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Contract

Urgent treatment centres for the Trust

Buckinghamshire Healthcare NHS Trust

F03: Contract award notice

Notice identifier: 2024/S 000-029676

Procurement identifier (OCID): ocds-h6vhtk-049b78

Published 17 September 2024, 12:16pm

Section I: Contracting authority

I.1) Name and addresses

Buckinghamshire Healthcare NHS Trust

Whielden Street

Amersham

HP7 0JD

Contact

Wim Klaucke

Email

bht.procurement.tender@nhs.net

Country

United Kingdom

Region code

UKJ13 - Buckinghamshire CC

Internet address(es)

Main address

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

Buyer's address

<https://www.buckshealthcare.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

Urgent treatment centres for the Trust

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Urgent treatment Centres for the Trust

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Buckinghamshire

II.2.4) Description of the procurement

This notice is an intention to award a contract under the most suitable provider process for an existing service with the existing supplier.

The value given in V.2.4 is an estimate.

General

The Trust will contract for a short period to prepare for a longer-term provision to be agreed within the BOB ICB. This contract will end 31/3/2026 and will not be extended.

The contract is to provide the UTC services at the entrance of the emergency department at Stoke Mandeville hospital and Wycombe General hospital.

The Buckinghamshire Urgent Care Services Provider will deliver the following outcomes:

- Ensure patient journey is as seamless as possible by minimising the points of contact.
- Deliver good patient experience by providing consistent, safe and efficient clinical assessment at first point of contact.
- Provide onward referral to primary care, urgent care and emergency care as required.
- Nurture a culture of self-help, education, and self-management.
- Ensure Directory of Services (DoS) entries are accurate and maintained in partnership with DoS leads and local systems, to facilitate timely and appropriate levels of care.
- Develop and maintain clear pathways of care which ensure safe and optimal transfer of patients' care where additional or specialist care is required.
- Reduce the risk of harm to patients by ensuring patients are referred to the most appropriate service at the earliest opportunity along the pathway, using robust patient information transfer systems.
- Ensure patients and the Buckinghamshire population are equipped with the tools to choose the right care, at the right time, including but not limited to self-care, AskFirst, Community Pharmacies, and 111.

Urgent Treatment Centre at Stoke Mandeville Hospital

An Urgent Treatment Centre co-located at Stoke Mandeville Hospital 24/7 where all self-presenting ED patients (Buckinghamshire and Out of Area) will be assessed by the Streaming Team provided by the Urgent Care Service and determine the most appropriate pathway for the patient, including the Urgent Treatment Centre.

Urgent Treatment Centre at Wycombe Hospital

A standalone Urgent Treatment Centre that will provide a walk-in service 8am to 8pm 7 days a week (Buckinghamshire and Out of Area). The service will triage and prioritise patients accordingly using the same appointment-based approach as the Urgent Treatment Centre at Stoke Mandeville Hospital.

Home Visiting

Home Visiting for patients who are referred to the Clinical Assessment Service from 111 for Primary Care Dispositions Out of Hours who are then clinically assessed through the Clinical Assessment Service as requiring a Home Visit.

Activity

The service is expected to undertake the following activity:

Urgent Treatment Centres:

The provider shall assess all 111 Urgent Care dispositions prior to booking patients into slots. However, recognising that there are currently 60% of total activity walking into Wycombe Hospital UTC.

Delivery

The Buckinghamshire Urgent Care Services is a core service supporting people with urgent care needs to get the right advice in the right place, first time. The service provider will ensure:

- It is available and accessible 24 hours a day, 365 days a year (366 days in a leap year).
- It is available for the Buckinghamshire population, all ages.
- It is free and accessible for all.
- See both booked and walk-in patients in the Urgent Treatment Centres.
- See both minor illnesses and minor injuries in the Urgent Treatment Centres.
- Accept appropriate ambulance conveyances into the UTC.
- All walk-in patients to the Urgent Treatment Centres will have an initial assessment within 15 minutes of arrival.
- Report as a Type 3 daily from the UTCs on ECDS.
- It is equitable access for all patients and carers, including steps to ensure this is inclusive for all.
- There is equity for patients with specific health needs such as, mental health and long-term conditions.
- Have current DoS profiles.
- It can act flexibly when national changes occur.
- Patients will be referred to the most appropriate service in a timely manner.
- The provider seeks to definitively resolve health concerns without the need to go anywhere else, if appropriate.
- Patients' medical records will be available and transferrable with them throughout their journey.
- Regular and consistent communications to patients, partners and key stakeholders about the service and pathways, including via provider website.
- The service's performance will be measured by national Key Performance Indicators (KPIs) and quality measures.
- Appropriately skilled clinical support for patients and carers.
- Ability to transfer patients into the most appropriate service including:
 - o Primary care through GP Connect working with Bucks GP practices to ensure appropriately timed slots are made available.
 - o Urgent Treatment Centre at Wycombe or Stoke Mandeville Hospital
 - o Pharmacies,
 - o SDEC,
 - o Community services, including Urgent Community Response
 - o Urgent dental services
 - o Other services as they become available.
- Availability of special patient notes (SPNs) and Anticipatory/Advance Care/End of Life (EOL) Plans supports delivery of appropriate care and for example, working with high intensity service user patients.
- Interoperability with all relevant existing and future patient shared care record systems and allow read/write access to GPs' patients records (where appropriate).
- Ability to flex at periods of surge in line with requests from the ICB and Buckinghamshire Healthcare Trust.
- Clear pathways of care are developed and maintained alongside strong governance processes which ensure safe and optimal transfer of service users' care in instances

where additional or specialist care is provided.

