

Frequently Asked Questions

WHAT ARE COMMUNITY SERVICES?

[NHS](#) community health services provide a wide range of care, from supporting patients to manage long-term conditions, to treating those who are ill with complex conditions.

Most community healthcare takes place in the community or in people's homes. Teams of nurses and therapists coordinate care, working with professions including GPs and [social care](#). Additionally, community health provides preventative and health improvement services, often with partners from local authorities and the [third sector](#).

Although less visible than hospitals, they deliver an extensive and varied range of services.

It is recognised that a new approach is needed to bring positive benefits in terms of improving people's health, wellbeing and experience of care, particularly in wrapping services around people's needs and shifting the focus to keeping people well and happy at home, supported when needed by people who know them, with reduced demand for hospital and other health and care services.

SOME OF THE KEY ORGANISATIONS INVOLVED IN THIS PROCUREMENT?

NHS Durham, Dales, Easington and Sedgefield Clinical Commissioning Group – (DDES CCG)

NHS Darlington Clinical Commissioning Group - (DCCG)

NHS North Durham Clinical Commissioning Group - (NDCCG)

North Tees and Hartlepool NHS Foundation Trust -(NTHFT) current provider

City Hospitals Sunderland - (CHS) current provider

NHS County Durham and Darlington Foundation Trust -(CDDFT) current provider

WHAT IS THIS PROCUREMENT ABOUT?

To make a difference we need to deliver care in a more integrated way, ensuring providers work collaboratively to deliver the best outcomes for patients. The aim is to grow and improve, not reduce, community services commissioned by the organisations across County Durham and Darlington.

CCGs are required by law to procure contracts when they expire and this is something that we do regularly. We have issued a Prior Information Notice which informs potential providers about our intention to procure community services over the next few months and to seek expressions of interest from prospective providers.

It's a very exciting time for us and we will see closer working between GPs, the local authority, voluntary and private sector providers and statutory organisations to successfully deliver high quality services across health

Frequently Asked Questions

and social care. All changes are subject to stringent NHS regulations and we will be involving our Overview and Scrutiny Committee and Health and Wellbeing Boards every step of the way.

They are highly valued services. Patients will experience high quality community services throughout the procurement process and afterwards when we start to embed these improvements across County Durham and Darlington. We expect that the procurement process will be finished by April 2018 and the new model will be in place by October 2018.

WHAT ARE WE TRYING TO ACHIEVE?

Patients have told us they really value and rate highly staff who work in clinical services. They told us that they would rather have a greater continuity of care with staff having longer to spend with patients.

Services that are currently delivered in patient's homes will continue to be so. It is the intention in the longer term that more services will be delivered in the community to improve accessibility. It is also suggested that we strengthen the collaboration between the community and voluntary sector so that patients receive the very best care.

This aims to help everyone - especially our older population and those living with long-term conditions – have better access to health services, be in more control of their own health and have an individual care plan tailored to their own personal needs, as just some examples. It's about delivering care appropriately so patients have the right care at the right time in the right place.

The key objectives of a procurement exercise will be to:

- Meet patients' needs and improve the quality and efficiency of services;
- Deliver services between primary, community and [social care](#) in a more integrated way;
- Provide [best value](#) for money in doing so

WHO MADE THE DECISION TO GO OUT TO PROCUREMENT?

The decision to re-procure was made jointly by and jointly approved by the three CCG Executive management committees involved. The CCG management committees are made up of managerial commissioners and local clinicians.

In October this decision was approved in Durham Dales and North Durham by the CCG joint management committee and in Darlington by the CCG Governing Body in line with each CCGs governance arrangements. All Governing Bodies of the 3 CCGs will continue to be kept updated on progress in accordance with each respective CCGs governance arrangements.

WHY DID YOU NOT EXTEND THE CONTRACT WITH COUNTY DURHAM AND DARLINGTON FOUNDATION TRUST?

Frequently Asked Questions

NHS County Durham and Darlington Foundation Trust have held the contract for the majority of community services since 2010. The contract was extended on a number of occasions. Community services are delivered by a number of providers at the moment and are sometimes fragmented as a result.

When a contract for a NHS service comes to an end, commissioners have a duty to review those services to ensure they will meet the changing needs of their population in the future and are in line with their 5 year strategies for improvement, whilst at the same time continuing to provide the highest possible standards of quality and value for patients.

WHAT WILL THIS MEAN FOR OUR LOCAL HOSPITAL AND LOCAL PATIENTS?

We would like to develop and enhance community services, helping to prevent avoidable acute hospital attendance, relieving pressure on such a vital resource. We will continue to enable and support the local hospital to do what it does best, in addressing the needs of those residents who need acute and specialist care.

We know that more people across Durham and Darlington spend more time in hospital than they need to, compared to other places in England. We have also heard from you that you would like to stay out of hospital if you can and have your care provided closer to home where safe and appropriate to do so. This new model of community services will mean that we will work to build strong community teams meaning that hospitals will be able to concentrate on the specialist care that they do best. We want to ensure care is delivered in the most appropriate place i.e. this might be in community settings or GP practices, or when necessary in a person's home.

During this procurement process, the CCG continues to work closely with County Durham and Darlington NHS Foundation Trust and other local partners on various joint projects to ensure local quality and safe treatment and care continues to be delivered for patients. The hospital will remain an integral part of the future model of care.

Patients can still expect to have access to high quality community services throughout the procurement process and beyond.

DID YOU INVOLVE PATIENTS AND MEMBERS OF THE PUBLIC IN THIS PROCESS?

