

Alternative Provider Medical Services (APMS) Procurement Platform One

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*Mansfield and Ashfield
Clinical Commissioning Group*


*Newark and Sherwood
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**Greater Nottingham
Clinical Commissioning Partnership**

Introduction

Kate Horton Engagement Officer

with

Fiona Warren Primary Care Manager

Serena Broughton Primary Care Officer

Lynette Daws Head of Primary Care

Who else is in the room?

What is APMS?

- Alternative Provider Medical Services – a type of contract held by someone running a Primary Care Practice. Sometimes this is called your GP Practice but we use the term Primary Care as it more accurately describes all the services now offered within your local surgery.

What is happening?

- The current contract is coming to an end, much like any contract held professionally or privately, and we need to ask anyone interested in obtaining this contract to tender for it.

Why are you telling us?

- We would like to tell you what is happening because as a group of patients and their representatives at this practice we would like to keep you informed.
- We would also like to tell you where we have collected our information from for the tender so we can represent what we know about your experiences at the practice.
- We would also like to check with you to see if what we have read matches your experiences as patients at the practice.

Who is involved?

- The Clinical Commissioning Group team as introduced here and others colleagues as required

Who else does it involve?

- Anyone wishing to bid on the Contract

And what about the patients?

- During the Procurement process it is really important that you feel comfortable and aware that patients do not need to do anything. Services will run as normal when procurement commences.

What happens?

- Publishing the Prior Information Notice

A notice is published publicly informing “the market” (potential bidders) that the CCG will be intending to re-procure the APMS contract for this practice. Some information but not a lot is released at this stage.

- Publish the Invitation to Tender

“Invitation to Tender” means the bidding process is now open for interested parties to submit a bid for the new contract. This process is done online and monitored by both the CCG and NHS England to assure transparency and equality for all applicants.

What happens?

- Evaluation period
the Tenders (applications to be the Contract holder) are reviewed and scored by a panel
- Contract Awarded
The new Contract is awarded to the successful bidder
- Contract Mobilisation
the new Contractor begins to put in place all the plans they need to make to continue their new Contract as the provider for Primary Care Services at Platform One starting on 1st April 2021.

Patient feedback in the process

Patient feedback which is available to us and publicly available to all has been collected for your Primary Care Centre. These include surveys and feedback from questionnaires from the follow organisations.

- NHS Choices
- National GP Patient Survey
- Healthwatch Nottinghamshire

We have also collected results and data from the NHS Digital website for the following information:

- Friends and Family Test
- Complaints

Patient feedback

- There are no immediate concerns following the last CQC inspection. The practice was rated as Outstanding in 2017.
- NEMS Platform One have received more positive reviews than negative.
- The overall rating on the NHS Choices website is 2.3 out of 5 stars with top negative reviews around
 - getting through on the telephone
 - being inappropriately referred to other mainstream NHS services
- Positive comments were mostly around the behaviour and attitudes of both the medical and administrative staff.
- The practice received a response rate of 17% from the National GP Survey. The percentage of patients who described their overall experience of NEMS Platform One as being good was 83%, this is the national and local average of 83%.

Patient feedback

- The practice received 1,662 Friends & Family Test responses between August 2018 and September 2019 - 84% who would recommend the practice to their family and friends and 12% who wouldn't.
- On the Healthwatch Nottingham website, the practice received a total of 12 responses from patients between April 2017 and September 2019, 7 were those who had a negative experience and 5 were those who had a positive experience.
- NEMS Platform One received 28 complaints in 2017/18 all of which were resolved and none carried forward into 2018/19. Of the 28 complaints, 20 were not upheld which meant that the service provided by the practice was of standard that a patient could expect. 8 were upheld which meant that the findings from the complaint showed that the service provided by the practice did not reach the standard a patient could expect.

How does this feel?

- Friends and family recommendations were high
- More positive reviews than negative
- No immediate concerns for the CQC inspection
- The Healthwatch Nottingham and Nottinghamshire website had received feedback from patients at Platform One.
- Negative reviews included
 - Getting through on the telephone
 - Referrals into mainstream health services
- Positive reviews included
 - Behaviour and attitude of both medical and administrative staff

Timelines

	Action	Timeframe
Pre-Procurement	Publish the Prior Information Notice (PIN) This advertises the CCGs intentions to re-procure the APMS contracts. It provides the information about the practices and also asks for feedback from potential bidders about the process	4 to 18 November 2019
	Meet with patients (either at PPG or in patient event) – Discuss procurement approach, share patient feedback analysis and agree a communications schedule to update PPG on procurement progress.	Week Commencing 16 December 2019
Bidding	Publish Invitation To Tender (ITT)	Between January and February 2020
Evaluation	Evaluation Period Contract Award - CCG and NHSE to evaluate bids and contract awarded to successful bidder	February & March 2020
Mobilisation	Contract Mobilisation - this is the time period where we ensure a smooth transition from the current provider to the new provider (please note the successful provider could be the current provider of the service)	April/ May to September 2020
	Service Commencement	April 2021

Frequently Asked Questions:

We would like to collate the questions you have in our sessions and answer them.

Do you have any questions you would like the Engagement team to go back and pose to the Procurement and Commissioning team regarding this process?



Contacts:

The CCG Patient Experience Team contact details are:

Telephone: 0115 8839570

Email: ncccg.patientexperience@nhs.net

In writing:

Patient Experience Team

Greater Nottingham Clinical Commissioning Partnership

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What next?

Would you like us to provide this information electronically for you to add to your PPG minutes?

Would you like us to put this information into a fact sheet so you can share it on your practice website?

Would this help keep this information is clear and make it available to anyone unable to attend this meeting and to patients who are not members of the Patient Participation Group?