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Contract

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

Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2023/S 000-013576

Procurement identifier (OCID): ocids-h6vhtk-039890

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Section I: Contracting authority

I.1) Name and addresses

Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board

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

10Q

Internet address(es)

Main address

www.bucksoxonberksw.icb.nhs.uk

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, Berkshire West Integrated Care Board

Reference number

WA13196/SC

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The ICB is awarding a contract for 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:

- Essential Services
- Additional Services
- Directed Enhanced Services (DESS)
- Provision of services commissioned by Public Health
- Locally Commissioned Services (LCSs)
- 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 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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £6,977,226

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) has procured 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 will 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-defined 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 budget was based on the current weighted average list and 22/23 GMS price. The future income will change in line with GMS prices and changes in the weighted list. The current weighted list is 10,467.91 (as at 1/10/22) and the GMS price is £94.97 (net of Out Of Hours deduction). Also, a one-off Year 1 Non-Recurring Set Up Costs/Mobilisation of £150,000 was available. The total indicative budget for evaluation for the 7 years including set up costs was £7,108,962.

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-001562](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.2) Information about tenders

Number of tenders received: 5

V.2.3) Name and address of the contractor

Milman Road and Kennet Surgery

Milman Road Health Centre

Reading

RG2 0AR

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

Justification for not providing organisation identifier

Partnership

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £6,977,226

Section VI. Complementary information

VI.4) Procedures for review

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As set out in the Public Contracts Directive 2014/24/EU