Yes. As healthcare commissioners we have a duty to involve our stakeholders in our work so we have continued to do so throughout our journey.

NHS Darlington CCG has developed the 'Darlington Care Blueprint' supported by an infographic to outline the CCGs 2020 vision and response to the Five Year Forward View. The 'Blueprint' sets out the CCGs plans for new models of care, the infographic providing a visual representation of how local health services work with the patient at the centre. The CCG carried out a series of engagement with GPs and other key stakeholders in the community to talk about the 2020 Vision and the 'Darlington Care Blueprint', commissioning Healthwatch Darlington to carry out some of this work. The 'Blueprint' is available on the CCG website www.darlingtonccg.nhs.uk. We also involve and update several stakeholders in this process for example local authorities and Health Overview and Scrutiny Committees (OSC).

Frequently Asked Questions

Staff working in Primary care such as GPs and Practice Nurses, staff delivering community services and patients using community services were asked some questions about how things currently work. We wanted to better understand how the development of integration across health and social care could look like. The details of these findings can be found in our Community Services Procurement Report on our website. Patients were very supportive of the services they received which they want to continue to receive in their own homes. They also told us that continuity of care was important and we have included this in the service specification.

As part of this process, we continue to welcome stories/experiences from patients and carers that have used local services and these views will shape the future of these services. If you have experiences and views to share, please complete one of our patient experience forms and send back to DDESCCG.enquiries@nhs.net

These can be accessed on our websites.

Darlington website

DDES website

ND website

DID YOU INVOLVE LOCAL GPs AND CLINICAL STAFF?

Yes. Local GP practices make up our membership so they have been involved in the discussions and support the new service model and the decision to re-procure local services. This engagement has continued through regular meetings with our practices and through protected learning time sessions and clinical engagement events.

We greatly value the skills, local knowledge and experience of community service staff and we are keen to ensure future models of care are both informed by and built upon this strong and committed workforce. We continue to keep existing community health services staff updated via the providers' existing communication channels.

All re-procurement exercises are subject to stringent NHS workforce regulation and employment laws, including TUPE (Transfer of Undertaking Protection of Employment) regulations. These provide existing staff with particular safeguards in respect of their employment. The staff's existing HR team will continue to offer advice to staff around these terms and conditions. The CCG issued all relevant providers with a set of **Frequently Asked Questions** in Oct 2017 to help answer some of those questions staff may have. We surveyed GPs and staff through the **staff questionnaire**.

ARE YOU PRIVATISING THE NHS?

National procurement legislation requires CCGs to enable all NHS and independent sectors providers to compete. Only those bidders that are successful following evaluation against set criteria can proceed to the

Frequently Asked Questions

next stage of the process. All bidders are treated fairly and transparently to ensure we secure the best provider possible for the benefit of our patients. Any successful provider would be expected to adhere to NHS terms and conditions for the delivery of the service.

These services will continue to be delivered as part of the NHS and will remain FREE at the point of contact.

WHAT DOES THE PROCESS INVOLVE?

Our procurement process is called Competitive Dialogue. The timelines are as follows.

- Full tender issued: November 2017
- Invitation to shortlisted providers to participate in dialogue: (ITPD) December 2017
- Dialogue Discussions: January 2018
- Invitation to submit final tender (ISFT): End of January 2018
- Contract awarded: April 2018
- Mobilisation: May-September 2018
- Go Live: October 2018

IS THIS PROCESS BEING SCRUTINISED TO ENSURE IT MEETS THE REQUIREMENTS?

The CCGs must adhere to all procurement legislation. We have legal and procurement professional advice. Similarly, part of our statutory obligation is to involve everyone in the most appropriate way.

The CCG continues to work closely with and reports to NHS England. NHS England will be kept informed throughout the process to ensure we are working in line with national guidance.

We have also been out to see the Health Overview & Scrutiny Committee across County Durham and Darlington in August and October 2017.

WHERE WILL SERVICES BE OFFERED IN THE FUTURE?

A Strategic Estates Group is established which meets regularly to discuss any estates issues for our local health economy. This group is currently being expanded, and will be made up of organisations such as

- Darlington Borough Council
- Durham County Council
- North Tees and Hartlepool NHS Foundation Trust
- Tees, Esk and Wear Valleys NHS Foundation Trust
- NHS County Durham and Darlington Foundation Trust
- The 3 Clinical Commissioning Groups, NHS Darlington CCG, NHS North Durham CCG and NHS DDES CCG
- The successful bidder(s) will also join this group. This collaborative approach to managing estates means all developments are managed together for the benefit of our health economy and local communities.

Frequently Asked Questions

WHAT IS THE CONTRACT VALUE?

The budget for the procurement of community services for adults is estimated to be in the region of £60 million per annum.

WHAT IS THE LENGTH OF THE CONTRACT?

The contract length is proposed as 5 years with a possible extension. The Clinical Commissioning Groups who are responsible for planning and buying the services will continually review the performance of the contracts. This will be in line with expected improvements and outcomes. If changes are needed then this will be done in collaboration with the provider.

The successful provider will need to deliver a safe, quality service for local patients. Within our contractual agreement the CCG reserves the right to refuse a proportion of payment if the provider does not deliver appropriately against an agreed set of outcomes, which the CCGs will continually oversee.

WILL I NOW HAVE TO PAY FOR MY LOCAL HEALTHCARE?

No, the services commissioned will continue to be delivered as part of the NHS and will remain FREE at the point of contact.