

Report No.

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** Health Scrutiny Sub-Committee

**Date:** 15<sup>th</sup> October 2014

**Decision Type:** Non-Urgent Non-Executive Non-Key

**Title:** **PROCUREMENT OF AN URGENT CARE SERVICE AT BECKENHAM BEACON**

**Contact Officer:** Leilla Horsnell,  
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**Chief Officer:** Dr Angela Bhan, Bromley Clinical Commissioning Group

**Ward:** Kelsey and Eden Park

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1. Reason for report

- 1.1 To advise the Overview and Scrutiny Panel of the outcome of Bromley Clinical Commissioning Group's (CCG's) procurement of the Urgent Care Centre (UCC) at the Beckenham Beacon site. This follows approval of the recommended model given by the OSC in April 2014.
- 1.2 To confirm that patient representatives were involved in the procurement process.

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2. **RECOMMENDATION**

- 2.1 **That the Overview and Scrutiny Committee are satisfied that Bromley CCG's procurement and ratification process used to select a preferred provider for the UCC at Beckenham Beacon was fair and transparent, involving members of the public.**

### Corporate Policy

1. Policy Status: Existing Policy:
  2. BBB Priority: Children and Young People Supporting Independence:
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### Financial

1. Cost of proposal: Not Applicable:
  2. Ongoing costs: Not Applicable:
  3. Budget head/performance centre: Not Applicable
  4. Total current budget for this head: Not Applicable
  5. Source of funding: Not Applicable
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### Staff

1. Number of staff (current and additional): Not Applicable
  2. If from existing staff resources, number of staff hours: Not Applicable
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### Legal

1. Legal Requirement: None:
  2. Call-in: Not Applicable: Report does not involve an executive decision
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### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Not Applicable
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### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

### **3. COMMENTARY**

#### **a. Context**

- 3.1 Following approval of the recommended model given at the April 2014 Overview and Scrutiny Committee (OSC) meeting, Bromley CCG undertook a competitive procurement exercise to commission a UCC at Beckenham Beacon. Procurement support was provided by South of England Procurement Service. Four tenders were submitted and evaluated by a panel including two patient representatives, and a preferred bidder was selected based on the scoring methodology used.
- 3.2 The evaluation process and scoring was ratified by the Governing Body on the 14<sup>th</sup> August 2014 (see Attachment 1), and no challenges were received during the standstill period. The CCG has now notified the preferred bidder, Greenbrook Healthcare, and has entered into contract negotiations. The new service is due to start on the 1<sup>st</sup> December 2014. The current provider Bromley Healthcare is aware of the decision, and there is an exit plan in place to ensure a smooth transition.

#### **b. Background**

- 3.3 A business case was presented to the Governing Body in May 2014 recommending the procurement of an Urgent Care Centre to operate at Beckenham Beacon. The decision to commission a UCC, was supported by a Needs Assessment for the population of Bromley (Nov 2013) conducted by Public Health. This identified the need for the continuation of an urgent care service located within the Beckenham area to provide ease of access for a growing population of older people and children, many of whom reside in local areas with high levels of deprivation.
- 3.4 The preferred option was to commission a service that would provide patients with an integrated urgent care service, combining existing urgent care and walk in centre services to improve the patient journey through a more streamlined approach. Public consultation was not required due to there being no significant change to the service model from the patient perspective.
- 3.5 A service specification was developed based on recommendations from a series of local workshops, focusing on the current state of unscheduled care walk-in services at Beckenham Beacon, and examples from National Guidance on the commissioning of Urgent Care Centres. Stakeholders included representatives of patient participation groups and GPs.
- 3.6 Although the Walk-In Centre (WiC) will close when the new UCC service commences, there will be no change in service provision to Bromley patients or users of the WiC or previous UCC service. The new UCC service will be GP led, treating and assessing those patients previously seen by the WiC provided by Kelsey Healthcare Ltd, as well as providing care to unregistered patients, and supporting them to register with a GP. NHS England as the responsible commissioner for this service is sending communications relating to this.

#### **c. Procurement Evaluation**

- 3.7 The procurement process was managed by South of England Procurement Services, and attracted 19 bidders, out of which four submitted a tender. Bids were evaluated against the same domains used in the options appraisal for consistency. Scoring was weighted based on the outcomes from the local workshops, which included patient representatives to determine the service model, with 60% of the scores allocated to demonstrating quality.
- 3.8 Patient evaluators were involved in reviewing tender responses relating specifically to the patient journey and engagement, as well as participating in the overall moderation of the bid to give an overview of the tenders in their entirety. Feedback on the process from all evaluators including patient representatives has been sought, and these will be translated into a lessons learned session, as part of Bromley CCG's drive to continually improve quality.

**4. PERSONNEL IMPLICATIONS**

4.1 TUPE

Transfer under protective employment (TUPE) will apply to Kings, Bromley Healthcare, and Kelsey staff currently providing services at the UCC and WiC. Consultations with staff are underway from current and incumbent organisations.

**5. POLICY IMPLICATIONS**

5.1 All local and national policies relating to urgent care will be incorporated into service standards set out in the contract.

**6. FINANCIAL IMPLICATIONS**

6.1 There are no financial implications, as the new service model has not been developed to provide cost savings or to alleviate cost pressures.

**7. LEGAL IMPLICATIONS**

7.1 Legal advice around procurements was provided through South of England Procurement services as part of their service agreement with the CCG.

<b>Non-Applicable Sections:</b>	None
Background Documents: (Access via Contact Officer)	None