



Blackburn with Darwen
Clinical Commissioning Group

Audiology Provider Engagement Event

Monday 11th March 2019

10:00am - 12:00pm

East Lancashire CCG
Walshaw House

Audiology Engagement Meeting

Agenda

- Welcome and purpose
- Update on current position
- Patient voice
- Review
- Vision for future services and tariff
- Proposed timescales and future procurement process
- Provider feedback



Welcome and Purpose

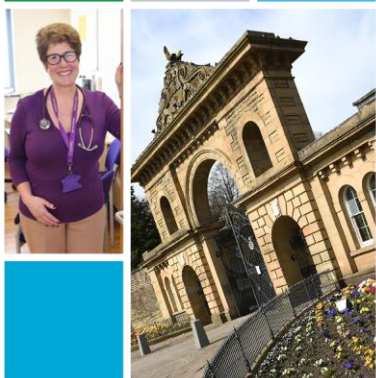
To update providers on the Adult AQP Audiology Service on procurement process and future intentions.

- Other outcomes:
 - Constructively engage with current providers
 - Revisit purpose of the new services
 - Update on current audiology contractual position
 - Share learning and outcomes of review
 - Share future procurement plans and timescales



Dr Santosh Davis – Lancashire Audiology Clinical Lead & East Lancashire CCG Integrated Care Lead

- Introduction & Background
- Summary of Lancashire Audiology Review and Work
- Aim for the future services in Lancashire
 - Outcome based
 - Patient focussed
 - Consistent high quality service delivery and access
 - High quality contract management and monitoring



Our Vision

- Achieve the best Lancashire & South Cumbria high quality services to achieve the best outcomes for adult patients with hearing loss.
- Maintaining choice and improving access for patients closer to home.
- Encourage patients to access support for their hearing needs
- Improved patient experience and seamless pathways through greater responsiveness, reduction in waiting times
- Create a service which considers patients holistic needs and provides support for self-care/education.
- Securing a consistent and best value for money service via an outcomes based contract.



Patient Voice

The CCG's have continued to listen and engage with patients across Lancashire since May 2017 and we have learnt.....

- **Improve system and processes**
- **Increase access, workforce and training**
- **Utilise technology to improve hearing quality**

- **You said... we did...**

<https://youtu.be/KpcZxvHplql>



Service Specification

- Lancashire service specification based on national service specification (NHSE doc. 05533)
- Incorporated Lancs CCG requirements, patient/stakeholder feedback

Key features of the specification include:

- Service to provide care to non-complex patients (50 years plus) assess, fit and follow up (annual basis), 6 day locally delivered and accessible service
 - Aftercare – urgent appointments (on the day)
 - Aftercare – standard/routine (2-5 days)
- Increase access, reduce waiting times, streamlined patient pathway via GP referral
- Residual wax removal (micro suction)
- One stop shop – assess, fit and supply of 1 or 2 aids, follow up and annual aftercare
- End of 3 year pathway – no re-referral to GP if remaining with provider
- Patient Pack

