

Progress Report on Integrated Dermatology Service Procurement

1. Executive Summary

- 1.1. This paper summarises the processes involved in the recently completed procurement for an Integrated Dermatology Service and outlines the results and expected benefits of the re-procured service.
- 1.2. The successful bidder was Brighton and Hove Integrated Care Service (BICS), who are a local organisation of GPs.
- 1.3. The overall aim is for the 'Go Live' for the new service to be in August 2014.
- 1.4. Previously papers have been provided to the HWOSC pre-meeting in October 2013 and main meeting in November 2013. This paper will outline the background, set out the reason for change, the service, the procurement process, the outcomes, and patient experience. The paper aims to provide assurance on how the service would improve outcomes and patients experience within a sustainable system.

2. Background

- 2.1 The current Integrated Dermatology service has been running on a pilot basis since July 2010. No formal procurement for the current service had been undertaken at any point and the service could not continue on a pilot contract. Furthermore, a model needed to be developed that manages increasing activity whilst delivering high standards of care and patient satisfaction within an affordable budget.
- 2.2 A Procurement Steering Group was set up to oversee the process. A service specification, encompassing views and experiences from the public and patients, local GPs and clinicians was agreed by the CCG's Clinical Strategy Group on 9th July 2013. A full option appraisal and business case was subsequently agreed by the Governing Body on 24th September 2013. The latter also provided delegated authority for contract award. All of this was outlined in the Evaluation Strategy which was agreed in November 2013.

3. Financial Context

- 3.1 A programme budget has been set at a fixed level for (Maximum of £2million per year in Tender) for 3 years. The fixed financial envelope will incentivise the

prime contractor to drive efficiency and promote innovation to compensate for growth in demand or rises in technology or prescribing costs.

4. Procurement process to date

- 4.1 Sixteen organisations expressed an interest at an early stage. However, following the closure of the Pre-Qualifying period (PQQ) in December 2013, four Bids were received.
- 4.2 All four bidders successfully passed PQQ stage and were invited to submit a response to the Invitation To Tender (ITT) stage. Following closure of the ITT period only 2 Bids were received.
- 4.3 The evaluation process involved 10 Evaluators covering a range of areas of expertise including pharmacy, clinical, Quality, IM&T and contracting. A Lay Evaluator was supported to be part of this process. The areas assessed are outlined below:

Section Name	Weighting (%)
Clinical Service Delivery	20
Local Integration	9
Contractual Arrangements	5
Mobilisation	9
Quality	9
Workforce	9
IM&T	9
Finance	15
Social Value	5
Innovation	5
Scenarios	5
	100

Evaluators assessed relevant sections independently and then came together for moderation to ensure a fair and even approach to scoring.

- 4.4 Bidder interviews were also held as part of the ITT process. Bidders were invited to prepare responses to three scenarios that were presented to them on the day and focused around a variety of clinical and operational aspects of delivering an integrated dermatology service for both children and adults. These responses were also assessed and moderated by a panel of expert and Lay Evaluators.

5. Outcome of the Procurement

- 5.1 The evaluation has now been completed and the preferred bidder announced with our intention to award contract. The successful bidder was

Brighton and Hove Integrated Care Service (BICS), who are a local “Not for Profit” Organisation with its shareholders being its own employees and employees of General Practice in Brighton & Hove. BICS holds and delivers a number of health service contracts and in all cases seeks to deliver care in an integrated partnership model with local NHS providers and with a particular focus fully utilising the expertise of primary care and third sector to improve care pathways.

- 5.2 BICS were already the lead contractor for this service, however, going forward this bid means that they will be working with a wider range of clinical partners within a more integrated and innovative care model.

6. The Care model (outlined in BICS bid response)

- 6.1 BICS has entered into a contractual joint venture with Sussex Community Dermatology Service. The latter already provide dermatology services across West and Mid Sussex. Further partners and sub-contracting arrangements will include: Brighton and Sussex University Hospital Trust (BSUH); Sussex Partnership Foundation Trust (SPFT), Boots – Community Pharmacies, National Eczema and Psoriasis Societies, GP practices and Brighton and Hove City Council through the public health schools programme.
- 6.2 Given the range of partners, organisational and service integration will be a key challenge. The bid response outlined a structure of multi-disciplinary teams that are aligned around patient pathways with the aim of providing a seamless and “one stop” (where appropriate) experience for patients.
- 6.3 The model also outlined a very strong focus on prevention, patient self-care and management. A range of innovative areas were outlined: Information Technology solutions including a range of online self-care tools and interactive Apps for specific conditions; Specialist Nurses working in partnership with Voluntary Sector peer support & patient education groups for patients with long-term skin conditions and parents of children with skin conditions. Eleven local pharmacies will be available to assist patients in the safe application of topical treatments and creams; patients with Eczema and Psoriasis will be offered pharmacist led appointments within 48 hours as part of their self-care flare up plans and there are plans to roll out Teledermatology across the City to improve diagnosis in primary care and ensure effective use of care pathways.
- 6.4 The bid also described how all clinicians will be trained in mental health skills to enable screening, problem identification, medication management and accurate signposting where more specialist interventions are required. The use of recognised patient outcome measures will support this approach.
- 6.5 In summary, the Bid submitted by BICS was of a very high standard and provided areas of innovation and improvement within the programme budget set.

7. Mobilisation

- 7.1 There is a three month mobilisation period with a steering group meeting on a regular basis to ensure a safe transition into the new service and that all risks are identified and mitigated. There will be a strong steer during this period to ensure a robust contract is signed providing high quality and value for money.

8. Conclusion

- 8.1 The HWOSC asked to note the content of this update.