

Waltham Forest APMS Procurement
Market Engagement Event Thursday 11 October 2018
Feedback from the Market

Key themes from table top discussions:

The KPIs for the service specification were mostly seen as appropriate considering the CCGs aims and objectives. The KPIs should be a system wide approach contributing to overall outcomes rather than specific ones. There were several comments on ensuring the CCG has in place robust and reliable methods for data collection and monitoring for the KPIs. Current benchmarks and achievements should be included in the specification so that providers are aware of how much resource would be required to deliver the KPIs. Realistic achievable thresholds and expected increases should be detailed as percentages for the KPIs. The most challenging KPI is the one regarding a reduction of A&E admissions; potentially this should be changed to unnecessary admissions only. The KPIs should be gradually introduced and take into account the complex needs of the patient population as a comparator against other London contracts taking into account the standard APMS KPIs. Relationships will need to be built across different sector organisations to achieve the KPIs and patient pathways mapped out and joint governance established.

Questionnaire summary:

12 questionnaires have been returned in total. 9 people said yes they anticipate resource implications to deliver the specification and KPIs, 2 said no and 1 was unclear. General themes were the challenges of the current workforce model, additional resources required to work in collaboration with other organisations and it may cost the provider more initially to develop the service. 8 said they consider the contract length of 5 + 5 years financially viable for delivery of specification, 2 said no and 2 were undecided. General themes were the longer the more preferable due to the level of transformation required but current offer is appropriate. 8 were undecided if the offer is financially feasible, 1 said yes and 3 said no. General themes were more information required on expected performance and workforce is needed to make a decision and the price offered is not in line with equally and more deprived areas of London considering the challenges the population present. 5 said they were likely to bid for the contract and 7 said undecided. General themes were positive and most likely to bid although with further clarification on the practice data and funding model this may become a more attractive proposal. Also more information on how the proposed package is required to make a more informed decision.