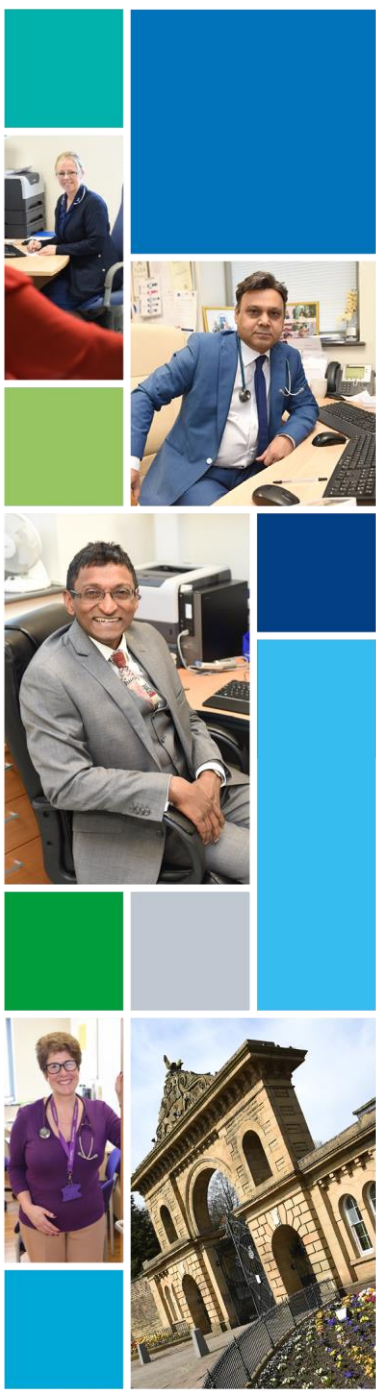


Future Contract Management

- Contract term 3 years plus an option to extend for further 2 years
- Providers to complete Schedule 4 & 6 to provide activity, outcomes and qualitative information.
- Each CCG within the Pan Lancashire and South Cumbria area will act as a lead commissioner and will be responsible for managing single or multiple contracts.
- Implement consistent monitoring reports for both qualitative and quantitative information and data.
- Each CCG will report and update on their lead contract to a Lancashire Audiology Contract Management Board (ACMB).
- Providers may be invited to attend and present to the ACMB in order to address any questions or queries relating to the delivery of the service.



Update on Current Position



Timeline	Actions/Outcomes
June 2018 <ul style="list-style-type: none"> Engagement Event – 11th June 2018 	<ul style="list-style-type: none"> Complete provider engagement event All CCGs considered feedback
August 2018 <ul style="list-style-type: none"> Audiology Appraisal Meeting 	<ul style="list-style-type: none"> Reviewed provider feedback on the below key areas: <ul style="list-style-type: none"> Type of contract Tariff & pricing Lancashire Service Model CCG local requirements Review & revision of Service Specification
October 2018	<ul style="list-style-type: none"> Tender live – 1st October Received communications from providers
November 2018	<ul style="list-style-type: none"> As a consequence of update national guidance it became necessary to revise the service spec Notify all relevant parties Tender extended by a further 5 weeks until 7th December 2019 so no bidders were disadvantaged
December 2018	<ul style="list-style-type: none"> Notification of a potential concerns with tender Legal advice sought and Senior Management took a decision to pause the procurement
December 2018 – March 2019	<ul style="list-style-type: none"> Review conducted based on concerns highlighted to CCG's Request for information to current providers and 86 CCG's across England. Request extension of current contracts for 9 months Provider Engagement Event – 11th March

Extensive review

Listened and reviewed concerns raised by providers including the below key areas:

- Communications & engagement
- Benchmarking process
- Proposed service tariff

Lancashire CCG's are fully committed to completing the implementation of new hearing loss services for our patients.



Review – Communications & Engagement

The review included the analysis of audiology service/procurement engagement and communications with a specific focus on compliance against:

- NHS E Planning and Assurance Service Change Guidance, March 2018
- Gunning Principles
- Brown & Bracking Principles



Review – Communications & Engagement

The outcomes & learning has resulted in:

- New communications and engagement plan
- Standard report on previous engagement and communications from patients/carers, clinical and non-clinician's, stakeholders, provider feedback
- Standard reporting mechanism for service review, procurement and communications across all Lancashire CCG's
- Continue with engagement with patients and carers/stakeholders/providers/clinician and non-clinicians/national experts/CCG's



Review of Benchmarking Process

Background

- Initially completed in 2017
- Consulted with 7 CCG's who had recently procured their services.
- Utilised Best Practice/National Guidance for 2017 and 2018/19:
 - NHS England National Audiology Commissioning Framework guidance (for people with hearing loss) ref.05533
 - NHS England/Improvement National Tariff Payment System 2017-2019
 - NHS Choice Framework (April 2016)
 - NHS Constitution



Benchmarking - 2019 process

- Wider consultation included -
 - Identified CCGs that have gone through a procurement in the last 4- 5 years
 - Used the top 5 comparators from Right Care model for each of the CCGs across Lancashire
 - Approached 86 CCGs
- 70 responses received
- 54 responses which were AQP tariff based contracts
- Reviewed responses through Lancashire Audiology Leadership Group with clinical and non-clinical representatives
- Patient Reps involved

The benchmarking has focused on 2 key areas: Quality and Price



Benchmarking - Quality

- Identified the key elements/changes of the proposed service specification
 - Age 50+
 - 6 day service
 - One stop shop – assess, fit and supply of 1 or 2 aids, follow up and annual aftercare
 - Residual wax removal
 - Aftercare – urgent appointments (on the day)
 - Aftercare – standard/routine (2-5 days)
 - End of 3 year pathway – no re-referral to GP if remaining with provider
 - Patient Pack
 - Quality & activity reporting



