

Notice to request feedback from the Market for a draft specification for Adult Community Services and Adult Community Specialist Palliative Care Services, for in the NHS Great Yarmouth & Waveney CCG area.

NHS Great Yarmouth & Waveney Clinical Commissioning Group (GY&WCCG), supported by NHS Arden & Greater East Midlands Commissioning Support Unit (AGCSU), would like to request feedback from the Provider Market, on the attached draft outline Service Specification.

The draft outline Service Specification details an outcomes based approach, and its purpose is to describe the required outcomes for the proposed service, but to allow the expertise in the market to respond with a model in their bid (via the anticipated procurement process).

The proposed in scope services included are:

- **Proactive Services** providing routine services with planned appointments and interventions within community settings, including GP surgeries, community facilities and patients own homes. Proactive services will support the delivery of educational and public awareness programmes and will link into public health initiatives such as smoking cessation and alternatives to A&E.
- **Reactive Services** will provide unplanned urgent or crisis care for people whose health or care needs have deteriorated placing them at risk of serious decline in their condition and/or being admitted as an emergency to hospital. These services will also support discharge from hospital e.g. the provision of a community IV therapy service. Reactive services should provide 7 day response and a consistent, appropriate and prompt response to need. Urgent care should be accessed through a single point, clinically triaged with urgent care needs being met in the most appropriate location i.e. patients own home, bed with care etc.
- **Bed Based Services** will be available to cover a range of varying needs, including admission avoidance, facilitated discharge, intermediate care and palliative care. Services will provide time limited clinical based bed provision, with robust clinical accountability in place.
- **Support and Enabling Services** include but are not limited to, community pharmacy support, home oxygen and wheelchair services and the management of community equipment. These services are integral to the delivery of health and care provision within the community, and must be responsive, adaptable and supportive.
- **Condition Specific Services** working closely with the acute trust and primary care to ensure consistency of care for patients and access to the right resource at the right time. These services will provide initiation of the specialist management of patients, specialist resource support and expert advice, highly complex case management and training for the local health and care community. An example of this would be services to patients with diabetes.

Further expectations included are:

The CCG area has four distinct localities; Lowestoft, South Waveney, Gorleston and Great Yarmouth and Northern Villages. Wherever possible and where service need lends itself, these services will be configured around these communities across the acute trusts, community teams, GP practices and with close links to adult social care reablement services

and the voluntary sector. Staffing will be organised to meet the demands of the population and will be flexible to allow staff to work across organisational boundaries and at all locations. Utilising an MDT approach teams will ensure appropriate case management and risk stratification.

In addition:

- **Specialist palliative care services** will be a community based, consultant led specialist palliative care service which complies with NICE and other guidelines. Essential components will include 7/7 working, specialist palliative care beds outside of an acute setting, acute hospital in reach, domiciliary care, outpatient care and day therapies. The SPC service will be expected to work seamlessly across health and care services. Building and maintain good relationships with non-statutory, voluntary sector and patient involvement groups will be essential.

Bidders will be able to bid as whatever model is legally allowable, and this includes as a lead provider (with sub-contractors) arrangement, as a consortia of providers, as a partnership of providers or as one single provider. Bidders will be encouraged to offer the most effective model, which will demonstrate the best use of capacity and capability in the system, in line with the tender requirements and evaluation criteria (to be published). The preferred bidder / contract holder will also need to be an integral member of leading and mobilising the intended integrated care system and organisation.

The market is invited to complete the attached feedback form with their expert opinions, and return to SouthProcurement@ardengemcsu.nhs.uk by no later than 5.00pm Tuesday 29th May 2018.

Please note, there is also an advert on Contracts Finder seeking registrations to attend a planned Market Engagement Event for the anticipated procurement, this advert can be seen at the following link:

<https://www.contractsfinder.service.gov.uk/Notice/010dcdf0-b2dc-4f50-bba6-ea0e1d940372>. Any interested parties should view this advert and register following the details contained within, by no later than 5.00pm on Monday 21st May 2018.