

Subject:	NHS 111 Tender for New Contract		
Date of Meeting:	06 December 2017		
Report of:	Executive Lead, Strategy, Governance & Law		
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Ward(s) affected:	All		

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 111 is the NHS telephone service for non-urgent calls. The current 111 contract for Sussex & Surrey ends soon, and a new combined Sussex 111 and GP Out of Hours contract for Sussex will replace it.
- 1.2 The HOSC received an initial report on this work at its 06 September 2017 meeting. The current report provides an update on progress since September. A further report is planned in around a year's time, once mobilisation of the new contract has been completed.
- 1.3 Information provided by NHS partners is included as **Appendix 1** to this report.

2. RECOMMENDATIONS:

- 2.1 That members note the contents of this report.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 NHS 111 is a telephone service that gives advice to patients with non-urgent queries and signposts to other NHS services.
- 3.2 The current local 111 contract is a joint contract for 17 CCGs in Sussex and Surrey. The provider is South East Coast Ambulance NHS Foundation Trust (SECAmb). This contract has now run its course and it is necessary to re-procure the service. (The current contract has been extended for 12 months while a new contract is agreed.)
- 3.3 Commissioners have taken the opportunity to re-design the 111 contract to make it more effective. This includes combining it with the GP Out of Hours contract, as there is a considerable symbiosis between the two services. The new contract will be for the seven Sussex CCGs only. A smaller contract will be easier to flex should the local urgent care system change significantly. Coastal West Sussex

CCG is leading on this procurement, although all Sussex CCGs are responsible for and actively involved in the process.

- 3.4 An update on the progress of the procurement has been provided by Coastal CCG and is included as **Appendix 1** to this report. The current timetable has commissioners beginning the formal tender process in early 2018, with a view to awarding the contract in September 2018 and beginning mobilisation in early 2019.
- 3.5 It is proposed that the HOSC receives a further update in around one year's time. This is the earliest point at which commissioners are likely to have meaningful data showing how well the new contract is operating.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 Scrutiny of an ongoing procurement process is tricky because commissioners are able to provide little or no information during the actual tender process due to concerns around commercial sensitivity. An approach to scrutiny which includes consultation before the tender formally begins, and then further consultation after the contract, has been mobilised is consequently generally considered to be best practice. Members could seek to request more updates than those proposed, but these would be of limited value.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 None directly relating to this report. Commissioners have committed to engage with the public on the new 111 plans.

6. CONCLUSION

- 6.1 Members are asked to note this update and the intention to provide a further update report in around a year's time.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 None to this report for information.

Legal Implications:

- 7.2 There are no legal implications to this report.

Lawyer Consulted: Elizabeth Culbert; Date: 13/09/17

Equalities Implications:

7.3 None identified.

Sustainability Implications:

7.4 None identified.

Any Other Significant Implications:

7.5 None identified.

SUPPORTING DOCUMENTATION

Appendices:

1. Information provided by Coastal CCG.

Background Documents:

1. NHS England Integrated Urgent Care Service Specification (2017)
<https://www.england.nhs.uk/wp-content/uploads/2014/06/Integrated-Urgent-Care-Service-Specification.pdf>