Benchmarking – Quality Summary

Key elements of service	Provider 1	Provider 2	Provider 3	Provider 4	Provider 5	Provider 6	Provider 7	Provider 8	Provider 9	Provider 10	Provider 11	Provider 12	Provider 13	Provider 14	Provider 15	Provider 16	Provider 17	Provider 18	Provider 19	Provider 20	Provider 21	Provider 22	Provider 23	Provider 24	
6 day service	✓		✓	✓	✓	✓	✓	✓	✓					✓	✓		✓		✓	✓	✓	✓	✓	✓	✓
Age 50+	18+		55+	55+	55+	18+	55+	55+	✓			18+		18+	18+	18+		18+	55+	18+	55+	55+	19+	18+	
One stop shop – assess, fit and supply aids (1 or 2)	✓	✓	✓	✓	✓	✓	✓	✓	✓	NO	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Assess, fit and supply of 1 or 2 aids, follow up and annual aftercare	Ongoing aftercare, not annual review	X	Ongoing aftercare, not annual reviews	Ongoing aftercare, not annual reviews	? Annual reviews	Ongoing aftercare, not annual reviews	Ongoing aftercare, not annual reviews	Ongoing aftercare, not annual reviews	Ongoing aftercare, not annual reviews					Ongoing aftercare, not annual reviews	X			? Annual reviews	X	Ongoing aftercare, not annual reviews	Ongoing aftercare, not annual reviews	Ongoing aftercare, not annual reviews	Ongoing aftercare, not annual reviews	Ongoing aftercare, not annual reviews	Ongoing aftercare, not annual reviews
Residual wax removal included	X		X	X	X	X	X	X	X					X	X		X		X	X	X	X	X	X	X
Domiciliary service where required	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓		✓		✓	✓	✓		✓	✓	✓
Aftercare – Urgent Appointments (on the day)	X		X	X	X	X	X	X	X					X	X		X		X	X	X	X	X	X	X
Aftercare Standard/routine (2-5 days)	✓		✓	✓	✓	✓	✓	✓	✓					✓	✓		✓		✓	✓	✓	✓	✓	✓	✓
End of 3 year pathway – no re-referral to GP if remaining with provider	X		✓	X	X	✓	✓	✓	X					✓	✓		X		✓	✓	✓	✓	✓	✓	✓
Patient Pack – education, advice, information and support to access other services and local groups as well as how to maintain hearing aids	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓		✓		✓	✓	✓	✓	✓	✓	✓
Schedule 4 activity report	✓		✓	✓	✓	✓	✓	✓	✓					✓	✓		✓		✓	✓					✓
VAT included	No	Yes	No	No	No	NO	Yes	Yes	No	Yes	Yes	Yes		Yes	Yes	Yes	Not provided	No	Yes	Yes	No	Yes	Yes	Yes	Yes
Additional Information		No Service spec available	Additional minimum 5 hours for regular extended opening hours on a weekend	Additional minimum 5 hours for extended opening hours morning, evening or weekend	Additional minimum 5 hours for extended opening hours morning, evening or weekend		Additional minimum 5 hours for extended opening hours morning, evening or weekend	Additional minimum 5 hours for extended opening hours morning, evening or weekend	5 appts to be made available before 9 or after 5.30 on weekdays or available app's on weekends	No service spec available.	No service spec available	No service spec available	No service spec available	The service should include some flexibility to provide later evening and/or weekend app's outside of regular working hours	The service should include some flexibility to provide later evening and/or weekend app's outside of regular working hours	No service spec available	Additional 5 hours on the weekend	No service spec available		The service should include some flexibility to provide later evening and/or weekend app's outside of regular working hours	An additional minimum of 5 hours regular opening hours on a weekend	An additional minimum of 5 hours regular opening hours on a weekend	Selection of providers provide weekend cover	Availability over the weekend to meet demand	



Benchmarking – Key variances



- Age
- Annual aftercare annual reviews as part of the One stop shop
- Residual wax removal
- Aftercare – urgent appointments (on the day)
- Patient Pack

Benchmarking – Tariff/Prices

- Full comprehensive financial analysis of 54 AQP responses
- Banded the tariffs to ensure accurate and like for like comparison
- Identified the mean/lowest/highest and where the majority point of all 54 CCG's



Benchmarking – Tariff/Prices

Summary of Analysis outcomes:

Tariff Description	Lancashire South Cumbria current tariff	Original 2018/19 proposed tariff	Lowest	Highest	Mean	Majority banding and % CCGs charging in this bracket
Assessment only	£53	£42	£35.00	£58.00	£48.59	£45-£50 48%
Pathway for hearing aid assessment, fitting of one hearing aid device, cost of one device & first follow up, 3 years aftercare and 3 rd year review	£268	£214	£100.00	£388.00	£242.31	£250-£300 58%
Pathway for hearing aid assessment, fitting of two hearing aid device, cost of two device & first follow up, 3 years aftercare and 3 rd year review	£370	£296	£200.00	£389.00	£333.90	£350-£400 46%
Annual aftercare and review	£25	£20	£20.00	£68.00	£25.87	£20-£25 89%

