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NWL COMMUNITY DirECT ACCESS IMAGING SERVICE

**Community Direct Access Imaging Services in NWL**

1. **Purpose**

The purpose of this Memorandum of Information (MOI) is to provide Stakeholders and potential Bidders with an overview of the Community Direct Access Imaging Services provided across six North West London (NWL) Clinical Commissioning Groups (CCGs). The CCGs are Brent, Central London, Ealing, Hammersmith & Fulham, Harrow and West London.

The MOI is intended only as a preliminary background explanation of the current service provision and the key objectives for the CCGs regarding the provision of these services over the coming years. It is in no way intended to form the basis of any decision on the terms upon which the CCGs will enter in to any contractual relationship. If a decision is made to tender this service, then this MOI will be supported by further details provided a detailed Service Specification.

1. **Strategic Priorities**

The NHS supports the need to develop improved access to diagnostic tests as part of the drive to reduce waiting times and improve choice options for patients. The need to develop community based diagnostic services is supported by the Royal College of Radiologists and Royal College of General Practitioners as part of a service strategy to improve access to tests and ensure these tests are delivered at the right stage of the patient care pathway.

Locally the six CCGs in North West London commissioned a provider to deliver diagnostic imaging to its residents within the boundaries of the CCGs, with the overarching aims of the service to ensure:

1. Acute providers meet waiting time targets
2. Reductions in annual activity and spend on diagnostic imaging per CCG in NWL
3. There is high quality diagnostics in both acute and community settings in NWL
4. NWL strategic and operational efficiencies are delivered
5. That the service will contribute towards the NHS Outcomes Framework Domains (shown below) and Local Quality Measures (also shown below).

***NHS Outcomes Framework National Domains***

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| Domain 1 | Preventing people from dying prematurely | Y |
| Domain 2 | Enhancing quality of life for people with long-term conditions | Y |
| Domain 3 | Helping people to recover from episodes of ill-health or following injury | Y |
| Domain 4 | Ensuring people have a positive experience of care | Y |
| Domain 5 | Treating and caring for people in safe environment and protecting them from avoidable harm | Y |

**Locally Defined Outcomes**

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| **Key Service Outcome** | **Methods of Measurement** |
| Patients reporting a good level of satisfaction of the service | Patient Satisfaction Survey to be offered to a minimum of 95% of Patients using the service, working towards a reviewable response rate target of 30%. Target of 95% of Patients reporting good level of overall satisfaction |
| Reduced referral to secondary care clinicians when considered in conjunction with specialist services such as Specialist Practitioner assessment and treatment | Secondary Users Service (SUS) system – using previous year as baseline |
| Improved conversion rate – as proxy for increased appropriateness of referrals | Secondary Users Service (SUS) system – using previous year as baseline |
| Image and Report to follow Patient pathway – no repeat scanning without clinical rationale | Commissioner to audit random sample – results to be extrapolated |
| Improved targeting of referrals to right secondary care clinic first time – less Consultant to Consultant referrals | SUS system – using previous year as baseline |

The 6 CCGs recognise the important role of diagnostic imaging services in initiatives to improve public health for all population groups. Diagnostic imaging is also crucial in the follow-up of many diseases already diagnosed and/or treated.

**Service Background:**

The North West London Collaboration of Clinical Commissioning Groups is a group of eight Clinical Commissioning Groups (CCGs) across North West London (NWL) that are working together to improve the quality and reduce costs in the services provided to their communities.

Six of the eight CCGs are collaborating on the procurement of Community Direct Access Imaging Services. The six CCGs currently have community contracts in place to provide Direct Access (DA) imaging for one or more modalities. These contracts are due to expire later this year.

The CCGs currently commission direct access imaging services via the local NWL NHS Acute Hospitals (c£12 – £13m per annum) and via community contracts, the cost of which was approximately £5.4m in FY17/18. A breakdown of Community contract expenditure for FY17/18 by CCG is shown below for illustration.

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| **CCG** | **Percentage of FY17/18 contract expenditure** |
| **Brent** | **33%** |
| **Central London** | **12.5%** |
| **Ealing**  | **21%** |
| **Hammersmith & Fulham** | **11%** |
| **Harrow** | **13%** |
| **West London** | **9.5%** |

Expenditure levels fluctuate from year to year due to a combination of demand management strategies, service transformation initiatives, and the level of referrals across GP practices in NWL. It is predicted that there may be further reductions in activity and spend over the next few years as NWL CCGs and NHS Trusts seek to reduce costs and demand for the services.

The CCGs have spent a significant amount of time reducing MRI’s; including the removal of MRI tests which are not clinically indicated for primary care from the ICE screens and prompts to redirect MSK referrals to community clinics. Reductions have been seen but there has been significant growth within Ultrasound during this time. A comparison of the variance in CCG expenditure year on year across both modalities can be seen below:

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| **MRI Expenditure\*****(Combined Acute & Community Spend)** |
| **CCG** | **Percentage change****(FY17/18 to FY18/19)** |
| **Central London** | **-36%** |
| **West London** | **-16%** |
| **Hammersmith & Fulham** | **-13%** |
| **Ealing** | **17%** |
| **Brent** | **4%** |

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| **Ultrasound Expenditure\*****(Combined Acute & Community Spend)** |
| **CCG** | **Percentage change****(FY17/18 to FY18/19)** |
| **Central London** | **4%** |
| **West London** | **1%** |
| **Hammersmith & Fulham** | **12%** |
| **Ealing** | **15%** |
| **Brent** | **25%** |

*\*Note: Harrow CCG comparison figures not available*

**Market Engagement**

The CCGs are seeking to engage with potential service providers to understand the capacity and capability within the market, and identify the best approach to delivering these services. This engagement will:

* Explore what ranges of imaging modalities required by CCGs are available in the market;
* Explore how these services may be delivered;
* Understand the attractiveness of different pricing models and tariffs;
* Ascertain the potential impact of demand management strategies employed by CCGs and/or changes in modalities usage during the life of the contract;
* Understand potential/future developments in the market
* Understand the affordability thresholds for the services
* Gauge the overall level of market interest;
* Identify the best options for packaging these requirements to deliver maximum benefit to the CCGs and patients;