

Report to the Somerset Primary Care Trust on 15 July 2009

Title: PROCUREMENT OF AN EMOTIONAL HEALTH AND WELLBEING SERVICE FOR SOMERSET: RECOMMENDATIONS FROM THE EMOTIONAL HEALTH AND WELLBEING TENDER EVALUATION PROCESS	<p align="center">Enclosure G (SPCT 2009/082)</p>
Summary:	<p>The purpose of this report is to set out the recommendations of the tender evaluation process on the bids for the contract to provide an emotional health and wellbeing service, incorporating improved access for psychological therapies, for all adult residents of Somerset.</p>
Recommendation:	<p>The Primary Care Trust is asked to approve the recommendation of the Emotional Health and Wellbeing Tender Evaluation Panel.</p>
Link to Strategic Objectives and Priorities:	<ol style="list-style-type: none"> 1. to ensure that services are provided in a fair and equitable manner, working with other stakeholders to deliver services which support individual aspirations and needs 2. to ensure that the views of service users and carers are central to the development of services so we can respond to their needs and improve services 3. to work in partnership with statutory, independent and third sector organisations to ensure a whole systems approach to the commissioning of services, within available financial resources, resulting in seamless services meeting the needs of service users 4. to ensure that high standards of patient safety, are embedded throughout the organisation and those organisations through which care is provided and commissioned 5. to ensure service users are treated with dignity and respect, recognising the diversity of their needs, expectations and beliefs 6. to improve the health of communities and reduce health inequalities, supporting people in Somerset to take responsibility for and improve their own health, lead a healthier lifestyle and prevent illness

	<p>10. to achieve excellence and best value for money, within available resources, in service provision and service development by actively promoting evidence based practice and continuous quality improvement</p> <p>11. to ensure that the principles of good governance are embedded throughout the organisation</p>
<p>Standards for Better Health:</p>	<p>The Emotional Health and Wellbeing Procurement relates to all aspects of Standards for Better Health, in particular:</p> <p>C6 Healthcare organisations co-operate with each other and social care organisations to ensure that patient individual needs are properly managed and met.</p> <p>D2 Patients receive effective treatment and care services that:</p> <ul style="list-style-type: none"> • conform to nationally agreed best practice, particularly as defined in National Service Frameworks, NICE guidance, national plans and agreed national guidance on service delivery • take into account their individual requirements and meet their physical, cultural, spiritual and psychological needs and preferences • are well co-ordinated to provide a seamless service across all organisations that need to be involved, especially social care organisations is delivered by healthcare professionals who make clinical decisions based on evidence-based practice <p>C7 Healthcare organisations:</p> <ul style="list-style-type: none"> • apply the principles of sound clinical and corporate governance • actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources • undertake systematic risk assessment and risk management

	<ul style="list-style-type: none"> • ensure financial management achieves economy, effectiveness, efficiency, probity and accountability in the use of resources • challenge discrimination, promote equality and respect human rights • meet the existing performance requirements <p>C16 Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after-care.</p> <p>D8 Healthcare organisations continuously improve the patient experience, based on the feedback of patients, carers and relatives.</p> <p>D9 Patients, service users and, where appropriate, carers receive timely and suitable information, when they need and want it, on treatment, care, services, prevention and health promotion and are:</p> <ul style="list-style-type: none"> • encouraged to express their preferences • supported to make choices and shared decisions about their own healthcare <p>D10 Patients and service users, particularly those with long-term conditions, are helped to contribute to planning of their care and are provided with opportunities and resources to develop competence in self-care.</p> <p>C17 The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving health care services.</p> <p>C18 Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.</p>
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	<p>D11 Healthcare organisations plan and deliver healthcare which:</p> <ul style="list-style-type: none"> • reflects the views and health needs of the population served and which is based on nationally agreed evidence or best practice • maximises patient choice • ensures access (including equality of access) to services through a range of providers and routes of access • uses locally agreed guidance, guidelines or protocols for admission, referral and discharge that accord with the latest national expectations on access to services.
<p>Risk Register:</p>	<p>N/A</p>
<p>Risks Identified if not on Risk Register:</p>	<p>The following risks have been identified:</p> <ul style="list-style-type: none"> • there is a risk that the procurement process will be subject to challenge. This would delay service delivery • there is a risk that if service delivery is delayed, resulting in the failure to deliver SHA and government targets by 1 October 2009, that IAPT funding could be delayed or withdrawn. IAPT funding is relied upon for 48% of the proposed service budget.
<p>Current Controls to Reduce Risk:</p>	<p>The risk of a challenge has been mitigated through the following actions:</p> <ul style="list-style-type: none"> • the procurement process was developed with advice from Bevan Brittan and the local NHS Procurement Team and is considered to be in line with national procurement guidance and accepted practice • the Primary Care Trust has taken particular care to ensure that there has been a clear separation between members of staff supporting the procurement process and those supporting Somerset Community Health as a bidder for the service

	<ul style="list-style-type: none"> Mr Andrew Govier, Non-Executive member of the Primary Care Trust Board, acted as an independent observer providing assurance to the Board that due process was followed and each bidder was treated equally; Regular meetings with the Strategic Health Authority and the South West Development Centre are ongoing to monitor the readiness of the service to deliver the IAPT targets, in particular those relating to workforce and data requirements.
Resource Implications:	<p>Costs have been incurred through advertising, meetings, and costs incurred by the Psychological Therapies External Expert and service user participation in the evaluation process.</p> <p>There is a budget envelope of £2,900,000 per annum available for this service from a combination of existing service budgets, IAPT national funding and new Primary Care Trust matched funding for IAPT.</p>
Details of Residual Risk Following Recommendations:	<p>Meeting the 1 October 2009 deadline for achievement of the IAPT targets will be challenging, even though the risk has been mitigated. The evaluation of bids included a comparison of bidders' implementation and mobilisation plans and the recommendation is based in part on the relative positions of the bidders to mobilise the service effectively and efficiently.</p>
Any Legal Implications or Links to Legislation:	None
Equality Considerations:	<p>Equality Impact Assessment has been completed with the outcome demonstrating that the service has no negative impact but positive impacts on Age, Disability and Race.</p>
Freedom of Information:	<p>This report has been published on the Primary Care Trust website</p>
Public Involvement History:	<p>Considerable consultation with the public, service users and carers and other stakeholders informed the development of the service specification.</p> <p>The tender evaluation process included a specific</p>

	<p>panel of people with lived experience of mental health problems. This panel contributed to the scoring of bids.</p> <p>There are plans in place to incorporate service user feedback into the performance management of the service following mobilisation.</p>
Previous Considerations:	<p>A report on the procurement was considered at the Part B Board Meeting held on 8 July 2009.</p>