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Tender

Provision of Alternative Provider Medical Services at Broad Street Health Centre, Broad Street Mall, Reading to Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board

NHS SOUTH, CENTRAL AND WEST COMMISSIONING SUPPORT UNIT

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-001562

Procurement identifier (OCID): ocids-h6vhtk-039890

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Section I: Contracting authority

I.1) Name and addresses

NHS SOUTH, CENTRAL AND WEST COMMISSIONING SUPPORT UNIT

Sandford Gate, East Point Business Park, Littlemore

Oxford

OX4 6LB

Contact

Stevie Crawford

Email

stevie.crawford2@nhs.net

Country

United Kingdom

Region code

UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

NHS Organisation Data Service

QU9

Internet address(es)

Main address

<https://www.bucksoxonberksw.icb.nhs.uk/>

Buyer's address

<https://health-family.force.com/s/Welcome>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Alternative Provider Medical Services at Broad Street Health Centre, Broad Street Mall, Reading to Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board

Reference number

SC/WA13196

II.1.2) Main CPV code

- 85120000 - Medical practice and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Buckinghamshire, Oxfordshire & Berkshire West (BOB) Integrated Care Board (ICB) seeks to commission an Alternative Provider Medical Services for patients currently receiving services at the Broad Street Mall in Reading town centre.

The key service requirements are :

(1) To provide care to a registered list population which includes:

- o Essential Services
- o Additional Services
- o Directed Enhanced Services (DESS)
- o Provision of services commissioned by Public Health.
- o Locally Commissioned Services (LCSs)

o Primary care provision including diagnostics (e.g. 24 hr ECG/BP, Doppler and Spirometry), catheter care, post-operative dressings and wound care dressings.

(2) To provide enhanced access to the registered list through arrangements agreed with the PCN in accordance with the PCN Network Contract DES.

(3) To provide routine and on-the-day care to all registered patients as set out in the draft APMS contract document to include providing a more segmented offer to meet the needs of the population covered with capacity geared towards peak times of demand and/or high user groups e.g. afternoon paediatric clinics and drop-in provision for homeless patients.

The Commissioner has a budget of £5,120,687 over the initial five year term of the contract. The total contract value for the duration including extensions is £7,108,962.

The Contract will be for an initial term of 5 years with an option to extend for a further two years. Services are scheduled to commence on 1 July 2023.

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ11 - Berkshire

Main site or place of performance

Broad Street Health Centre, Broad Street Mall, Reading

II.2.4) Description of the procurement

Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) is looking to re-procure a 5+2-year contract for GP services to a 12,000 registered list of patients. It is expected that the contract holder will continue to build the registered list of patients. The services must be up and running by 1st July 2023.

The contract includes specific requirements in respect of the following key areas:

Clinical Governance

The successful Provider will be required to put in place robust mechanisms for clinical governance and quality assurance including appropriate leadership, meetings and arrangements for reviewing significant events, serious incidents and complaints. Services will be delivered in accordance with all national standards and guidance, including CQC requirements.

PCN involvement

The successful Provider will be expected to participate in the PCN Contract DES by joining a local PCN and working with colleagues to deliver the national service specifications and all other DES requirements. They will be expected to be an active member of their PCN, participating in all key initiatives, attending meetings and providing feedback to the wider surgery team, regularly reviewing key population health data to inform care planning and acting as appropriate to address variation in referral rates, non-elective admissions, ED attendances, utilisation of out-of-hours services and supporting PCN resilience and business continuity.

Access and Workforce

The successful Provider will be expected to be fully open throughout set hours, namely 8.00am - 6.30pm Monday - Friday and to provide enhanced access services as set out in the PCN Network DES for their registered patients ensuring that routine and same day appointments are available between 6.30pm - 8pm Monday to Friday and on Saturdays. These enhanced access arrangements should be put in place collaboratively with the PCN in consultation with the ICB's Berkshire West primary care team. The Provider will be expected to have highly trained reception staff and to manage capacity effectively to achieve an appropriate balance between routine bookable care, with majority of routine appointments being available within two weeks, for patients with ongoing needs and meeting on-the-day demand, having regard to continuity of care for patients with complex conditions.

The successful Provider will offer a full range of consultation methods and support patients to make use of online access and accredited apps and other technological solutions for self-care and triage. They will flex their capacity over the winter period to meet demand and will provide additional capacity to support system resilience if asked to do so by the ICB or PCN, ensuring that patients can access appointments in accordance with timescales specified within the contract. They will work to proactively manage home visits in such a way as to avoid unnecessary admissions and utilise local clinical pathways as appropriate.

The successful Provider will be expected to take an innovative approach to staffing, putting in place a multi-disciplinary and highly-skilled team likely to include professionals recruited by the PCN under the Additional Reimbursement Roles Scheme (ARRS), which includes community & clinical pharmacists, Social Prescribers and Physicians' Associates.

Appointments should be made substantively wherever possible. The Provider will be required to demonstrate that they have robust clinical leadership and operational management arrangements in place with clearly-define accountabilities and reporting lines.

