

## Urgent Care Procurement

### Health and Social Scrutiny Sub Committee Update



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## Introduction:

This presentation is an update to the previous paper to the Health and Social Care Scrutiny Sub Committee provided in September 2015.

Croydon Clinical Commissioning Group (CCG) completed an engagement and procurement process to redesign urgent care services and identify a provider.

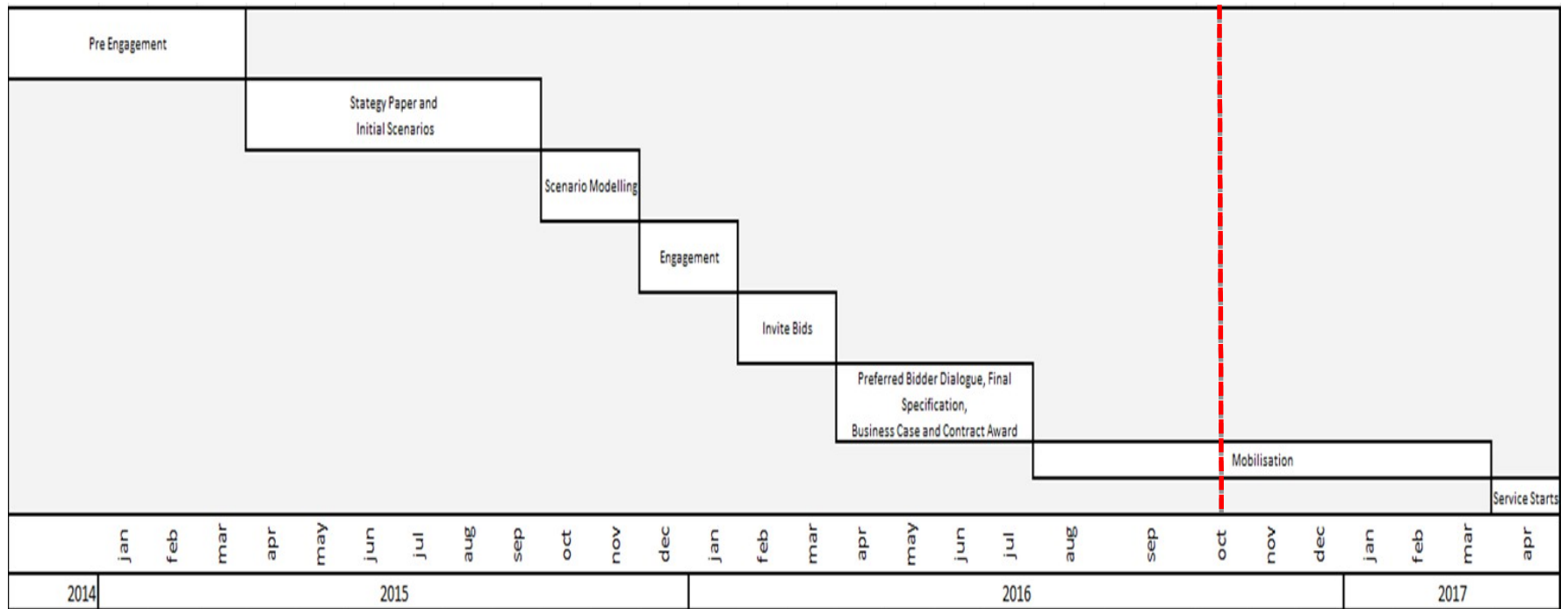
These slides outline the process and engagement undertaken to procure a service that was fit for Croydon's needs.

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## Timeline

The timeline of activities are demonstrated below with preparation work beginning from late 2014.



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## Public Engagement

- 13 Months
- 6,280 Engagement documents
- 1,000 conversations
- 51 Public Meetings including;  
PPI Forums, Carers Forums, Governing Body Meetings, Drop-In Clinics,  
Public Meetings, Parents Evenings, Outreach Clinics, MIND Meetings,  
Learning Disability Groups and many more.



## Equality and Diversity

-CroydonCCGscheduledpublic involvement events to have genuine, direct impact on decision-making processes.

