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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): ocids-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

Country

United Kingdom

NUTS code

UKJ2 - Surrey, East and West Sussex

Internet address(es)

Main address

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

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Country

United Kingdom

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UKJ2 - Surrey, East and West Sussex

Internet address(es)

Main address

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

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Country

United Kingdom

NUTS code

UKJ2 - Surrey, East and West Sussex

Internet address(es)

Main address

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)

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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.