

Governing Body meeting (held in public)

DATE: 30 July 2015

Title	SEL 111 Briefing	
This paper is for Information		
Recommended action for the Governing Body	<p>That the Governing Body Note</p> <ol style="list-style-type: none"> 1. The update to South East London CCGs on the status of the NHS 111 reprourement and is for information only. 2. The intended Next Steps and timescales 	
Potential areas for Conflicts of interest	None	
Executive summary	<p>NHS England believes a fundamental redesign of the NHS urgent care 'front door' (A&E, GPs, NHS 111, Primary Care out of hours services, community and social care services) is needed as part of the broader programme of care transformation set out in Sir Bruce Keogh's Urgent and Emergency Care Review and later in the NHS Five Year Forward View.</p> <p>This paper is intended to update the South East London CCGs on the status of the NHS 111 reprourement and is for information only.</p>	
How does this paper support the CCGs objectives?	Patients:	Improve the health and wellbeing of people in Bexley in partnership with our key stakeholders
	People:	Empower our staff to make NHS Bexley CCG the most successful CCG in (south) London
	Pounds:	Delivering on all of our statutory duties and become an effective, efficient and economical organisation
	Process:	Commission safe, sustainable and equitable services in line with the operating framework and which improves outcomes and patient experience
What are the Organisational	Key risks	Any delays to the SEL procurement will impact the effectiveness of collaboration between 111, A&E's,

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implications		OOH and Urgent Care Centres. Currently, the call centre is located in leased premises which will need to be extended. CSU are investigating options and NHSE are in the process of agreeing the development of tender.
	Equality	Services must deliver the requirements of equality and diversity.
	Financial	None currently identified
	Data	Services must be delivered in line with the NHS constitution.
	Legal issues	None currently identified
	NHS constitution	None currently identified
Engagement	Not applicable	
Audit trail	This report is also presented to the Finance Sub Committee.	
Comms plan	Not applicable	
Author:	Clinical lead:	Executive sponsor:
South London CSU	N/A	Sarah Valentine Director of Commissioning
Date	20 July 2015	



South East
Commissioning Support Unit

NHS 111 BRIEFING FOR SOUTH EAST LONDON GOVERNING BODIES

16 July 2015

Prepared by: Niamh Wilson, Principal Associate

SOUTH EAST / CSU

Date	Version	Author	Notes
15/7/15	V 1.0	Niamh Wilson	First Draft
15/7/15	V 2.0	Deborah Tobin	Amendments/Additions, sent to SRO for approval
16/07/2015	V3.0	Niamh Wilson	Updated following comments from Angela Bhan

Purpose

This paper is intended to update the South East London CCGs on the status of the NHS 111 procurement and is for information only.

Background

Last winter, health services responded to the highest ever number of NHS 111 calls, ambulance calls, A&E attendances and emergency admissions in NHS history. The NHS and its staff responded magnificently to these difficult circumstances and worked tirelessly to find solutions.

Since then, NHS England has been looking at the surge on health services and the reasons why urgent care services are being used in the way they are. They believe patients and professionals find access to urgent and emergency care confusing.

As a result, NHS England believes a fundamental redesign of the NHS urgent care 'front door' (A&E, GPs, NHS 111, Primary Care out of hours services, community and social care services) is needed as part of the broader programme of care transformation set out in Sir Bruce Keogh's Urgent and Emergency Care Review and later in the NHS Five Year Forward View.

NHS England has asked all CCGs nationwide to put on hold any plans to procure NHS 111 or out of hours services until the end of September 2015 while they further consider how to improve access to the urgent care system and the future role that 111 will play. The previous timetable for the procurement was to commence this month. These arrangements have been suspended for three months.

Next steps

CCGs nationwide have been invited to engage with NHS England about the transformation which will provide a functionally integrated 24/7 urgent care access, treatment and clinical advice service which will incorporate NHS 111 and out of hour's services. New commissioning standards for this integrated service are expected by September 2015 along with associated procurement guidance, revised KPIs and a revised national contract.

NHS England acknowledges that transforming the service in this way will be complex and are actively encouraging CCGs to consider the detailed design of an integrated service and the necessary contractual changes which are likely to be needed.

The new South East London 111 procurement timeline has therefore been revised with the plan to go out to tender in October 2015, after the release of the new NHSE documentation. Please find a summary of the new dates below. CCG governing bodies will now be asked to approve the service specification in their September meetings.

The 111 programme team will continue to develop the 111 specification in line with NHS England's recommendations during the 'pause' and the following work will continue in parallel with the national work streams.

- Support the CCG communications and engagement leads by providing a revised online survey for patients, materials to promote engagement locally and by organising a second patient workshop in September.
- Continue engagement with OOHs providers and commissioners to develop the new service model focusing on patient referrals to OOHs providers and utility of GPs within the 111 service model. There is a design group consisting of OOHs providers, SECSU 111 team

and commissioners to review 111 and OOHs data to improve pathways and design KPIs to improve patient outcomes.

- Support CCG communication teams to update local GP practices.
- Work with commissioners to agree a road map for integrated commissioning of 111 and OOHs contracting.
- Modelling the new service to understand the impact on local urgent care and support Bromley CCG with the financial modelling on behalf of all SEL CCGs.
- Contribute to NHS England transformation workshops.

Summary for 111 procurement dates

Project Title/Scope	Projected Start Date	Projected End Date	Hard Deadline Date
Confirmation of CCG processes in place for finance, sign off, etc.	02-Sept-15	07-Sept-15	07-Sept-15
Programme Board to sign off SEL Service Specifications, tender documentation, financial envelope & contract	10-Sept-15	17-Sept-15	17-Sept-15
Assurance from NHSE London that gateways have been met	09-Oct-15	09-Oct-15	09-Oct-15
Clinical Chairs meeting with Anne Rainsbury	09-Oct-15	09-Oct-15	09-Oct-15
National Team approval of the SEL tender	09-Oct-15	09-Oct-15	09-Oct-15
SEL Chief Officers to sign off service specifications, financial envelope & contract	12-Oct-15	12-Oct-15	12-Oct-15
SEL Chief Officers approval to publish	13-Oct-15	13-Oct-15	13-Oct-15
Publication of tender	13-Oct-15	13-Oct-15	13-Oct-15
Complete financial analysis of bids to confirm bidder viability	26-Nov-15	27-Nov-15	27-Nov-15
Evaluation of written bids	30-Nov-15	7-Dec-15	7-Dec-15
Bidder Presentations	16-Dec-15	16-Dec-15	16-Dec-15
Preferred Bidder Site Visits	18-Dec-15	18-Dec-15	18-Dec-15
Programme Board approval of recommended bidder	6-Jan-16	6-Jan-16	6-Jan-16
SEL Chief Officers approval of recommended bidder	6-Jan-16	6-Jan-16	6-Jan-16
Submit final contract award notice	13-Jan-16	13-Jan-16	13-Jan-16
Mobilisation of new service	17-Feb-16	17-Aug-16	17-Aug-16

Conclusion

Chief Officers are asked to note the revised arrangements for reprocurement of the NHS 111 service and the proposals to further develop functional integration.