Patient Participation

The successful Provider will put in place robust mechanisms for engaging with patients, including an effective Patient Participation Group that meets on a regular basis.

Prescribing

The successful Provider will prescribe in accordance with locally-agreed protocols, working to achieve local targets and deliver the ICB's Prescribing Quality Scheme, or any other equivalent local prescribing scheme.

Quality and Outcomes Framework (QOF)

It is expected that the successful Provider will deliver QOF for the benefit of its registered patients. The most recent Framework Guidance can be found at the below website:

<https://digital.nhs.uk/data-and-information/data-tools-and-services/data-services/general-practice-data-hub/quality-outcomes-framework-qof>

Health Promotion and Disease Prevention and Inequalities

Preventing ill-health is expected to be a key focus of the successful Provider's work in the surgery. They will be expected to participate in NHS Health Checks, referrals to Physical Activity schemes established by Local Authorities and other public health programmes as well as providing all appropriate LCSs. They should work proactively to understand the health needs of the surgery population and to put in place initiatives to target preventable illnesses identified as being most relevant in the area they are working in, as well as issues common to all practices such as smoking, alcohol, obesity, exercise, dietary habits and sexual health.

The Provider should actively work to address wider determinants of health and the reasons behind these, such as but not limited to service opening times, access to transport and childcare, language and literacy, misinformation and fear.

The Provider should look to build links with Public Health and with local community organisations, thereby ensuring that patients whose health is at risk of deterioration can be signposted to appropriate sources of support, including use of Social Prescribers. This will include providing appropriate support to Carers.

The Commissioner will expect the Provider to meet all key public health targets including

sexual health services.

The Provider will look to develop their service to meet the needs of homeless patients.

Integration

As an active member of a local PCN, the Provider will be expected to work in partnership with NHS and non-NHS partners and other stakeholders, including community nursing, social care, mental health services, acute trusts and the voluntary sector to co-ordinate care for patients. This will include establishing good information flows, being part of joint multidisciplinary team (MDT) arrangements and working with other organisations to maximise the range of services available to patients of the surgery. Full use should be made of the technological solutions which will underpin integrated working. Together with PCN colleagues they should regularly review information about the needs of their population and take action to improve and maintain health and wellbeing.

Care planning will be a particular focus and the Provider will be expected to work with local MDT processes to develop and share care plans and use these to avoid unnecessary admissions. The Provider will also be expected to identify and work with patients who may become at risk of admission in future, signposting them to other sources of support as appropriate.

Long-Term Conditions

The Provider will be expected to provide effective care for patients with long-term conditions, working with the PCN, secondary care colleagues and others to implement community-based care pathways thereby ensuring as many patients as possible are seen within primary care and are supported to manage their condition using technological solutions where appropriate. Patients will be supported to access self-management programmes and accredited apps. In addition, the Provider will be expected to ensure same-day access for patients in mental health crisis supporting the ICBs Mental Health Crisis Care Concordat.

Referrals

The successful Provider will be expected to follow locally agreed best practice with regard to referrals, using clinical pathways as defined on the Ardens system as well as following national guidelines. Patients should be offered Choice and supported to make decisions about onward referrals. The Provider should regularly review referral rates within the surgery and beyond and should make use of in-house / PCN referral routes where appropriate.

The premises are situated in the Broad Street Mall shopping centre in the centre of Reading, providing easy access either by car or public transport. Bidders are to note the co-location on premises of the Reading Urgent Care Centre, run by HCRG Care Group as a pilot until March

2024, with the aim to support same day demand to urgent primary care services in Berkshire West. The lease term for the premises currently runs until July 2024.

The contract term will 7 years with a maximum budget of £140,000 per annum and a total contract value of £7,108,962.

II.2.14) Additional information

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. Click on 'View our Live Opportunities' from the home page, available on the following link:

<https://health-family.force.com/s/Welcome>.

Once you have found the opportunity (via the search function, using the title or reference number), to gain full access to the bid documentation (including questionnaires), you will need to click on 'Register interest' - this will take you to the log-in page.

If you are not already registered on the system, you will need to do so before gaining full access to the documentation and be able to submit a bid.

The services are deemed to be subject to the full regime of current UK procurement legislation and as such this tender will be conducted in accordance with, and governed by, the Public Contracts Regulations 2015. This contract will therefore be awarded in accordance with the provisions applicable in Section 5 (sub-section 7) of the Public Contracts Regulations 2015.

The contracting authority will observe the provisions and 10-day standstill period described in the Public Contracts Regulations 2015. Unsuccessful Bidders and applicants will receive scores and reasons for the decision, including the characteristics and relative advantages of the winning bid and the reasons why the Bidder/applicant was unsuccessful.

This process is being managed by NHS South, Central and West Commissioning Support Unit on behalf of the ICB.

Section IV. Procedure

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

17 February 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As described in VI.3, deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the 2015 Regulations.