

Item 9: Kent and Medway NHS 111 and Clinical Assessment Procurement

By: Kay Goldsmith, Scrutiny Research Officer

To: Health Overview and Scrutiny Committee, 19 September 2019

Subject: Kent and Medway NHS 111 and Clinical Assessment Service Procurement

Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided by Kent & Medway CCGs.

It provides background information which may prove useful to Members.

1) Introduction

- a) The Local Urgent Care Programme review was first presented to HOSC in 2014 and since then there have been a number of updates. This item refers to NHS 111 Telephony and Clinical Assessment Service (CAS) as opposed to face-to-face urgent care services which are being procured separately.
- b) The NHS England publication “Next Steps on the Five Year Forward View” set out the requirement for CCGs to establish Integrated Urgent Care Services (IUCS), in which a greater number of calls to NHS 111 are dealt with by a clinician. Under the Clinical Assessment Service (CAS), a clinician will be able to advise the patient if they genuinely need to attend A&E, with the ultimate aim of reducing unnecessary attendances to emergency departments.¹ The CAS is a team of clinicians made up of GPs, nurses, paramedics and pharmacists.²

2) Previous engagement with HOSC

- a) In April 2018, HOSC received a briefing on the planned procurement programme across Kent and Medway. A month earlier, all eight CCG governing bodies in Kent & Medway approved the commencement of the formal procurement process. This process was stopped following an assessment of the Pre-Qualification Questionnaire (PQQ) evaluation which suggested the contract did not demonstrate value for money.
- b) HOSC were advised that a new procurement process would commence in early 2019.
- c) An interim contract was arranged for 1 April 2019 – 30 March 2020. East Kent would continue to be served by IC24, whilst North and West Kent and Medway would continue with the South East Coast Ambulance Service (SECAMB) (negotiations were underway).

¹ NHS (March 2017) Next Steps on the NHS Five Year Forward View, Chapter 2

² Kent and Medway CCGs (2018) Update Report to Kent Health Overview and Scrutiny Committee (HOSC), 23 Nov 2018 item 10

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- d) The IUC Programme Board were considering the possibility of entering into a contract with Sussex CCGs, and at the meeting in November were still at the investigation stage.
- e) NHS England expected IUCSs to be implemented by 31 March 2019. In order to meet the national standards (and in light of a delayed procurement) the IUC Programme Board were putting in place a number of work streams to close any gaps in service.
- f) At the time of the last meeting, the Kent and Medway CCGs were expecting preferred bidders for the new contract to be approved in summer 2019 and the contract to commence in April 2020.
- g) Following the discussion at the meeting of 23 November 2018, HOSC Members made the following recommendation:

RESOLVED that:

- *an update be provided to the Committee at the conclusion of the procurement for the Kent and Medway NHS 111 and Clinical Assessment Service;*
 - *NHS Dartford, Gravesham and Swanley CCG be invited to present a comprehensive update on the Local Urgent Care Programme in January 2019;*
 - *the outcome of Swale and Medway CCGs Local Urgent Care Programme procurement be presented to the Committee at the appropriate time;*
 - *a written report on operation and staffing of IC24 be provided to the Committee for assurance.*
- h) The attached report relates to the first of the above recommendations.

3) Recommendation

RECOMMENDED that the Committee consider and note the report.

Background Documents

Kent County Council (2018) '*Health Overview and Scrutiny Committee (23/11/18)*', <https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=112&MId=7923&Ver=4>

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