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Contract

Community Musculoskeletal Physiotherapy Service

NHS Hampshire, Southampton and Isle of Wight CCG

F20: Modification notice

Notice identifier: 2022/S 000-001486

Procurement identifier (OCID): ocds-h6vhtk-030c67

Published 18 January 2022, 3:03pm

Section I: Contracting authority/entity

I.1) Name and addresses

NHS Hampshire, Southampton and Isle of Wight CCG

Newport

Email

lauren.robinson@soeprocurement.nhs.uk

Country

United Kingdom

NUTS code

UKJ35 - South Hampshire

Internet address(es)

Main address

<https://in-tendhost.co.uk/soepscommissioning.aspx/Home>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Community Musculoskeletal Physiotherapy Service

Reference number

F8872

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.2) Description

II.2.1) Title

Community Musculoskeletal Physiotherapy Service

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKJ34 - Isle of Wight

Main site or place of performance

Isle of Wight

II.2.4) Description of the procurement at the time of conclusion of the contract:

The Isle of Wight Community MSK Physiotherapy Service offers a range of treatment modalities to patients with musculoskeletal problems, referred by GPs on the Isle of Wight, with the specific aim of preventing onward referrals to secondary care and improving the ability of patients to self-manage any future musculoskeletal issues related

to their presenting problems.

The requirement is to treat the following Musculoskeletal conditions including, but not limited to:

- Musculoskeletal pain and dysfunction
- Stiffness
- Muscle weakness
- Instability
- Reduced mobility of joints and muscles
- Back pain

The original contract awarded for 3 years plus 24-month extension from 1 April 2016 following a competition process advertised via OJEU 2015/S 123-225750. Due to Covid-19 the contracting authority extended the arrangements by 12 months until 31 March 2022 via 2020/S 092-221175 Modification notice.

Further information including service specification can be found at: <https://intendhost.co.uk/soepscommissioning/aspx/Home>

The service requirements are:

- To provide a high quality physiotherapy service for Isle of Wight patients who are referred to the Community MSK Physiotherapy Service. .
- The service will be based on best practice and will provide an appropriate assessment, follow up treatment, review and discharge.
- Provide a high quality and compassionate community care service for patients and ensure the provider meets all recommended standards.
- Provide services that comply with accepted best practice, relevant guidelines in clinical practice and robust governance arrangements.
- Provide a robust mix of suitably trained and/or qualified staff that have access to appropriate equipment as required to fulfil their duties.
- Ensure consistent and continuous care between health professionals, and effective and efficient communication.

- Provide a comprehensive assessment for all patients on first attendance.
- Agree a treatment programme with identified goals that is agreed with the patient/carers.
- Be patient centred and increase patient satisfaction.
- Undertake:
 - o Patient experience surveys
 - o Clinical practice audits
 - o Review of patient complaints received

Service description/care pathway:

- Receive referrals in writing from GP's and Independent Sector Providers including Spire Hospitals and the Southampton Treatment Centre (STC).
- Provide acknowledgement of referrals to the patient within ten working days.
- On referral patients will be allocated appointments which are convenient for them.
- The patient will be reminded, no more than 48 working hours before, of the appointment either by telephone or texting, as agreed with the patient.
- Treatment will consist of:
 - o Assessment - on first attendance all patients will be given a comprehensive assessment
 - o Treatment - a treatment plan with identified goals will be agreed with the patient
 - o Patients will be discharged from the Physiotherapy Service when the identified goals have been achieved or when in some instances it has been determined that Physiotherapy input is of no more assistance to the individual. This decision will be made in consultation with the individual and or carers
 - o All patients will be given self-help and self-management advice
 - o Where appropriate, patient/carer information leaflets will be provided. In addition recognised/accepted voluntary/charity information leaflets will be available.

- o Where appropriate, patient exercise sheets will be provided for individual home exercise programmes
- o A copy of the discharge information will be given or sent to the patient
- Ensure that clinical effectiveness and outcome evaluation is coordinated by the clinical lead and that outcome is continually assessed across a broad range of domains.
- Ensure that standardised self-rated and objective physical measures are used throughout assessment and treatment.
- Collect a wide range of demographic data, and data recording patients' expectations and satisfaction with the service, for purposes of audit.

Quality Assurance

- The provider is monitored via the current regular monthly monitoring template to ensure a quality service is delivered in line with the agreed service specification.
- The current contract with the provider has well established processes in place which enable rapid access to:
 - o quality reporting and audit cycles to attain confidence in sustained delivery of a high-quality service provision
 - o clinical governance processes and clinical supervision practices
 - o the development of Service Development and Improvement Plan(s) (SDIP) as appropriate.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

1 April 2022

End date

31 March 2023

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2020/S 092-221175](#)

Section V. Award of contract/concession

Contract No

F8872

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

5 January 2022

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Ascenti Physio Ltd

Portsmouth

Country

United Kingdom

NUTS code

- UKJ - South East (England)

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £960,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS South of England Procurement Services

fareham

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85100000 - Health services

VII.1.2) Additional CPV code(s)

- 85100000 - Health services

VII.1.3) Place of performance

NUTS code

- UKJ34 - Isle of Wight

VII.1.4) Description of the procurement:

The Isle of Wight Community MSK Physiotherapy Service offers a range of treatment modalities to patients with musculoskeletal problems, referred by GPs on the Isle of Wight, with the specific aim of preventing onward referrals to secondary care and improving the ability of patients to self-manage any future musculoskeletal issues related to their presenting problems.

