

## **PIN NOTICE Advertisement**

### **Clinical Navigation Hub Service**

### **NHS Leicester City CCG, NHS West Leicestershire CCG and NHS East Leicestershire & Rutland CCG**

Leicester, Leicestershire and Rutland (LLR) Clinical Commissioning Groups (CCG's) wish to publish their intent with regards to the following service: Clinical Navigation Hub Service procurement.

The CCG's intent and purpose of this PIN is to make the market aware of the service and seek expressions of interest from providers that can deliver this service. The CCG's are interested to hear from providers in the market for this service.

The LLR Clinical Navigation Hub service will offer those who need it access to a wide range of advice, assessment, care, signposting and information and support from a range of clinicians, both experienced generalists and specialists either via the telephone or referrals to face to face services, for example the Home Visiting Service. It is envisaged that this will be a personalised advice, triage and onward referral service that is responsive to people's urgent health needs when they are referred to the (CNH) following a call to the NHS 111 service which gives advice to health professionals in the community to provide clinical advice and support to decision making and admissions avoidance effort.

The contract value for 2017/18 is circa £2.8m per annum, activity reported during this period was an average of 6884 cases per month and 2048 calls per month. The current staffing model is GP led, however commissioners intend to remodel to a hybrid model consisting of both GPs and nurses with an aim to reduce the current contract value. Commissioners wish to offer a contract for a period of five years plus an option to extend for a further two years, commencing from October 2018. The Commissioners would like the service to start being delivered on the 1st October 2018.

Should providers wish to lodge an interest the CCG is issuing an OJEU PIN notice coincidentally with this notice. Interested providers are guided to complete and submit a Pre-Qualification Questionnaire (PQQ\_449), to be completed and submitted via the Midlands and Lancashire (MLCSU) eProcurement portal by the stated deadline.

## **BACKGROUND**

The 'NHS Five Year Forward View' (5YFV) and 'Next Steps on the NHS Five Year Forward View-March 2017' explains the need to redesign urgent and emergency care services in England for people of all ages with physical and mental health needs and it sets out clearly the new models of care needed to do so. The 'Urgent and Emergency Care Delivery Plan' published in April 2017, also details how these models of care can be achieved through a fundamental shift in the way urgent and emergency care services are provided to all ages, improving out-of-hospital services so that we deliver more care closer to home and reduce hospital attendances and admissions.

LLR was a 2016/17 Urgent Care Vanguard site and redesign of the urgent care pathway is a key deliverable for LLR Commissioners and an enabler of the Better Care Together Programme. Extensive engagement with patients, the public and other stakeholders, has taken place during our redesign process. The Clinical Navigation Service is now a key clinical workstream of the STP.

The overall vision for LLR is for an integrated, coherent and intelligible urgent care system with patients supported to access the right service via enhanced clinical navigation through a LLR Clinical Navigation Hub. The Clinical Navigation Hub will be supported by 24/7 community urgent care services, with reduced duplication and improved information sharing and signposting between providers. Achieving this vision depends upon collaboration between providers, with a joint clinical governance framework supporting front line staff.

The LLR adopts a hybrid model, currently encompassing NHS 111 East Midlands and the LLR Clinical Navigation Hub (CNH) with onward referral services. The strategic direction is to include, within the virtual hub, EMAS and the LLR Integrated Point of Access and to expand the onward referral services linked to the clinical navigation services.

The role of NHS 111 East Midlands within the virtual hub is to identify patients who would benefit from enhanced clinical assessment and to either provide the clinical assessment required (for example ambulance dispositions categories to be determined based on Ambulance Response Programme as agreed) or to transfer the case electronically to the CNH for a range of agreed patient cohorts and for ED disposition outcomes (for example ED illness dispositions).

The overall aim is to reduce demand for acute emergency care services and increasingly meet people's needs in lower acuity settings, including self-care. The Commissioners wish to continue to develop the current service, however, ideally, they would wish to award this contract to the incumbent provider should there be no alternative interested and capable providers coming forward. Reasons for this include the following:

1. The current service is wholly embedded in a wider range of services and to extricate the current provision from this would be detrimental to the patient and patient pathway.
2. The Provider has built important relationships and pathways with NHS providers to ensure providers can access the service and are supported to manage bereaved relatives and carers.
3. This is a local service supported and enhanced by this provider and has been uniquely developed by the continuous dedication of the incumbent.
4. This service sits within the light touch regime and a procurement process is not likely to improve the impact of the service for patients via a competitive process.

## NOTES

"Light Touch Regime" services: This service is classified as clinical which comes under the Light Touch Regime services for the purpose of the Public Contracts Regulations 2015 as specified in Schedule 3 of the Regulations ("Regulations"). The contracting authorities are not voluntarily following any other part of the Regulations. As the CCG is a relevant body for the purpose of the National Health Service (Procurement, Patient Choice and Competition) (No 2) Regulations 2013 these Regulations also apply to this procurement. All dates, time periods and values specified in this notice are provisional and the contracting authority reserves the right to change these. Transparency: The contracting authority is subject to the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR) and may be required to disclose information received in the course of this service under FOIA or the EIR. In addition, and in accordance with the UK Government's policies on transparency. This service may be subject to possible redactions at the discretion of the contracting authority. Any redactions, whether in relation to information requests under FOIA, the EIR or policies on transparency will be in accordance with those grounds prescribed under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004. Further information on transparency can be found at: <https://www.gov.uk/government/publications/procurement-and-contracting-transparency-requirements-guidance>.

This Prior Information notice has been advertised simultaneously in the OJEU and interested providers are advised to register with Bravo via the link below. The relevant PQQ reference number for this is PQQ\_449.

To register interest and download the PQQ documentation you will need to follow these steps:

To register on the portal: <https://mlcsu.bravosolution.co.uk>

- From the portal (NHS Midlands and Lancashire Commissioning Support Procurement services Portal Home Page, click the 'Click Here to Register' link.
- Accept the terms & conditions for using the portal.
- Complete your organisation & personal details.
- Choose a memorable username and submit.
- You will be sent an email with your unique password.
- Search out PQQ\_449.

**Correspondence and communication will only be dealt with through the Bravo website.** For technical support in submitting your expression of interest contact the BravoSolution Help-desk on 0800 069 8630.