- Materials were sharedwith local people so that the purpose of the review is adequately and appropriately described.

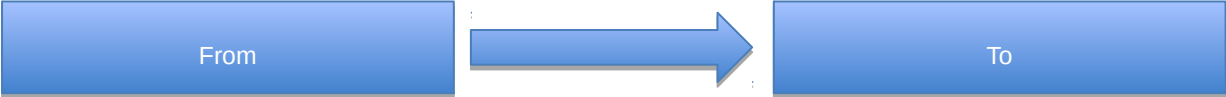
-Our engagement and communications teammadean effort to reach groups in Croydon whose voices are seldom heard such as people who live in deprived communities, homeless people, lone parents, people with mental health difficulties and older people.

- Thevariety of materials and event formats, timings andvenues ensuredthat public involvement is inclusive and representative, reaching all sections of the diverse, vibrant community that lives and works in Croydon.

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# The Croydon Urgent Care Model



- H** Croydon University Hospital
- UCC** Urgent Care Centre 24/7
- GPOOH** GP Out Of Hours
- MIU** Minor Injuries Unit
- WIC** Walk-in Centre
- ⇄** East Croydon Station

- H** Croydon University Hospital
- UCC** Urgent Care Centre 24/7
- GPOOH** GP Out Of Hours
- ⇄** East Croydon Station

GP Hub 1  
 GP Hub 2  
 GP Hub 3

GP Hub functionality will also be provided within the Urgent Care Centre

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## Procurement Process

- Early Market engagement highlighted a high number of potential bidders which helped inform the procurement process used.
- Bespoke two-stage procurement process formed of a Pre-Qualification Questionnaire and Invitation to Tender stage
- Advertised and procured through Contracts Finder and supported by NHS Shared Business Services.

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## Evaluation of Bids

- All bidders were required to submit a 'Bid Response' document that addressed the following areas; Accessibility, Finances, Integration, Mobilisation & Estates,

Quality & Safety and Workforce.

- All submissions were assessed by the evaluation panel members individually and then moderated

- Bidders were then invited to present to the evaluation panel which were also scored.

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## Evaluation Panel

### Independent Panel Members

- Out of Borough GP

- 3x Patient Representatives

- Healthwatch Representative

### Croydon Staff

- Associate Partner, Human Resources

- Director of Quality and Governance

- Governing Body Member

- GPN-Lead & Non-Medical Prescribing Lead

- Director of Commissioning

- Associate Director, Commissioning

- Associate Director, Strategy and Estates

- IT Project Manager

- Associate Partner, Finance

- Governing Body Lay Member

- Head of Transformation and Urgent Care

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## Healthwatch Quotes

“I commend Croydon CCG for running a fair and rigorous bid process. This bidding process had significant complexity, and required a serious commitment of time and effort from Healthwatch Croydon representatives. I found the process hugely interesting and learnt a great deal. I hope the successful bidder succeeds in delivering on this.”

“This decision is good news for Croydon residents, as services are being designed in response to patient need. We are pleased to see so many of our recommendations being translated into the plans for this new service. We would like to thank the CCG for listening to Croydon residents and planning a service that works for all. We also recognise the efforts of two Healthwatch Croydon volunteer representatives who have served on the procurement committee and contributed to this decision.”

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## Croydon Urgent Care Alliance

- The Alliance is formed of Croydon Health Services, Croydon GP Collaborative Ltd and AT Medics.
- Croydon Health Services are the prime contractor for the service with sub-contract arrangements with their two partners.
- This is a single integrated contract made up of the following component services;
- Urgent Care Centre
- GP Hubs
- Out of Hours Services
- Roving GP

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## Central Croydon GP Hub Review

- A review is being undertaken of potential locations for the Central Croydon GP Hub
- Potential locations include Wellesley Road, Addiscombe Road and the existing site.
- The review will be conducted by Croydon CCG and the Croydon Urgent Care Alliance.
- The review will consist of, but not be limited to, the following:
  - Suitable locations within 1 mile of Edridge Road
  - Pharmacy provision
  - Ambulance Access
  - Patient Access including Parking and Public Transport



Questions?

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Croydon  
*Clinical Commissioning Group*