

## Adults and Public Health Overview and Scrutiny Board

### Report Title:     **Re-commissioning Derby Walk-In Services**

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<b>PURPOSE OF THE PAPER</b>
To provide the Board with an overview regarding the tendering process and implementation for the re-commissioning of Derby Walk-In Services. This paper identifies the preferred provider chosen to award a contract to commence on the 1 <sup>st</sup> April 2015.

<b>RECOMMENDATION(S)</b>
<p>The Adult and Public Health Overview and Scrutiny Board are asked to:</p> <ul style="list-style-type: none"> <li>• Note the tendering process.</li> <li>• Note the preferred provider.</li> <li>• Note the current status regarding implementation of the services.</li> </ul>

<b>BACKGROUND AND CONTEXT</b>
<p><b>History:</b></p> <p>SDCCG aligned the two walk-in service contracts within Derby, to expire concurrently on the 31<sup>st</sup> March 2015. The two services due for expiry from this date are:</p> <p><b>Derby Open Access Centre:</b></p> <p style="padding-left: 20px;">Lister House, St Thomas' Road, Derby.</p> <p style="padding-left: 20px;">GP Led-GP Registered and walk-in service – Contract currently held by the Local Area Team (LAT) and will be split on 31<sup>st</sup> March 2015 with the LAT extending the Registered element only from this date.</p> <p style="padding-left: 20px;">Opening times: 8.00am until 8.00pm, 365 days a year.</p> <p style="padding-left: 20px;">Walk-in attendance 2013 – Approximately 29,000.</p> <p><b>Derby Walk-in service:</b></p> <p style="padding-left: 20px;">Osmaston Road, Derby.</p> <p style="padding-left: 20px;">Opening times: 8.00am until 7.30pm, 365 days a year.</p>

Nurse led service.

Walk-in attendance 2013 – Approximately 43,000.

A service review of the two current Walk-In Centres was undertaken in October 2013, and identified that the demand was high for both services, with attendance varying significantly throughout their opening times. Both Walk-In Services dealt with similar conditions with minimal referrals to Secondary Care.

Public Consultation took place between the 2<sup>nd</sup> September and the 30<sup>th</sup> November 2013, giving the opportunity for the public to comment on current services and options for the future.

Walk-In Services were initially intended to relieve the pressures of A&E, but there has been no evidence to support this during the recent consultation. Walk-In Service attendance has increased significantly over the years, and the model of the future services needs to help to deliver the Generic Service Model in shifting some level 3 and 4 services into future Walk-In Services. The Commissioners were looking for Providers to identify how they would achieve the key objectives and outcomes as detailed in the service specification, utilising an innovative model to deliver Walk-In Services going forward.

This service was procured within Part B of Schedule 3 of Part 10 of the Public Contract Regulations 2006 (the "Regulations") (and therefore not subject to the full scope of the Regulations), NHS Southern Derbyshire Clinical Commissioning Group has, throughout the whole of the procurement process, applied the best procurement practice.

This procurement was conducted utilising a two-stage restricted core process. The pre-qualification stage of the process reviewed eight submissions:

- Derby Hospital Foundation Trust\*
- Nottingham City care Partnership CIC\*
- Danum Medical Services Ltd
- Derbyshire Health United Ltd\*
- Lakeside+ Ltd
- Malling Health\*
- Northern Doctors Urgent Care\*
- One Medical Group\*

The six highest ranking bidders (indicated by the asterisk above) were invited to partake in the Invitation to tender (ITT). The ITT stage, reviewed two submissions

- Derby Hospital Foundation Trust
- One Medical Group

Note: Of the 6 providers invited to tender:

- 2 submissions were received (2 providers collaborated DHFT and DHU).

- 1 withdrew from the competition (Malling).
- 2 did not submit (Nottingham City care, Northern Doctors).

**Award criteria:**

The evaluation criterion for the ITT Bid evaluation was designed to identify the Bid that represents the best Value for Money, rather than lowest price alone. The evaluation took into account both the quality score and the price offered. The weighted ratio of Quality to Price set at 70:30.

