

Alternative Provider Medical Services (APMS) Procurement Balderton Primary Care Centre

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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

Jacqui Kemp Primary Care Development and Performance Manager

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 Patient Participation Group 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 Balderton starting on 1st October 2020.

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 overall rating on the NHS Choices website is 3 out of 5 stars.
- The top 'theme' of negative reviews posted by patients
 - waiting times to be seen, some had waited over 30 minutes.
 - having to phone the practice several times to chase for results.
- The positive comments were the behaviour and attitudes of both the medical and administrative staff.
- 37% of patients responded to the National GP Survey. The percentage of these patients who described their overall experience of Balderton as being good was 86%, this is above the national and local average .

Patient feedback

- The practice received 700 FFT responses from patients between August 2018 and September 2019 with 92% who would recommend the practice to their family and friends.
- On the Healthwatch Nottingham website, the practice didn't receive any responses from patients between April 2017 and September 2019.
- Balderton received 1 complaint in 2017/18 of which was resolved and was not carried forward into 2018/19. The complaint was 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 didn't receive any responses from Balderton patients
- Negative reviews included
 - Waiting times
 - Having to chase results by phone
- 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 6 th January 2020
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	1 October 2020

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

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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?