

OLDER PEOPLE PROGRAMME UPDATE 3 (MAY 13)

Engagement

During May and following through into June, we have undertaken a large programme of engagement to ensure a wider understanding of the programme, the decisions have been made so far and the next steps.

Engagement has mainly been at four levels:

- Patients: engagement with various patient representative groups
- Local: continued engagement with local patient representative groups plus other local stakeholders
- Internal: engagement through a “roadshow” with the 8 local commissioning group boards, ensuring that all LCGs are updated on the direction of the programme
- External: engagement through conversations with potential providers and other interested parties. We have held:
 - An Initial Provider market testing day on the 16th April, attended by approximately 100 attendees from 50 organisations
 - A Provider engagement day on the 21st May, attended by 22 organisations
 - A second Provider engagement day on the 3rd June, attended by up to 30 organisations (not attending provider engagement day 1)

Recent Decisions

At the CCG’s Governing Body meeting 7 May 2013 the governing body agreed:

- for dialogue with providers and wider stakeholder engagement to continue during May/June
- draft Critical Success Criteria including financial principles (see next section). These are still in draft but will be signed off by the Older People Board in June
- that the options for service organisation, contracts and funding remain open at this stage, and are developed further through the process of dialogue
- to an open procurement process involving several stages of dialogue. This involves:
 - pre-procurement – currently till the pre-qualification questionnaire (PQQ) is issued mid June to potential providers
 - Invitation to submit Outline Solutions (ISOS) – issued August to shortlisted providers from the PQQ stage
 - Invitation to submit Final Solutions (ISFS) – issued November to shortlisted providers from the ISOS stage
- A further paper is brought back to the Governing Body in June which:
 - summarises the engagement and dialogue feedback
 - makes further recommendations on the outcome specifications, and options for service organisation, contracts and funding to be used as a basis for procuring services for older people

Critical Success Factors

It is very important that there is clarity regarding how success of the Programme will be measured, as this drives the assessment of options for service delivery and funding, the assessment of bids which may be received as part of a procurement process, and also informs the longer term evaluation of the programme.

The extent to which any option or proposal will deliver the vision and specifically:

- a. Improve patient experience and service quality for older people and their carers through care organised around the patient
- b. Deliver services which are sensitive to local health and service need, as defined in local outcome specifications
- c. Move beyond traditional organisational and professional boundaries, so front-line staff can work effectively and flexibly together to deliver seamless care
- d. Supporting older people to maintain their independence, and reducing avoidable emergency admissions, re-admissions and extended stays in acute hospitals (including delayed transfers of care)
- e. Deliver an organisational solution for the older people's care which can demonstrate strong leadership, sound governance, resilience, and the confidence of commissioners and provider partners
- f. Demonstrate credible approach to engaging patients and representative groups in design and delivery of services
- g. Provide a sustainable financial model (see financial principles below)

Financial Principles

The CCG has agreed the following principles, and these will be used to develop the financial framework for dialogue and assessment of options / proposals

1. Aligning improved patient outcomes with financial **incentives**
2. Sharing financial **gain and risk** across the commissioner – provider system
3. Delivering recurrent financial balance in a **sustainable** way
4. Creating the conditions for investment and delivering a return on **investment**