

Improving Lives Event – 07.07.15 – Uttoxeter Leisure Centre

Additional questions/ comments submitted in writing at the Uttoxeter event

VC= Responses by Virgin Care

CCG= Responses by East Staffordshire Clinical Commissioning Group

Q: Are you looking to provide social care in the home to provide help with housing issues – benefits – utilities – these all impact on the health of present and future patients? Supporting people contracts currently provide help for people to assist with these issues. How many of these people will end up in hospital due to poor home conditions. Contracts ending 31st March 2016.

A: VC: Virgin Care have been selected as the Prime Contractor for the Improving Lives programme who will be responsible for working with a range of different providers to deliver improved health outcomes for the people of East Staffordshire. While social care in the home is outside of the scope of this contract, Virgin Care will be working closely with all providers to ensure that people are able to stay healthy and at home where this is clinically appropriate. One of the reasons that Virgin Care was selected for this contract is because of their track record of working across organisational boundaries and forming partnerships with a variety of organisations to deliver the best results for local people.

Q: Where can I get help with helping my elderly mother and disabled uncle mobility aids and also she has waited 6 years for midland heart to install a shower unit?

A: CCG: Your mother and uncle's doctor and also the local office of Age UK should be able to advise you.

Q: There was a referral to working with voluntary groups. Given the financial burdens that voluntary groups face, together with the limited numbers of volunteers, how do you imagine this would work? Would financial help be given? Training/retraining? Is there a danger of putting too much pressure on voluntary sector? Also, I'm interested in the concept of "paid volunteer", please could that be explained?

A: VC: Virgin Care is committed to working with a range of new providers, including voluntary groups, to improve the lives of the residents of East Staffordshire, building

upon their experience of doing this elsewhere in the country. This will be achieved through a variety of ways, including paid subcontracts for voluntary organisations for specific services or support, which helps to ensure the sustainability of these groups. There will also be joint training opportunities for both voluntary organisations and the staff/volunteers that support them. Where volunteers are providing support, such as acting as Care Coordinators, is it vital that they are paid for any out of pocket expenses incurred.

Q: How were Virgin selected?

A: CCG: The CCG carried out a formal procurement process, which began in summer 2014, which involved many stages and assessments and included a number of meetings with the shortlisted bidders to develop the outcomes for the contract. Following the final submissions from the bidders, Virgin Care were awarded the contract in March 2015.

Q: How is it going to be monitored? – outcomes?

A: CCG: This is an NHS standard contract and Virgin Care will be subjected to the same rigorous quality/ assurance/safety standards as any other supplier and on top of that, we will also be using outcomes, as outlined in our outcomes framework to measure both clinical and patient experience outcomes.

Q: Are staff going to be cut/pay reduced?

A: VC: No changes to staffing arrangements have been decided upon, but if any staff do transfer to a different employer all of their terms and conditions, including pay, pensions and annual leave entitlements, are protected under TUPE legislation. This protection extends through and beyond the life of this contract.

Q: How are you going to re-invest?

A: VC: We have been selected as the prime contractor for the Improving Lives programme and it has not yet been determined whether we will be directly providing any of the services. A decision on this point cannot be taken at this stage, but further details will be possible once the detail of who will be providing the services has been agreed.

Q: Your CCG ?????? – We didn't elect you!!

A: CCG: East Staffordshire CCG has representation from all 19 GP practices in East Staffordshire and buys many health services for the region, so we think it is reasonable to say that it is your CCG if you live in East Staffordshire.

Q: Virgin – subcontract to NHS and other providers – are you going to subcontract to Virgin Care?

A: CCG: The CCG has awarded the Improving Lives contract to Virgin Care, who will be the Prime Contractor. Virgin Care may provide some services themselves but they will also be subcontracting to a range of other organisations, including NHS and voluntary sector organisations.

Q: Sharing information – how can we guarantee a decent IT system that would assure us of data being used for the purpose it was meant for? – cost of new IT system.

A: VC: We provide NHS services across the country and our two biggest investments are always investing in developing and training staff and IT. We have a good IT team and will invest upfront.

Q: How can you keep people out of A&E when you advocate 999? – will you reintroduce a nurse led NHS Direct style service?

CCG: Both locally and nationally, the NHS puts a great deal of effort into promoting the alternatives to A&E, including self care, local pharmacies and NHS 111. NHS 111 is a free telephone helpline for non-emergency care,

Q: Will mobile tech replace nurses? – sending photos will not replace seeing staff. What about training the community nurse instead?

A: VC: No, mobile technology is not used to replace nurses – it is used to free up more of their time to focus on patients rather than paperwork. Where Virgin Care have used mobile working technology elsewhere in the country they have been able to increase nurses' patient facing time by up to 50%.

Q: Will you be using Virgin Care as a logo?

A: VC: We have been selected as the prime contractor for the Improving Lives programme and it has not yet been determined whether we will be directly providing any of the services. A decision on this point cannot be taken at this stage, but further details will be possible once the detail of who will be providing the services has been agreed.

Additional questions that were made via evaluation sheets:-

Q: Not clear if Virgin Care will deliver direct to patients.

A: The CCG and Virgin Care are still determining which organisations will be providing care directly to patients, but more clarity regarding this will be available soon,

Q: Also what provision will exist for non-users of technology?

A: VC For those people who don't use modern technology, the traditional methods of access will remain, including a telephone single point of access into the service.

Q: Information relating to services that are being sought within the locality – what services are Virgin going to subcontract?

A: VC: The CCG and Virgin Care are still determining which organisations will be providing which services to patients, but more clarity regarding this will be available soon.