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Planning

Clinical Audit Tool

North West Ambulance Service NHS Trust

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-019451

Procurement identifier (OCID): ocds-h6vhtk-047284

Published 25 June 2024, 2:49pm

Section I: Contracting authority

I.1) Name and addresses

North West Ambulance Service NHS Trust

Chorley New Road

Bolton

BL1 5DD

Contact

Sara Costello

Email

sara.costello@nwas.nhs.uk

Country

United Kingdom

Region code

UKD - North West (England)

Internet address(es)

Main address

<https://www.nwas.nhs.uk/>

Buyer's address

<https://www.nwas.nhs.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Clinical Audit Tool

Reference number

NWAS-TR-18-24

II.1.2) Main CPV code

- 72268000 - Software supply services

II.1.3) Type of contract

Services

II.1.4) Short description

North West Ambulance Service, referred herein as the Trust is looking into market options to procure a clinical audit tool (CAT) that will support the clinical audit of patient care delivered by the Trust remotely and on scene.

Remote care is provided by the Trust's Integrated Contact Centre (ICC) which combines service users who call the 999 and 111 service. Calls received create a patient incident which are managed through:

- Command, control and communicate computer aided dispatch (C3 CAD) for 999 calls; and,
- Single Patient Management System (SPMS) for 111 calls.

Depending on the primary triage code designated by either NHS Pathways (NHSP), NHS Pathways Clinical Consultation System (PaCCS) or Manchester Triage System (MTS) the patient incident may be resolved remotely either through hear and treat or referral. Secondary triage can be initiated to provide clinical oversight as appropriate.

Clinical audits for ICC check that staff are achieving performance standards and are a combination of:

- Live audits, i.e. listening into live calls; and,
- Retrospective audits, i.e. replaying a random selection of calls

Depending on the triage outcome remote care will not be possible and clinicians will need to be dispatched to provide on scene care. On scene care can be delivered by clinicians from either the Trusts Paramedic Emergency Services (PES) or Urgent and Emergency Care (UEC) teams. On scene care could result in see and treat or conveyance outcomes. These outcomes will be recorded on the Trusts Electronic Patient Record (EPR) which inform the Ambulance Clinical Quality Indicator (ACQI) and Out-of-Hospital Cardiac Arrest Outcomes (OHCAO) registry returns.

The output from the CAT shall provide reports to satisfy regulatory reporting requirements as well as the ability to output aggregable data for the Trust to generate reports for performance feedback from organisational level down to individual.

II.1.5) Estimated total value

Value excluding VAT: £50,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD36 - Greater Manchester North West

Main site or place of performance

North West Ambulance Service NHS Trust

Ladybridge Hall

399 Chorley New Road

Bolton

BL1 5DD

II.2.4) Description of the procurement

The output from the CAT shall provide reports to satisfy regulatory reporting requirements as well as the ability to output aggregable data for the Trust to generate reports for performance feedback from organisational level down to individual level.

The Trust is seeking information about what solutions currently exist and is interested in learning about what information you would need to scope, cost and plan for the delivery of a product to meet these requirements.

II.2.14) Additional information

Please contact to express an interest, further information will be provided.

II.3) Estimated date of publication of contract notice

25 June 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes