

Report to: STRATEGIC COMMISSIONING BOARD

Date: 12 December 2017

Reporting Member / Officer of Single Commissioning Board Jessica Williams, Interim Director of Commissioning

Subject: **EXTENDED ACCESS SERVICE AND OUT OF HOURS – CONTRACT VARIATIONS TO EXTEND**

Report Summary: The Extended Access Service (EAS) has been in place as a pilot contract since 1 December 2015 and has been extended once during this period. The contract is provided by Orbit, GP Federation in partnership with GTD (GoToDoc). The previous extension was for 12 months to bring the contract end date to 30 November 2017. The service delivers access to general practice services for all patients across Tameside and Glossop, offering pre-bookable appointments for same day and routine access.

The Extended Access Service contract is now due for renewal and this paper requests approval to further extend the existing contract to the 30 September 2018.

Clinical Commissioning Group records show that the Out of Hours (OOH) contract has been in place since (at least) 2011. The current contract period is due to end on the 31 March 2018 and this paper requests approval to further extend the existing contract to 30 September 2018 to align the contract end date to that of the Extended Access Service.

The rationales for the extensions are that Extended Access Service and Out of Hours are fundamental elements of our Urgent Care plans for the future. These plans are currently being widely consulted on across Tameside and Glossop and our future commissioning requirements will only be clarified once the outcome of the consultation is known, anticipated at the end of February 2018.

Recommendations: The Strategic Commissioning Board is asked to:

1. Approve the request to extend the Extended Access Service contract to 30 September 2018.
2. Approve the request to further extend the existing Out of Hours contract to 30 September 2018 to align the contract end date to that of the Extended Access Service.
3. Note that a detailed report will be received in January 2018 to outline the procurement process for these services and the relative benefits and risks to consider in making this decision.

Financial Implications:
(Authorised by the statutory Section 151 Officer and Chief Finance Officer)

Budget Allocation (if Investment Decision)	£807k annual cost of Extended Access Service and £1,774k cost of Out of Hours is consistent with the CCG's current recurrent budget.
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CCG or TMBC Budget Allocation	CCG
Integrated Commissioning Fund Section – S75, Aligned, In-Collaboration	S75
Decision Body – SCB, Executive Cabinet, CCG Governing Body	SCB
Value For Money Implications – e.g. Savings Deliverable, Expenditure Avoidance, Benchmark Comparisons	Short term extension would be cost neutral.
Additional Comments	
<p>The finance group have reviewed this business case. Recurrent budget to cover a short term extension of contracts is already in place.</p> <p>Extension of the contract allows time to ensure that the long term solution for urgent care is properly aligned to strategic intent and to assess contribution to the closing the economy financial gap.</p>	

Legal Implications:

(Authorised by the Borough Solicitor)

In the circumstances it would not be cost effective to retender the contract at this time given the ongoing consultation exercise. Given the date of the request there is insufficient time to go out to tender in any event as the contract is technically expired already.

There are stated to be no reported issues with the performance of the contracts which are reported to be operating well and delivering against agreed objectives.

To mitigate the risk of challenge it would be advisable to advertise the intention to procure a replacement service via the issue of a prior information notice published in accordance with the Public Contracts Regulations 2015. Bidders are less likely to challenge the extension of a contract where there is a further procurement exercise envisaged.

How do proposals align with Health & Wellbeing Strategy?

Improving access for the whole population to access primary and urgent care services is a key outcome of this workstream.

How do proposals align with Locality Plan?

Integrated place-based system working with cooperation between providers, with key commissioning outcomes including economic benefit, resilience and improving access.

How do proposals align with the Commissioning Strategy?

Urgent Care proposal currently out to consultation sets out the detailed plans for how Urgent Care will be accessed and delivered in the future. Extended Access and Out of Hours are key components of this overall model of delivery,

therefore future contracting will be key to enabling integrated working between providers and to align systems which will see direct improvements to care for patients.

Recommendations / views of the Health and Care Advisory Group:

This report has not been presented to the Health and Care Advisory Group.

Public and Patient Implications:

None – no change to current service provision.

Quality Implications:

None – no change to current service provision.

How do the proposals help to reduce health inequalities?

None – no change to current service provision.

What are the Equality and Diversity implications?

None – no change to current service provision.

What are the safeguarding implications?

Retaining current provision of access to primary care for registered and unregistered patients, whilst the Urgent Care consultation takes place and any subsequent commissioning actions are carried out in line with governance and due process.