Benchmarking – Tariff/Prices

Benchmarking outcomes:

- Quality – the 5 variances will remain within the service specification as it is evident from our engagement/best practice evidence that these are important:
 - Age
 - Annual aftercare annual reviews as part of the One stop shop
 - Residual wax removal
 - Aftercare – urgent appointments (on the day)
 - Patient Pack
- Price – the most significant variance is the annual reviews as part of the annual aftercare therefore the cost of 2 x aftercare costs of £40 has been included in the Assess, fit, aftercare & review tariff's
- Other tariff's (aftercare, assessment) have been benchmarked against the mean/average banded tariff as highlighted in benchmarking process
- VAT – payment is exclusive of any applicable VAT which commissioners will be liable to pay the provider



Benchmarking – New Tariff/Prices

Tariff Description	NEW TARIFF
Assessment only	£46
Pathway for hearing aid assessment, fitting of one hearing aid device, cost of one device & first follow up, 3 years aftercare and 3 rd year review	£254
Pathway for hearing aid assessment, fitting of two hearing aid device, cost of two device & first follow up, 3 years aftercare and 3 rd year review	£336
Annual aftercare and review	£20



Review Outcomes

Feedback from providers and national CCG's has informed new procurement process and review

- Enter into new procurement with refreshed Tariff which has had extensive nationally benchmarked (Quality & Price)
- Quality review indicates our high quality service spec is in line with national specification and includes local patient feedback
- Continue to engagement with key stakeholders as part of new communications and engagement plan
- Ensure provider engagement on the new procurement/outcome of review – consider feedback
- Begin new procurement to secure the best services for our patients



Future Procurement Process & timescales

Paula Williams MCIPs MSc

NHS Midlands and Lancashire CSU

Procurement Manager



Future Procurement Plans

New procurement will:

- Be an Open procedure
- AQP plus
- Utilise same service specification as previous procurement
- Utilise very Similar Tender Questions
- Revised service tariff/price



Future Procurement Plans

- Consider any feedback received from this engagement event (Mar/Apr)
- Advertise the Opportunity on Contracts Finder and OJEU (April 2019)
- Closing date for bids (May)
- Evaluation & Moderation (May/June)
- Award (July)
- Mobilisation (July /Sept)
- Service Commencement (Oct 2019)



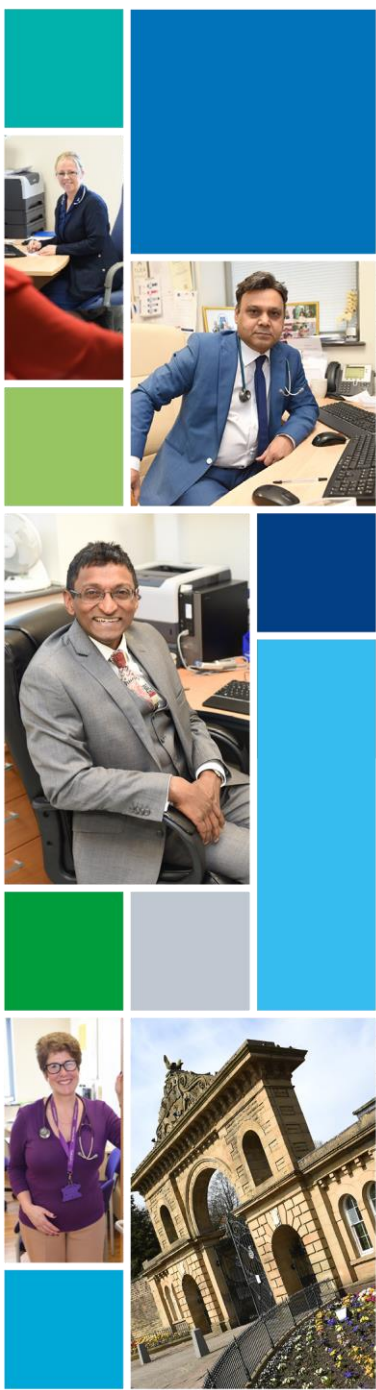
Future Procurement Plans

Feedback from providers:

Written feedback directly to the BRAVO system

Deadline for feedback is Friday 22nd March (10 working days)





Thank you & close