

July 2014
Issue 8



NHS
Cambridgeshire and Peterborough
Clinical Commissioning Group

Older People's Programme - Update 8

Foreword

July 2014 is a month of milestones for the Older People's Programme. At the beginning of July we published the results of the Proposals to Improve Older People's Healthcare and Adult Community Services public consultation. At the end of July, shortlisted bidders in the procurement process are expected to submit their detailed proposals (full solutions) for delivering integrated older people's healthcare and adult community health services.

Both are the culmination of months of work and input from a very large number of people, including the many residents who gave up their time to give us their views on the CCG's vision and initial proposals for improving healthcare that the shortlisted bidders in the procurement put forward. This feedback will not only help the bidders improve the proposals they have put forward, but will aid the CCG in buying high quality services designed around the needs of our patients.

Views expressed during the consultation show strong support for the reasons for change and the CCG's vision for delivering more joined-up older people's healthcare and adult community services. However some concerns were raised and a number of recommendations have been made for the bidders to take into account as they put together their full solutions. You can read more on pages two and three.

I would like to take this opportunity to thank all the people and organisations who took the time to respond to the consultation. I would also like to thank colleagues from our Local Commissioning Groups (LCGs) and partner organisations for their work over the last few months on the Outcomes Framework, the dialogue with bidders and, in anticipation, the work they will do evaluating the bids once the final proposals have been submitted.

Dr Arnold Fertig

CCG Older People's Programme Clinical Lead

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Strong support for joined-up healthcare

Strong support for the reasons for change and the CCG vision to deliver more joined-up older people's healthcare and adult community services was received through the public consultation.

Nearly 3,000 views and opinions were received between 17 March and 16 June 2014.

- 80% of respondents to the questionnaire said they were supportive of the reasons for change
- 87% supported the CCG's vision for improved community and out of hospital services
- 88% agreed the CCG's vision will be successful in achieving the goal that more patients are supported to remain independent.

The full report is available on the Proposals to Improve Older People's Healthcare and Adult Community Services public consultation page found on www.cambridgeshireandpeterboroughccg.nhs.uk (<http://www.cambridgeshireandpeterboroughccg.nhs.uk/have-your-say/older-people-and-adult-community-services.htm>)

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Proposals to improve older people's healthcare and adult community services

Consultation document

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is the organisation responsible for planning, organising and purchasing NHS-funded hospital and community healthcare for residents.

We want to improve older people's healthcare and adult community services for residents across Cambridgeshire, Peterborough and those parts of Northamptonshire and Hertfordshire included in the CCG's catchment area.

We would like your feedback on the initial proposals a number of organisations have put forward on how services could be delivered differently to achieve the improvements we are looking for.

The public consultation runs from
9am 17 March 2014 to 5pm 16 June 2014

Start date moved to ensure patient safety

Concerns were raised during the consultation that turnaround timescales were too tight between the appointment of the preferred bidder (the decision on preferred bidder is expected to be made in September) and the start of the contract.

The CCG's Governing Body has agreed to change the service start date from January 2015 to April 2015 to ensure patient safety during the transition.

To help a smooth transition, a Transition Steering Group with the CCG's current community provider, Cambridgeshire Community Services (CCS) NHS Trust, has been set up.

CCS staff teams and union representatives also met with bidders in June enabling CCS staff to ask the shortlisted bidders about their proposals and give their feedback on the proposals.

For more information on Cambridgeshire and Peterborough CCG's Older People's Programme, please visit www.cambridgeshireandpeterboroughccg.nhs.uk/pages/older-peoples-programme

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Public consultation: Key messages from public feedback

The CCG has asked shortlisted bidders to respond to the key messages local people fed back through the consultation by giving further details in their more detailed and final proposals (full solutions), to be submitted at the end of July, on how they will:

- take into account local needs, particularly:
 - ◆ differences in population between Peterborough and Cambridgeshire
 - ◆ delivery of services in more rural areas such as Fenland
 - ◆ service provision on the borders of the CCG's catchment area (Royston in Hertfordshire and Oundle and Wansford in Northamptonshire)
- work with GPs
- work with local authorities to deliver joined-up working between health and social care
- ensure telephone callers to a 24/7 single point of access service will get through quickly and get a 'rapid and effective' response
- work with the existing 111 service, other telephone access and the ambulance service
- make sure mental health professionals are involved, including when patients needing these services are in hospital
- store data securely in a single electronic record system and ensure it is used properly (information governance)
- work with voluntary organisations
- focus on preventative care, particularly addressing problems of social isolation that older people can experience
- improve access to specialist nurses and 24-hour support for patients at the end of their life, and their carers.

Specific details of the recommendations made can be found on the Proposals to Improve Older People's Healthcare and Adult Community Services public consultation page on the CCG's website www.cambridgeshireandpeterboroughccg.nhs.uk in the attachments Agenda Item 02.1 Response to Consultation Cover and Agenda Item 02.1 – End of consultation report. (See page two for web link)

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Public consultation:

Concerns on types of provider

Concerns were raised during the consultation about the implications, particularly on staff, of possibly commissioning a non-NHS provider.

In response, the shortlisted bidders have been asked to set out in detail in their full solutions how they will:

- increase staff satisfaction
- recruit and retain staff
- build on current levels of training
- prepare new staff for their roles
- develop the organisation as a whole
- engage with staff.

The CCG will ensure that:

- the service specification is robust
- processes for holding the Lead Provider (the consortium/organisation awarded the contract) to account are clearly defined
- performance information is publically available
- the Lead Provider supplies information to partner organisations.

What happens next?

Bidders for the contract are expected to submit their detailed proposals (full solutions) for improving services at the end of July.

There are now three shortlisted bidders:

- Care for Life (Care UK with Lincolnshire Community Health Services NHS Trust, and Norfolk Community Health & Care NHS Trust)
- Uniting Care Partnership (Cambridgeshire and Peterborough NHS Foundation Trust with Cambridge University Hospitals NHS Foundation Trust)
- Virgin Care Ltd.

Accord Health (Interserve with Provide, formerly Central Essex Community Services, and North Essex Partnership Foundation Trust as Mental Health Lead) withdrew from the procurement process in June.

Once the detailed proposals have been received, they will be evaluated by a large team of evaluators including clinicians from all the LCGs, patients, carers, CCG representatives and experts on a range of subjects including work force, estates and IT.

A decision on a preferred bidder is expected to be made in September.

For more information on Cambridgeshire and Peterborough CCG's Older People's Programme, visit

www.cambridgeshireandpeterboroughccg.nhs.uk/pages/older-peoples-programme