What are the Information Governance implications? Has a privacy impact assessment been conducted?

N/A

Risk Management:

A further detailed paper will be presented to the Strategic Commissioning Board in January 2018 to set out the procurement options for these services. The requested contract extensions will allow sufficient time for an informed decision and action to be taken regarding the future commissioning of these services, whilst we also await the outcome of the UC consultation that is due to run to the 26 January 2018.

Access to Information :

The background papers relating to this report can be inspected by contacting

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1. BACKGROUND

Extended Access Service

- 1.1 The Extended Access Service (EAS) has been in place as a pilot contract since 1 December 2015 and has been extended once during this period. The contract is provided by Orbit, GP Federation in partnership with GTD (GoToDoc). The previous extension was for 12 months to bring the contract end date to 30 November 2017.
- 1.2 The service delivers access to general practice services for all patients across Tameside and Glossop, offering pre-bookable appointments for same day and routine access.
- 1.3 The original contract had a fixed period of 12 months to the 30 November 2016. In November 2016, Primary Care Committee noted that an extension had been agreed for a further 12 months while due to the Greater Manchester evaluation not taking place until March 2017. During the extension period plans were developed around urgent primary care, of which the Extended Access Service is an element.
- 1.4 During that period much work has been done to report progress of the proposal for a future Urgent Care model. A full 12 week consultation began on the 1 November 2017 and will run until the 26 January 2017. The outcome of the consultation will determine the future model of delivery of Extended Access, Out of Hours, Alternative to Transfer services. Commissioning in advance of the consultation would therefore not be ideal.
- 1.5 The contract term has been managed as follows:

1/12/2015 – 30/11/16	Initial contract period
1/12/16 – 30/11/17	12 month extension
1/12/17 – 30/9/18	10 month extension (requested)

- 1.6 The Extended Access Service contract is now due for renewal and this paper, based on the reasons stated above requests approval to further extend the existing contract to the 30 September 2018.
- 1.7 As noted above, the contract has been extended previously and to date this action has not received challenge from the market. It is therefore proposed that a further 10 month extension is granted, along with the rationale provided.

Out-of-Hours

- 1.8 Clinical Commissioning Group records show that the current Out of Hours (OOH) contract has been in place since 2010. The contract is provided by GoToDoc. The contract term has been managed as follows:

1/4/2010 – 31/3/15	Initial contract period
1/4/15 – 31/3/16	12 month extension
1/4/16 – 31/3/17	12 month extension (current)
1/4/17 – 30/9/17	3 month extension (requested)

- 1.9 The current contract period is due to end on the 31 March 2018 and this paper requests approval to further extend the existing contract to 30 September 2018 to align the contract end date to that of the Extended Access Service. This will tie in with the plans to align each of the services within the future model of delivery of extended access, Out of Hours and Alternative to Transfer services as part of the wider Urgent Care system. Commissioning in advance of the consultation would therefore not be ideal.

- 1.10 As noted above, the contract has been extended previously and to date this action has not received challenge from the market. It is therefore proposed that a further 3 month extension is granted, along with the rationale provided.

2. RATIONALE

- 2.1 The rationale for the extensions are that the Extended Access Service and Out of Hours are fundamental elements of our Urgent Care plans for the future. These plans are currently being widely consulted on across Tameside and Glossop and our future commissioning requirements will only be clarified once the outcome of the consultation is known, anticipated at the end of February 2018.
- 2.2 In order to ensure continued provision of the Extended Access and Out of Hours Services especially over the challenging winter months, an extension is proposed for the existing contract holders. This will allow sufficient time to understand the outcome of the consultation, run an effective procurement process for the new service and enable a new provider to take on the contract should this be appropriate.
- 2.3 The extension for the Extended Access Service would be for 10 months, from 1 December 2017 to 30 September 2018 and six months for the Out of Hours, from 31 March 2018 to 30 September 2018. It is not expected that any further extensions will be offered on these contracts.

3. SUMMARY OF THE EXTENSIONS

	Extended Access Service	Out of Hours Service
Provider	Orbit (GP Federation) and GoToDoc	GoToDoc
Extension period	1/12/17 – 30/9/18	31/3/18 – 30/9/18
Annual contract value	£807,000	£1,774,000

4. RECOMMENDATIONS

- 4.1 As set out on the front of the report.