

Nottingham City and Nottinghamshire County

Briefing Paper Regarding GP Out of Hours (OOH) Service Procurement for Nottinghamshire, June 2012

1. Introduction

The Nottinghamshire County PCT Board and Nottingham City PCT Board meetings gave approval to initiate a procurement process for OOH services across Nottinghamshire County and Nottingham City in November 2011.

Existing OOH services are provided by Nottingham Emergency Medical Services (NEMS) in the south of Nottinghamshire and Nottingham City, and by Central Nottinghamshire Clinical Services (CNCS) in North Nottinghamshire. Contracts for both providers were due to expire in March 2013.

During the early stakeholder consultation regarding the procurement a number of risks emerged, in particular the parallel procurement of NHS 111 (see below), that led the Joint PCT Cluster Board to re-consider the timetable for the procurement exercise at its meeting in April 2012. The Joint Board has recommended that the procurement implementation be delayed until April 2014; with both existing providers having their contracts extended for a period of 12 months.

It has been agreed that the procurement will proceed as a collaborative exercise across the PCT cluster; with 1 procurement process, 1 basic specification and 2 lots. The lots will be aligned with the health communities that exist in the north and the south of Nottinghamshire and Nottingham City.

All of the emerging CCGs have indicated their support for the contract(s) to be awarded for a term of 5 years.

The OOH procurement process is being overseen by East Midlands Procurement and Commissioning Transformation (EMPACT), to ensure that the process is conducted in an open and fair manner, and that all relevant procurement requirements are adhered to.

2. Project Steering Group

The PCT Boards supported establishment of a local project steering group to manage and oversee the procurement process. The steering group is made up of clinical and managerial representation from CCGs across Nottinghamshire County and Nottingham City. The steering group also includes lay representation from one of the Non-Executive Directors on the Joint Cluster PCT Board.

A register of conflicts of interest will be maintained throughout the process to manage any conflicts of interest and ensure that appropriate mitigations are in place.

3. Project Plan

It is intended that the new contracts will be established to start from 1st April 2014.

Notice will be served to the existing OOH providers, CNCS and NEMS. The providers have submitted information about current provision, to ensure that a comprehensive picture of existing services is established.

Activity and cost modelling will be included in development of the service model and service specification, which will also include any details about potential implications for future services, e.g. staffing, premises, and TUPE arrangements.

As part of the procurement process any potential providers will have opportunity to attend a provider marketing event, at which the commissioners will provide general detail about the current health needs and describe the emerging service model which will inform the service specification.

4. Stakeholder Engagement

An initial engagement exercise has been conducted to seek the views of patients, public, and stakeholders prior to the procurement process starting. We particularly wanted to find out if the current service was meeting local health needs, personal experiences of the service and what patients expect when accessing healthcare when GP services are closed.

Copies of the patient and stakeholder questionnaires used are attached in Appendix 1. Respondents were also asked to confirm if they would be interested in being involved at the next stages of the process which means we have a list of interested individuals who are keen to participate and be involved.

Copies of the Engagement reports are attached in Appendix 2. The feedback received is being fed into the development of the draft service specification. Further engagement activities using a number of approaches, including focus groups, web and social media and targeted questionnaires and surveys will be undertaken to seek views on the draft service specification.

The local project steering group is also considering how best to involve patients and the public in the tendering and procurement processes. This could be done in a number of ways which could include representatives providing a specific question for the ITT documentation, the response to which is then reviewed and scored by them and involving them in any interviews with bidders.

5. Procurement of NHS 111 Services

There is a parallel procurement process underway for NHS 111, which will be introduced from 21st March 2013 as part of national rollout. NHS 111 will be the non-emergency alternative to 999, and will replace the current NHS Direct 0845 46 47 service.

The procurement for NHS 111 is being led by EMPACT on behalf of PCTs clusters across the Midlands and East SHA.

NHS 111 will be a 24 hour service providing call handling and clinical assessment for triage of calls in order to determine disposition, e.g. forwarding or signposting to services. It is highly likely that NHS 111 will provide the call handling for OOH services.

In the event of calls being directed to OOH services it is expected that triage will have been completed and details made available, negating the need for further triage.

6. Provision of Additional Services by Incumbent providers

A range of additional services are delivered under the existing contracts with both OOH providers, principally around helping to manage urgent care demand. The intention is that these services will be included in the specification being developed as part of the procurement exercise.

7. Premises for Delivery of OOH Services

Consideration is being given to where future OOH services should be delivered from.

In the south of the county and Nottingham City, OOH services are delivered from premises owned by NEMS located on Derby Road, close to the site of the Queens Medical Centre.

In the north of Nottinghamshire County, OOH services are currently delivered from premises next to the Emergency Department at King's Mill Hospital, and at Newark Hospital.

Appendix One

Sample patient questionnaire



OOH Questionnaire
FINAL 22.12.11.pdf

Sample stakeholder questionnaire



Stakeholder
Engagement Question

Background papers

Engagement Report for
South Nottinghamshire and Nottingham City



OOH Report final
Notts South and City

Engagement Report for
North Nottinghamshire



OOH Report
Engagement Report N