The requirement is to treat the following Musculoskeletal conditions including, but not limited to:

- Musculoskeletal pain and dysfunction

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- Back pain

The original contract awarded for 3 years plus 24-month extension from 1 April 2016 following a competition process advertised via OJEU 2015/S 123-225750. Due to Covid-19 the contracting authority extended the arrangements by 12 months until 31 March 2022 via 2020/S 092-221175 Modification notice.

Further information including service specification can be found at: <https://intendhost.co.uk/soepscommissioning/asp/Home>

This notice is detailing the requirement for a contract for 12 months +6 Months option extension from 1st April 2022.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

18

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£960,000

VII.1.7) Name and address of the contractor/concessionaire

Ascenti Physio Ltd

Portsmouth

Country

United Kingdom

NUTS code

- UKJ - South East (England)

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Due to the impact of the pandemic, the MSK pathway transformation programme was suspended. Work re-commenced in September 2021 during the latter part of the NHS Phase 3 Recovery but was subsequently re-suspended to respond to the Omicron variant and vaccination programme requirements.

Therefore, there is a need to commission the incumbent, Ascenti Ltd, for a further 12 months from 1 April 2022 to 31 March 2023 with an option to extend for a further 6 months in line with Public Contract Regulation 72 1(c) due to the unforeseeable continuing impact of Covid-19 and system response to it.

This has been in consideration of:

- The current national requirement to prioritise response to the pandemic, urgent and emergency care and recovery of elective services
- The necessity of ensuring that the local population has continuity of service
- The material changes to the existing CCG/ICS structure commencing 1 July 2022 with potential impact on workforce and governance timelines

The modification will:

- o Maintain stability in the medium term, to ensure the best possible outcomes and experience for our patients
- o Support the wider system with current capacity issues within NHS Trusts, which won't be resolved within this time frame
- o Enable a proactive, rapid response to reduce impact on patients
- o Enable service continuity as Ascenti already have the staffing, equipment, capacity and

established governance processes required, as well as systems which link with primary and secondary care clinical systems so enabling accurate and timely onward referrals and data transfer

- o Benefit from established clinical relationships
- o Support patient confidence, with a provider already known to local patients during a period of heightened change resulting from the pandemic
- o Enable a review of all MSK pathway requirements across the newly formed CCG (and ICS as of July 2022) to align where possible and, to facilitate procurement at scale opportunities and future proofing of long-term commissioning intentions

The need for modification brought about by circumstances which a diligent contracting authority/entity could not have foreseen (Art. 43(1)(c) of Directive 2014/23/EU, Art. 72(1)(c) of Directive 2014/24/EU, Art. 89(1)(c) of Directive 2014/25/EU).

The Covid-19 outbreak has given rise to an urgent need for the continuation of the supply of Community Musculoskeletal Physiotherapy Service. This does not give NHS Isle of Wight CCG sufficient time to comply with undertaking a procurement process under the Public Contracts Regulations 2015 following the Light Touch Procurement Regime for Healthcare Services (see also Procurement, Patient Choice and Competition Regulations 2013). This PCR Regulation 72 Modification Notice is being published to notify the extension on the contract. The modification does not alter the overall nature of the contract.

The annual contract value is £640,000 per annum

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Due to the impact of the pandemic, the MSK pathway transformation programme was suspended. Work re-commenced in September 2021 during the latter part of the NHS Phase 3 Recovery but was subsequently re-suspended to respond to the Omicron variant and vaccination programme requirements.

Therefore, there is a need to commission the incumbent, Ascenti Ltd, for a further 12 months from 1 April 2022 to 31 March 2023 with an option to extend for a further 6 months in line with Public Contract Regulation 72 1(c) due to the unforeseeable

continuing impact of Covid-19 and system response to it.

This has been in consideration of:

- The current national requirement to prioritise response to the pandemic, urgent and emergency care and recovery of elective services
- The necessity of ensuring that the local population has continuity of service
- The material changes to the existing CCG/ICS structure commencing 1 July 2022 with potential impact on workforce and governance timelines

The modification will:

- o Maintain stability in the medium term, to ensure the best possible outcomes and experience for our patients
- o Support the wider system with current capacity issues within NHS Trusts, which won't be resolved within this time frame
- o Enable a proactive, rapid response to reduce impact on patients
- o Enable service continuity as Ascenti already have the staffing, equipment, capacity and established governance processes required, as well as systems which link with primary and secondary care clinical systems so enabling accurate and timely onward referrals and data transfer
- o Benefit from established clinical relationships
- o Support patient confidence, with a provider already known to local patients during a period of heightened change resulting from the pandemic
- o Enable a review of all MSK pathway requirements across the newly formed CCG (and ICS as of July 2022) to align where possible and, to facilitate procurement at scale opportunities and future proofing of long-term commissioning intentions

The need for modification brought about by circumstances which a diligent contracting authority/entity could not have foreseen (Art. 43(1)(c) of Directive 2014/23/EU, Art. 72(1)(c) of Directive 2014/24/EU, Art. 89(1)(c) of Directive 2014/25/EU).

The Covid-19 outbreak has given rise to an urgent need for the continuation of the supply of Community Musculoskeletal Physiotherapy Service. This does not give NHS Isle of Wight CCG sufficient time to comply with undertaking a procurement process under the Public Contracts Regulations 2015 following the Light Touch Procurement Regime for

Healthcare Services (see also Procurement, Patient Choice and Competition Regulations 2013). This PCR Regulation 72 Modification Notice is being published to notify the extension on the contract. The modification does not alter the overall nature of the contract.

The annual contract value is £640,000 per annum

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £3,829,401

Total contract value after the modifications

Value excluding VAT: £4,789,401