

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/027551-2021>

Planning

## **High Intensity User Service (Sussex) NHS/SOEPS/21.825 RFI**

NHS East Sussex Clinical Commissioning Group  
NHS Brighton and Hove Clinical Commissioning Group  
NHS West Sussex Clinical Commissioning Group

F21: Social and other specific services – public contracts  
Prior information notice without call for competition  
Notice identifier: 2021/S 000-027551  
Procurement identifier (OCID): ocds-h6vhtk-02f30d  
Published 3 November 2021, 1:45pm

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

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

NHS East Sussex Clinical Commissioning Group

Sackville House, Brooks Close

Lewes

BN7 2FZ

#### **Contact**

Sarah Rix - Senior Procurement Manager

#### **Email**

[sarah.rix@soeprocurement.nhs.uk](mailto:sarah.rix@soeprocurement.nhs.uk)

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

NHS Brighton and Hove Clinical Commissioning Group

Hove Town Hall, Norton Road

Hove

BN3 4AH

**Contact**

Sarah Rix - Senior Procurement Manager

**Email**

[sarah.rix@soeprocurement.nhs.uk](mailto:sarah.rix@soeprocurement.nhs.uk)

**Country**

United Kingdom

**NUTS code**

UKJ2 - Surrey, East and West Sussex

**Internet address(es)**

Main address

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

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

NHS West Sussex Clinical Commissioning Group

Wicker House, High Street

Worthing

BN11 1DJ

### **Contact**

Sarah Rix - Senior Procurement Manager

### **Email**

[sarah.rix@soeprocurement.nhs.uk](mailto:sarah.rix@soeprocurement.nhs.uk)

### **Country**

United Kingdom

### **NUTS code**

UKJ2 - Surrey, East and West Sussex

### **Internet address(es)**

Main address

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

## **I.2) Information about joint procurement**

The contract involves joint procurement

## **I.3) Communication**

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

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

---

### **Section II: Object**

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

##### **II.1.1) Title**

High Intensity User Service (Sussex) NHS/SOEPS/21.825 RFI

Reference number

NHS/SOEPS/21.825 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**

Request for Information (RFI)

The Commissioner is seeking the views of Healthcare Providers in relation to the provision of a High Intensity User Service in Sussex, based on the Blackpool model (as published in the Commissioning for Value Casebook, February 2015). The Commissioner is considering a contract period of 3 years with an option to extend for a further period of up to 2 years (3+2), commencing in 2022.

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

This contract is divided into lots: No

#### **II.2) Description**

## **II.2.2) Additional CPV code(s)**

- 85110000 - Hospital and related services

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

NUTS codes

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

Sussex

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

High Intensity User Service (Sussex) NHS/SOEPS/20.825 RFI

NHS East Sussex Clinical Commissioning Group

NHS West Sussex Clinical Commissioning Group

NHS Brighton and Hove Clinical Commissioning Group

Request for Information (RFI)

The Commissioner is seeking the views of Healthcare Providers in relation to the provision of a High Intensity User Service in Sussex, based on the Blackpool model (as published in the Commissioning for Value Casebook, February 2015). The Commissioner is considering a contract period of 3 years with an option to extend for a further period of up to 2 years (3+2), commencing in 2022.

This is a process designed to help the Commissioner to form a view of the best way to commission the service and is not the beginning of a Tender exercise. A Tender advertisement may be issued at the appropriate time, if required, should the Commissioner consider that the optimum route to commission the service is through a procurement exercise. Some questions may seem more relevant and easier to respond to than others at the moment. Please try to respond to as many as you can, as your views are valuable whether or not you have previously come across all of the aspects covered.

Service Description and Outcomes

High Intensity User Leads and supporting staff will be commissioned to work with frequent attenders who present at Emergency Departments in Sussex.

A relatively small percentage of patients are known to generate a disproportionately high percentage of Emergency Department (ED) attendances and non-elective (NEL) hospital admissions. This places high demand on ambulance and unscheduled care services. It can also seriously impact upon the availability of emergency ambulances within our communities.

The High Intensity User Leads and supporting staff will work with the most frequent attenders at each CCG Trust's Emergency Departments; managing a caseload of 50 patients per worker per year.

Lead workers will be expected to work in a non-medicalised model that deals with the underlying psychosocial causes of inappropriate attendance at Emergency Departments. The majority of contact with service users will be by phone and will focus on identifying and de-medicalising the individual's needs, re-connecting the individual with local community support and developing de-escalation strategies.

The main expected outcomes of the service are:

- Improved quality of life for the patients
- Reduced A&E attendance by 40% for the cohort of patients
- Reduced non-elective stays in hospital by 40% for the cohort of patients
- Reduced ambulance conveyance rate by 15% for this cohort of patients (as a by product)

Your feedback at this point will not have a bearing on any future Tender submissions you may wish to offer at a later date, should the Commissioner undertake a procurement for this service. You will not be disadvantaged if you choose not to respond to this RFI but it will be helpful to understand your views at this early stage, so you are encouraged to respond as fully as you can.

Please complete your response and return via our eTendering Portal, reference: High Intensity User Service (Sussex) NHS/SOEPS/21.825/RFI by 5pm on 17th November 2021.

Thank you for your participation - we appreciate your time and effort in completing this RFI.

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

10 January 2022

---

## **Section VI. Complementary information**

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

Please note: NHS England and Improvement have announced that the Sussex Health and Care Partnership, which is made up of all health and care organisations across East Sussex, West Sussex, and Brighton and Hove, has successfully met the criteria to become an Integrated Care System (ICS). An ICS is a way of working across health and care organisations that allows them to work closer together, to take collective responsibility of the health and wellbeing of populations across large areas.

It is not anticipated that the statutory responsibility or accountability of the individual health and care organisations working as an ICS will be affected, save for the expectation that CCG organisations will be abolished and functions transferred to the ICS. As a result of these intended healthcare reforms, the Contracting Authority(s) currently NHS East Sussex CCG/NHS West Sussex CCG/NHS Brighton and Hove CCG, may change during the life of the contract.