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| REPORT TO: | Health and Social Care Scrutiny Sub Committee 18th October 2016 |
| AGENDA ITEM: | 9 |
| SUBJECT: | Croydon CCG Urgent Care Procurement Update |
| LEAD OFFICER: | Paula Swann, Chief Officer CCG |
| CABINET MEMBER: | N/A |
| PERSON LEADING AT SCRUTINY COMMITTEE MEETING: | Paula Swann, Chief Officer, Croydon CCG Stephen Warren, Director of Commissioning, Croydon CCG |
| ORIGIN OF ITEM: | |
| BRIEF FOR THE COMMITTEE: | Presentation to update the committee on the progress within the Urgent Care Procurement process. |
| CORPORATE PRIORITY/POLICY CONTEXT: | |

1. EXECUTIVE SUMMARY

Croydon CCG has concluded its procurement process for a new Integrated Urgent Care service within the borough and is now moving towards contract signature with its preferred provider.

Following a mandatory ten day standstill period, Croydon Urgent Care Alliance have been named as the preferred bidder. The alliance is formed of Croydon Health Services, Croydon GP Collaborative Ltd and AT Medics. Croydon Health Services will act as the lead contractor with sub-contract arrangements in place with their two partners.

The service is due to go live on 1st April 2017 and both parties are currently working on mobilising the new service to commence on this date.

There is an outstanding issue that is currently being worked through in relation to the location of the Central Croydon GP Hub.

2. BACKGROUND

- 2.1. Whilst NHS Croydon CCG has made significant progress in improving urgent care services and reducing attendances to A&E there is further to go. The ambition is to further redesign the system to create lasting conditions for success, improve self-care and move services and appropriate activity out of hospital whilst improving access and experience through an outcome based model of care.

The CCG therefore engaged with the public and stakeholders on its future provision of urgent care, with a view to ensuring that the needs of residents are met, and that patients can access the right level of care in the right setting, first time.

While this included improving communications, co-ordination, and reducing duplication between services, it also should result in improving access for patients by simplifying the confusing array of services and promoting greater coherence and joined up working across the whole system of health and care services.

The key deliverables for the re-procurement of new integrated urgent care services are:

- To develop and agree a new model of care to support need and national requirements with robust service specifications and payment systems which meet the CCG strategy and local priorities.
- To support the CCG objectives to ensure the most appropriate use of urgent care facilities and the right care delivered at the right place, first time.
- To undertake a procurement exercise to appoint the best provider to deliver the high quality outcomes expected.

- 2.2 It has been the expectation of the CCG that the services to be procured would result in the award of a single integrated service contract for the whole of the new service model i.e. one 'Lot' which could be delivered by one single or lead provider and hence the CCG has encouraged and facilitated collaborative discussions and networking between various provider organisations prior to the procurement as part of pre-procurement market engagement. The contract for the services will be for a 3 year duration, with an option to extend this by up to a further 2 years.

The CCG's service specification was developed to recognise the CCG's intentions for the Urgent Care Centre (UCC) service to be delivered from the existing facilities at Croydon University Hospital, and for future GP hubs to ideally be sited in the vicinity of the current locations of the walk in centre and minor injuries units, whilst recognising that bidders may propose alternative solutions which the CCG would evaluate to ensure improved access and integration.

- 2.3 A bespoke two-stage procurement process was designed in compliance with the prevailing procurement regulations (Public Contracts Regulations 2006, as amended) in terms of the requirements of a "Part B" health care service, and advertised through Contracts Finder. The decision to include a

pre-qualifying / shortlisting stage within the procurement process was informed through the market engagement process and follow-up feedback from providers which had indicated a high level of interest from the market for this Service that would benefit from a shortlisting of potential bidders prior to inviting fully developed tenders.

- 2.4. The procurement process was managed by NHS Shared Business Services (NHS SBS) on behalf of the CCG using the NHS SBS EU-Supply electronic procurement system to administrate all communications with bidders and receipt of completed tenders.
- 2.5 The Medical Lead for the redesign of urgent care services is a practicing GP and noted his potential conflict of interest. Accordingly the lead was excluded from all processes and direct decisions related to the tender process and participated only in project steering group meetings. This participation was reviewed and agreed by the CCG Governing Body.
- 2.6. Under the re-procurement of urgent care services, the following existing services are to be converted into GP Hubs:
 - Walk in Centre (WIC) on Edridge road
 - Minor Injury Unit at Purley
 - Minor Injury Unit at Parkway

The terms of the procurement were for the GP hubs to be located in the vicinity of existing services. Thus the location for the hubs was not mandated to the bidders.

The offer from the Croydon Urgent Care Alliance (CUCA) is continue to use the existing facilities at Purley and Parkway. A number of options for the Central Croydon GP hub are currently being reviewed including options around sites at Wellesley Road, Addiscombe Road and the existing site against the criteria below.

2. ISSUES

As referred to above parties are reviewing potential locations for the Central Croydon GP Hub, this review will take the form of an options appraisal covering the following items:

- Suitable locations within 1 mile of Edridge Road
- Pharmacy provision
- Ambulance Access
- Patient Access including Parking and Public Transport

3. CONCLUSION

Subject to successful conclusion of the contract with the preferred provider the mobilisation across the borough will continue in preparation for the 1st April 2017 go live date.

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4