

Planned Care Outpatients Wave Two: Patient and public consultation

1. Introduction

NHS Brent is in the process of procuring planned care outpatient services for the following specialities:

- MSK
- Rheumatology
- Trauma and orthopaedics
- Gynaecology

The CCG has decided to use competitive dialogue as the procurement mechanism to ensure improved patient experience, clinical outcomes and value for money.

Currently, there are qualified bidders for Rheumatology, Gynaecology, trauma and orthopaedics. MSK (including physiotherapy) will be advertised on Supply2Health, and bidders qualified over the summer. It is anticipated the service specification and competitive dialogue phases will start in September 2013.

There have been discussions with Harrow CCG about the possibility of working collaboratively on this procurement. Harrow CCG's Governing Body will decide, at its meeting at the end of July, whether this is an appropriate approach to planned care procurement in Harrow. In the interim, Brent CCG is seeking approval to commence with statutory duties associated with this planned procurement in order to progress work within the identified timescales.

2. Statutory duties

As part of the statutory duties, NHS Brent has a legal duty to consult about the proposed changes to the services.

- Section 242 of the NHS Act 2006 (as amended by the Health and Social Care Act 2012) places a statutory duty on commissioners and providers of NHS services to engage and involve the public and service users in:
 - planning the provision of services;
 - the development and consideration of proposals to change the provision of those services; and
 - decisions affecting the operation of services

This duty applies to changes that affect the way in which a service is delivered as well as the way in which people access the service.

- Section 244 of the NHS Act 2006 (as amended by the Health and Social Care Act 2012) places a statutory duty on commissioners and providers of NHS services to consult local authority health overview and scrutiny committees (HOSCs) on any proposals for significant development or substantial variation in health services. This is distinctive from the routine engagement and discussion that happens with local authorities as partners and stakeholders.

3. Patient and Public consultation plan

The proposed plan for the patient and public consultation has two main strands. One strand consists of the formal patient and public consultation and the other is the participation as full members of the procurement panel.

3.1. Formal public and patient consultation

A formal patient and public consultation has two main outputs. The first is to inform about the proposed changes, and the potential impact on these services. The second is to gather feedback to input into the service specification. This can include factors which will ensure patient satisfaction.

The proposed approach will be to incorporate this as part of the scope of work included within the Holistic Impact Assessment. This has the benefit of ensuring the findings are independent.

The target audience for the public consultation will be:

- NHS Brent population
- Patients who have or currently use the specific outpatient services

This process will use a variety of methods to inform and gather feedback. These include formal presentations, focus groups, leaflets, surveys as well as the potential use of social media.

Key stakeholders will include Health & Well-being Boards, relevant patient support groups, and the Health overview and scrutiny committees.

3.2. Patient representation on the procurement panel

Once the bidders have been qualified, the next phase will be to expand the procurement panel to involve both clinical and patient representatives. Two patient representatives, preferably patients who have used the specialty, will sit on each speciality's panel. This means eight patient representatives will be involved.

They will participate in the following activities:

- Review and input into the Outline and Final Service Specifications
- Scoring of specific questions
- Attending all procurement panel meetings, including the moderation panel and bidder presentations

The NHS Brent guidance on subsidy for travel and expenses for patient involvement will be followed.

4. Proposed Timetable

4.1. Formal Public Consultation

- 4.1.1. External supplier commences work on the 22nd July 2013
- 4.1.2. Formal public consultation commences week of the 22nd July 2013
- 4.1.3. Interim report due on the 9th September 2013 to feed into the service specification
- 4.1.4. Final report due on the 1st November 2013 to feed into the final specification

4.2. Patient participation on the procurement panel

- 4.2.1. Patient representatives will be sought through Healthwatch, and any other relevant bodies to start in September.