The evaluation panel comprised of 12 evaluators consisting of:

SDCCG Senior Commissioning Manager  
 GEM Senior HR Business Partner  
 External Clinical Lead  
 SDCCG Head of Clinical Quality  
 SDCCG Business Information Officer – Urgent Care  
 SDCCG Assistant Chief Finance Officer  
 GEM Equality and Human Rights Project Manager  
 SDCCG Engagement Manager  
 2 x Lay Representatives  
 SDCCG Governance Manager and IG Lead  
 SDCCG Lead Medicines Management Pharmacist

The outcome of the scoring is detailed in the table below:

<b>Section</b>	<b>Weighting</b>	<b>DHFT</b>	<b>One Medical</b>
<b>Technical</b>			
<i>Qualification</i>	<i>Pass/ Fail</i>	<b>PASS</b>	<b>PASS</b>
<i>Financial Compliance</i>	<i>Pass/ Fail</i>	<b>PASS</b>	<b>PASS</b>
Modelling of Service	90 Marks (18%)	(43 Marks)	(69 Marks)
Service Delivery	140 Marks (18%)	(83 Marks)	(97 Marks)
Clinical	95 Marks (18%)	(53 Marks)	(67 Marks)
Contracts and Performance	45 Marks (6%)	(29 Marks)	(33 Marks)
Equality & Diversity	40Marks (6%)	(18 Marks)	(29 Marks)
Governance & Safeguarding	60 Marks (3%)	(23 Marks)	(36 Marks)
HR & Work force Management	100 Marks (3%)	(49 Marks)	(62 Marks)
Information and Governance	60Marks (3%)	(24 Marks)	(36 Marks)

Presentation	25 Marks (10%)	(9 Marks)	(16 Marks)
Total percentage	70%	36%	49%
<b>Financial</b>			
Finances	30%	26%	30%
<b>Total</b>	<b>100%</b>	<b>62%</b>	<b>79%</b>

The preferred provider is One Medical Group.

The preferred provider was agreed and signed off at the Derby Walk-In Service Contract Award Committee on Friday 3<sup>rd</sup> October 2014, which consisted of: An external assessor, Chair of the Lay Reference Group, Director of Acute Commissioning, Head of Urgent Care, Urgent Care Senior Commissioning Manager and the Procurement Manager for GEM CSU.

## KEY MATTERS FOR CONSIDERATION

Commissioners are seeking the Adult and Public Health Overview and Scrutiny Board to note the:

- Process for award undertaken has been conducted in a fair and transparent way.
- Selection of the preferred provider 'One Medical Group' to award the contract for Derby Walk-In Service provision within Derby City and Normanton.
- Equitable access to patients is offered as outlined in the service specification.
- Implementation and contracting terms of the new service.

The Contract is a 3 year initial contract to commence on the 1<sup>st</sup> April 2015, with the opportunity to extend for a further 2 x 12 month period. Following approval from the panel, an award notice was issued notifying the market of the preferred provider on Monday 6<sup>th</sup> October 2014. As this is a Part B Service, under best practice a 10 day standstill period will commence on the 6<sup>th</sup> October 2014 to the 16<sup>th</sup> October 2014. Providing no challenge to the process is made, SDCCG may enter into formal contracting terms from the 17<sup>th</sup> October 2014.

### **Implementation:**

One Medical Group's model is to expand the current service model, from a minor illness to a minor injury service. This will be achieved through a two phased approach.

**Phase 1: Two centres:** During the first 12 months of the contract, Osmaston Road will be the main site for the Walk in Services which includes GP access throughout opening times. This will deliver services set out as the minimum requirements in the service specification.

St Thomas' Road will be utilised as a satellite site which will include patient education and signposting of services. To facilitate the transition of location change, it has been agreed that this service will continue to offer a nurse practitioner level service to deal with urgent cases where the patient is unable to be signposted to the main walk-in service.

**Phase 2: Urgent Care centre:** Year 2 and 3 of the contract will see additional services such as x-ray, plastering services and in depth diagnostics.

Both sites throughout the life of the contract will provide both a patient education centre and patient advisor to provide comprehensive advice on self-care and signposting to relevant services.

SDCCG and One Medical Group will work collaboratively to ensure a smooth transition of services. This will be facilitated by monthly co-implementation groups and a full communication and engagement plan will be developed to incorporate effective engagement with key community groups.

## FINANCIAL IMPACT

There is no financial impact as the funding for the Derby Walk-in Services from the 1<sup>st</sup> April 2015 was to remain the same and the preferred providers bid was within the financial envelope.

## **RISK ANALYSIS**

A risk log has been developed as part of the review and procurement process, this will be further developed as part of the implementation phase.

A monthly Derby Walk-In Service Implementation Group will take place to ensure the risk log is kept up to date and actioned as and when required, ensuring that all risks are limited and plans are in place where necessary to ensure a smooth transition of the service. This Group will consist of the panel involved in the procurement process as well as a member of One Medical Ltd.

Following commencement of the service a 2 and 4 month review will take place which will include Equality and Diversity, to ensure that the service is meeting the deliverables and quality elements set out in their Contract and Service Specification.