- Relevant and key information is shared in real time between the Acute Trust and ICB to support the patient journey, safety of staff, and efficiency of NHS services.
- People with mental health needs must be able to access the service, but services should have agreed protocol in place to deal with exacerbations and acute mental health presentations.
- Be responsive and adaptive in aligning to emerging or future regional / national innovations and developments.
- Actively engage with our population including patient advisory groups to understand and act upon patient feedback using innovative ways to engage and receive the patient perspective.
- The provider is required to work collaboratively and proactively on the development of local care pathways, to identify gaps in service, inform commissioning and ensure local service outcomes create seamless referral methods and processes.

Exclusions

The list below highlights those core functions that will remain outside of this service specification:

- Emergency Care services.

II.2.5) Award criteria

Cost criterion - Name: most suitable provider process with regard to the key criteria /
Weighting: 100%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Ignore the non award section and award criteria (V.0.0.4 & V.1.0.1) on this notice, in order to publish this notice it is necessary to adjust the notification so it will publish as an "intent to award notice" under the Provider selection regime. All required text is to be found in the descriptions and explanations.

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by 27/9/2024. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

The chosen partner is
Fedbucks Ltd
Unit D1
Regent Park
Princes Risborough HP27 9LE

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by 27/9/2024. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR

Buckinghamshire Healthcare NHS Trust
Attn: Procurement
Mandeville Road
Aylesbury HP21 8AL

Key criteria and explanation.

The assessment included 7 companies, whereof 1 did not pass the basic selection criteria (no annual reports found, no registration on companies house, no website found). The remaining 6 companies were assessed on the key criteria.

The assessment has taken place by five individuals of the Trust.
Conflicts of Interest have not been identified. All individuals work with the incumbent provider, but have no financial or personal interest in the company.

The following people have assessed the companies:

Divisional director (Integrated medicine)
Divisional Chair (Integrated medicine)
Lead Nurse
Nurse Consultant Emergency & Urgent Care
General Manager - Emergency & Acute Medicine
All 5 individuals scored Feedbacks the highest.

The key criteria were chosen as follows:

Key Criteria/ Weighting/ Sub weighting

Header: Quality and Innovation weighting: 25

Weighting: Considered important that the company can bring cooperation across health providers in the county. There is the need to further improve and innovate, also for a short contract period.

Experience with collaborative work in contracting organisations / 10

Innovation in service delivery / 7.5

Dealing with threats to service delivery / 7.5

Header: Value 25

Weighting: Delivery shall be within the financial envelope for the service. Assessed on value statements in provider information.

Value based service delivery / 5

Demonstrates improvement to the overall health care economy. / 5

As a service provider providing multiple services evidence of: / 5

o Demonstrate efficiency – services available to you.

o Demonstrate enhanced patient experience.

o Most cost-effective skilled and experienced staff model.

Local representation and interfacing with other local involved Health / NHS partners (in Buckinghamshire) / 10

Header: Integration, collaboration, and service sustainability / 20

Weighting: Considered equally important to the value, as it is required to perform against national KPI's work with other providers of care, work with virtual solutions for home care, flexibility within the organisation.

Able to deliver service against national KPI's (UEC) - booked appointments etc / 7.5

Ability to work with other providers of care in a collaborative way / 5

Ability to work with virtual wards like hospital at home and voluntary services / 2.5

"Ability to flexibly use the organisation to avoid risk to (parts of) the service / 5

o Managing streaming / redirection and informing patients."

Header: Improving access, reducing health inequalities, and facilitating choice. / 20

Weighting: It is important the provider is aware of and can work with a diverse population. Awareness of the local population characteristics is required, as well as methods to operate in that environment.

Enhance accessibility and equability to users with physical and psychosocial needs, those whose English is not their first language and those living in the most deprived wards in Buckinghamshire. / 10

Ability to handle and report of patient feedback / 5

Monitor and report equality outcomes for diverse groups / 5

Header: Social Value / 10

Weighting: Added value is sought in areas of an equitable recruitment process and gathering add on information on contact that can help improve healthcare in the county, the carbon zero aim should closely match the Trust's.

Fair and equitable recruitment process / 4

Contribution to breakthrough objectives / 3

o Every contact counts.

o Smoking cessation.

o Blood pressure monitoring

Net zero policies / statements / 3

Pass / Fail Criteria used:

Bribery/Modern slavery / criminal actions

"Basic Selection Criteria See schedule 16 of regulations"

- CQC registered / qualified
- Min turnover: £6m
- Relevant Insurances in place
- Workforce qualified for the task at hand
- Provides Annual Account
- Similar experience
- Conflicts of interest for business

Statement on the marking:

On scoring of the companies, the following methodology was used:

0% No evidence or does not meet any criteria

25% Partially meets criteria, critical deviations / evidence missing

50% Partially meets criteria, non critical deviations / evidence not convincing

75% Meets criteria as described

100% Exceeds criteria

VI.4) Procedures for review

VI.4.1) Review body

Wellington House

133 -135 Waterloo Road

London

SE1 8UG

Country

United Kingdom

Internet address

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