

**Example**

**Procurement of a Primary Care Home Visiting Service**

**Role description for Service User/Carer representatives**

**to be involved as part of the Procurement process**

**Who are we?**

NHS Barnsley Clinical Commissioning Group, sometimes shortened to CCG, represents 33 GP practices and over 230,000 patients and is based in South Yorkshire. We have responsibility for commissioning healthcare for the population of Barnsley. Commissioning is a process of planning and buying services to ensure that the people who live in the borough have the right healthcare.

**What is the Primary Care Home Visiting Service?**

There is evidence that the demand for GP appointments is increasing and that working in new ways will be necessary to address this. We are working with GPs to identify key priorities to help balance the pressures they are faced with to maximise time for patient care.

As part of this work, we have reviewed how GP practices across Barnsley carry out home visiting to housebound patients. As a result of the review, we are due to procure a new Primary Care Home Visiting Service.

The benefits of the new service will include:

* GPs will have released time to offer more “on the day” appointments in their practices.
* GPs will have more time to visit patients who require palliative/end of life care and ‘best interest’ visits, for example.
* Many patients requiring home visits will be seen by the dedicated team and this could enable earlier timing of visits for patients. This may reduce the risk of patients having to be admitted to hospital.

The CCG will be going through a formal procurement process to find a provider of a home visiting service in Barnsley and we'd like your help with this.

The CCG is keen to ensure that the service will meet the needs of the local population across Barnsley and provide value for money.

**What do you want from me?**

We recognise that the valuable knowledge and experiences of the people who use these services and their carers is second to none. Therefore, it is important that service users and carers are given the opportunity to be part of the decision making processes of finding new providers for their service.

We would like to offer you the chance to be part of the team that oversees the process to evaluate the potential providers of the Primary Care Home Visiting Service.

**What will the role involve?**

Service user and carer representatives will act as the patient/carer voice as part of the overall procurement panel and will support the process by:

* Attending an initial briefing meeting to gain an understanding of the role.
* Committing to the time required to reading the bids from the potential providers of services and scoring these online. These can be long and, at times, complex documents.
* Attending meetings to evaluate these bids and giving views about which potential provider(s) should deliver the services.

**Responsibilities:**

1. To attend an initial briefing meeting to explain how the evaluation will be carried out and to also discuss and gain an understanding of the procurement process.
2. To undertake an evaluator training session in relation to the online portal used for the scoring process.
3. To score tenders against pre-agreed evaluation criteria, using an online system.
4. To maintain strict confidentiality at all times throughout the process.
5. To declare any potential conflict(s) of interest relating to your potential involvement in the procurement panel from the outset or as it may arise throughout the process.

This may include but not be exclusive to the following examples:

* You or a family member having any links to any potential providers of the service.
* You or a family member having previously or currently being in the process of pursuing a complaint/grievance against any potential providers of the service.
* Being a member of a lobby/pressure group with an interest in health.

Please note that these conflicts may not necessarily exclude you from the process.

1. To contribute to discussions within the project team about the relative merits of different potential providers and their tenders, following the initial scoring process.

**Requirements, Experience, Skills and Knowledge:**

1. Service user or unpaid carer of a family member or friend who is familiar with receiving home visits from their GP practice and who lives, or accesses services, in Barnsley.
2. Commitment to objectively representing the needs of service users, carers and members of the Barnsley public with the ability to separate own experiences from other people’s issues and faithfully present the views of the community.
3. Good communication skills.
4. Ability to understand and analyse written information.
5. Ability to attend and contribute to formal meetings and briefing sessions as required and experience of thinking of services as a whole.
6. At the end of the process, feel confident to advise the CCG on how the role of a patient/carer representative on a procurement panel can be developed in the future to ensure that we gain the most from patient and carer engagement in Barnsley.

**How many service user/carer representatives are you looking for?**

In this instance we are hoping to recruit two service user or carer representatives to represent the interests of service users and carers in Barnsley on the overall evaluation panel.

**What we will do for you?**

We will run an initial briefing session in December which ideally you will need to attend. This will include an overview of the procurement process, with an introduction to the online scoring system and other topics including confidentiality and conflicts of interest. Refreshments will be provided.

You will meet your designated contact who will support you throughout your time as a service user and carer representative. You will have time to discuss any access needs you may have and any additional support you may need to take part in meetings.

In return for your involvement we will cover travel expenses and reasonable out of pocket expenses.

**What is the time commitment?**

Please note dates need to be confirmed and may be subject to change. Most of the evaluation will be done online and the level of time commitment will depend on the number of bids received. This does not have to be done at a set time but there will be a timescale for having completed your scoring of all of the tenders.

**Other information**

* As with all the other members of the panel, you will be asked to sign a confidentiality agreement and a conflict of interest form as standard.
* You will be offered ongoing support to enable you to fully understand and contribute to the process.
* The majority of the information will be circulated via email and therefore access to the internet and access to emails are required.

**Suggested Timetable**

1. Briefing session for service user/carer representatives and evaluator training session

Briefing session to be held to discuss the tender specification and procurement process along with the requirements of the above role in further detail and answer any questions that interested representatives may have.

Date: To be confirmed (during December)

Duration: 2 hours, time to be confirmed (refreshments will be provided)

Venue: To be confirmed (within Barnsley)

2. Tender evaluation period

To be held during period between Thursday 10th January and Thursday 24th January

Duration: This will be dependent on the number of bids received

Method: Online scoring system (information and training will be provided at the initial briefing session)

3. Moderation period meeting (to discuss and agree scoring)

Meeting for the panel members to come together to discuss and agree the final scoring of the bids.

Date: Friday 25th January (please note that this date is subject to confirmation)

Duration: Please allow for at least half a day

Venue: To be confirmed (within Barnsley)

**Key contacts**

**Service User and Carer Representative Application**

|  |  |
| --- | --- |
| **Name** |  |
| **Home telephone** |  |
| **Mobile telephone** |  |
| **Email** **address** |  |
| **Address**  |  |
| **Preferred method of contact** (please circle) Email / Letter/ Telephone  |
| **Please tell us if you are representing a particular group or specific health condition.** |
| **Do you have any access needs to be able to participate in the meetings?** (e.g. do you require large print or Easy Read handouts)   |
| **Do you have any special dietary needs?** (please circle) Yes / No  |
| If yes to the above, please give details below.   |
| **Please write a short summary of why you would like to become a service user/ carer representative in the Primary Care Home Visiting Service procurement process.**  |

**Please return your completed form to us by (example)**

**Please send your form to** **barnccg.comms@nhs.net**

**Or post it to: Communications and Engagement Team, FREEPOST RTCH-GAZH-TZJH, NHS Barnsley CCG, Hillder House, 49/51 Gawber Road, Barnsley, S75 2PY**