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Planning

## **Primary Care-Led Hub in Hastings NHS/SOEPS/21.822 RFI**

NHS East Sussex Clinical Commissioning Group

F21: Social and other specific services – public contracts

Prior information notice without call for competition

Notice identifier: 2021/S 000-025103

Procurement identifier (OCID): ocids-h6vhtk-02e97d

Published 7 October 2021, 5:40pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS East Sussex Clinical Commissioning Group

Sackville House, Brooks Close

Lewes

BN7 2FZ

#### **Contact**

Andrew Elliott

#### **Email**

[aelliott1@nhs.net](mailto:aelliott1@nhs.net)

#### **Country**

United Kingdom

#### **NUTS code**

UKJ2 - Surrey, East and West Sussex

**Internet address(es)**

Main address

[www.eastsussexccg.nhs.uk](http://www.eastsussexccg.nhs.uk)

**I.3) Communication**

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

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

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

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Primary Care-Led Hub in Hastings NHS/SOEPS/21.822 RFI

Reference number

NHS/SOEPS/21.822 RFI

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

**II.1.3) Type of contract**

## Services

### **II.1.4) Short description**

NHS East Sussex CCG are finalising their intentions for the commissioning of an Advanced Nurse Practitioner (ANP) and or appropriate Health Care Professional led Primary Care Hub (PCH) service. An interim service has been running since 01 August 2020 under the proof of concept model but did not include an outreach and GP drop in clinic provision. The service will Primarily support key vulnerable groups identified within the EHIA (Lone parents, Homeless, Rough Sleepers (including those in temporary accommodation), Veterans and their Carers) and enable a much more tailored approach, improve accessibility and ensure better health outcomes for this groups of patients.

It is anticipated that the service would be offered for tender under a standard NHS contract for a period of 3 years commencing on the 1st August 2022 with option to extend for a maximum of a further two years.

The purpose of this RFI Questionnaire is to gauge market interest and feedback via the RFI response form for the provision of Primary Care Led Hub in Hastings Primarily for Key Vulnerable Groups and provide the CCGs with valuable information to help update and improve the current service specification.

If you would like to discuss any aspects of the requirements please send a portal message suggesting a date/time for a telephone conversation.

Please return the completed RFI form as an attachment to a correspondence message in the e-tendering portal by 5pm on 21st October 2021.

### **II.1.5) Estimated total value**

Value excluding VAT: £3,500,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

Station Plaza, Hastings

#### **II.2.4) Description of the procurement**

NHS Sussex CCG are finalising their intentions for the commissioning of an Advanced Nurse Practitioner (ANP) and or appropriate Health Care Professional led Primary Care Hub (PCH) service. An interim service has been running since 01 August 2020 under the proof of concept model but did not include an outreach and GP drop in clinic provision. The service will Primarily support key vulnerable groups identified within the EHIA (Lone parents, Homeless, Rough Sleepers (including those in temporary accommodation), Veterans and their Carers) and enable a much more tailored approach, improve accessibility and ensure better health outcomes for this groups of patients.

The proposal will ensure the provider works in partnership with the commissioner and local stakeholders and other service providers; building on the existing service to fully test the following:

1. Different operating times for drop-in services based on evidence of activity.
2. The service will be led by Advanced Nurse Practitioners (ANPs) and or appropriate Health Care Professionals working within an in-reach and out-reach capacity and with regular, scheduled and documented clinical supervision and GP oversight which would be best delivered through the PCN, to facilitate an aligned and collaborative patient service.
3. A GP Drop in Clinic will operate eight hours a week for patients who need treatment for acute illnesses, general health checks and signposting/support to access services that would support vulnerable patients to seek medical attention when needed.
4. Advising and supporting patients who present on the day without booked appointments on how to access other, more appropriate primary care services based on their need, either via NHS 111 CAS or their own registered GP; if required, people will be seen by a health professional when they present.
5. Provision of information and support to people who use drop-in facilities to improve their knowledge of the coordinated range of services that are available to them. Where appropriate the service will work with the patient's registered practice to coordinate this support.
6. Offer a multi-disciplinary approach to the care of unregistered and vulnerable patients.
7. In partnership with the commissioner and other local stakeholders, plan and develop a patient advocacy service for vulnerable patients with multiple and complex needs to support them to access the right healthcare at the right time and in the right place.

8. Development of new care pathways focused on wellness, signposting, care navigation and multi-agency delivery. There will be a strong focus on integration with other providers including voluntary and community sector providers to help secure future shift from treatment to health promotion and prevention of ill-health for local people.

In addition, the service will provide:

- access to Primary Care services;
- capacity for pre-bookable and same day appointments;
- directly bookable appointments via Sussex NHS 111/CAS and UTCs;
- patients directed to the correct service at the point of access thus encouraging an appropriate use of services;
- referral where appropriate to Secondary Care services including two-week-waits;
- effective communication of interventions and outcomes to core in-hours providers and the local urgent care system;

It is anticipated that the service would be offered for tender under a standard NHS contract for a period of 3 years commencing on the 1st August 2022 with option to extend for a maximum of a further two years.

The purpose of this RFI Questionnaire is to gauge market interest and feedback via the RFI response form for the provision of Primary Care Led Hub in Hastings Primarily for Key Vulnerable Groups and provide the CCGs with valuable information to help update and improve the current service specification.

If you would like to discuss any aspects of the requirements please send a portal message suggesting a date/time for a telephone conversation.

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#### **II.2.14) Additional information**

##### **Key Aims and Objectives**

To provide a responsive, high quality and patient focused service which will aim to improve health outcomes for eligible individuals. This nurse and or other appropriate Health Professional led service will support the integration of health, care and support services directly addressing health inequalities, collaboration and improving lives for key

vulnerable groups of patients.

#### Aims of the service

The overall aim of the service is to develop and test a new and innovative integrated model of care that addresses health inequalities through the holistic delivery of the wider service offer available in Hastings for local people.

The service will do this by:

- Providing medical interventions
- Providing case management and care coordination
- Providing medical and risk management
- Proactively engaging with service users and providing personalised care
- Working in an integrated, flexible and responsive way with other services in Hastings
- Listening, learning and responding to local needs
- Sharing learning, knowledge and service development with other services in Hastings

### **II.3) Estimated date of publication of contract notice**

5 January 2022

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## **Section VI. Complementary information**

### **VI.3) Additional information**

This is a process designed to help the Commissioners form a view of the best way to commission the Service and is not the beginning of a tender exercise. A further tender advertisement will be issued at the appropriate time as/if required. You will not be disadvantaged in any subsequent tender process if you choose not to respond to this RFI but the Commissioners will use the level of response received as part of the supporting evidence for any next steps taken. The Commissioners wish to understand your views at this early stage, so you are encouraged to respond and complete the RFI form as fully as you can.