering patients who require it immediate access to a wide range of clinicians, both experienced generalists and specialists. This model will also offer advice to health professionals in our local communities, such as paramedics and emergency technicians, so that no decision needs to be taken in isolation. Within Thames Valley this new integrated service will have access to a range of dispositions including, but not limited to, red and green ambulances dispositions and 24/7 primary care; and clinicians will be supported by the availability of comprehensive clinical records which will support robust clinical decision making and the direct booking of appointments into other services.

The Thames Valley CCGs expect to develop the model of delivery in partnership with the provider, and the final specification will be co-produced through the procurement process. We envisage a maturation approach where the full functionality of the service will evolve over the period of the contract.

As a Thames Valley system our aim through this procurement is to secure:

* A resilient NHS 111 Provider who can support the delivery of integrated services at scale, with the ability to add refinements and capacity according to local health economy needs;
* A strengthened clinical triage and advice service that links the urgent care system together and helps patients to navigate it successfully;
* A service model which enables better integration between the NHS 111, Primary, Community and Secondary Care Services, and the 999 service so that patients receive the most appropriate response at the right time and the right place, are educated in self-help with the result that there are fewer non-elective admissions and fewer 999 calls;
* Increased numbers of services accepting a direct referral from NHS 111 without re-triage;

The procurement of an Integrated NHS 111/Urgent Care Service across the Thames Valley Health Economies is expected to secure the following outcomes;

* Better support for people to self-care.
* Helping people with urgent care needs get the right advice in the right place, first time.
* Providing highly responsive urgent care services outside of hospital so people no longer choose to queue in A&E.
* Ensuring that those people with more serious or life threatening emergency care needs receive treatment in centres with the right facilities and expertise in order to maximise chances of survival and a good recovery.
* Connecting all urgent and emergency care services together so the overall system becomes more than just the sum of its parts.

Interested Providers should note that a fully integrated model will be expected to be delivered in Aylesbury Vale and Chiltern CCGs from the commencement of the contract in the context of the concurrent procurement for their local OOHs Primary Care services.

A “Most Capable Provider” procurement process will be undertaken led by Wokingham CCG on behalf of the Thames Valley CCGs with the intention to award a single contract by October 2016 (with service commencement expected in April 2017) for an initial period of five (5) years with the option to extend for two (2) further years. This will involve a three stage procurement process beginning with Pre-Qualification and followed by shortlisting to a written bid stage. Written bids will be assessed and scored, with the highest scoring bidder being shortlisted to the final stage to develop and agree the final specification and contract.

Further information regarding this process can be found on our e-procurement portal (In-tend) in the “PQQ Instructions” document.

The CCGs will also be holding a Supplier Briefing Event on 25th February 2016, details of which will be provided to all applicants that have registered for this procurement on the In-tend website (<https://in-tendhost.co.uk/scwcsu/aspx/Home>). Further information on how to express interest, including a copy of the Pre-Qualification Questionnaire can also be downloaded from there. Expressions of interest (including completed PQQ responses) must be received by 1pm on the 24th March 2016.

Please note that this service is a healthcare service within the meaning and scope of the National Health Service (Procurement, Patient Choice and Competition) (No.2) Regulations 2013 and are therefore not governed by the Public Contracts Regulations 2015. The tendering process will therefore be conducted in accordance with the current legislation that applies to the tendering of healthcare services within the meaning and scope of the National Health Service (Procurement, Patient Choice and Competition) (No.2) Regulations 2013. The Commissioners will run a fair and transparent tender process, treating all bidders equally. For the avoidance of doubt, the Commissioner will not be bound by the Public Contracts Regulations 2015. In addition, the Commissioner will not be bound by the Public Contracts Regulations 2006, the Treaty on the Functioning of the European Union or any other regulations or legislation except for the specific parts or circumstances that apply to the procurement of these services.