

Report Title: CCG and Primary Care Support arrangements

Report to:

- NHS North Lincolnshire CCG
- NHS North East Lincolnshire CCG
- NHS East Riding of Yorkshire CCG
- NHS Hull CCG

Report from: John Mitchell - Associate Director of IT (for the CCG's across the Humber)

Report Date: 02/11/2018

Sensitivity: Humber CCG Management Only

Background:

All Humber CCGs and Primary Care receive IT support services from the eMBED Health Consortium, a Yorkshire and Humber Wide service, and the current support contract expires in March 2020.

All CCGs are agreed that our strategic direction is to place a higher importance on supporting the "the place" and to move away from a wider geographic support service.

Out of Scope

Due to the complexities of moving an IT service it is important that we start looking at options for support service provider migration as a matter of urgency in order to minimise any time related risks.

Out of Scope

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Future IT Support options:

There are 3 realistic options for receiving IT support following the end of the current contract, these are:

1. Look to negotiate an STP wide support contract covering **Out of** and primary care requirements.
2. Look to Negotiate a Humber locality wide support contract covering **Out of** and primary care requirements
3. Look to align requirements across local services within each "Place".

Whilst Option 1 & 2 may provide efficiency of scale, the ability to provide "Place" centric support would be limited therefore following much discussion over the last 18 months, the preferred option is to separate the support arrangements for CCG **Out of** and Primary Care and to align support service for:

- **Out of Scope**
- Primary and Community Care – where GP's would receive support services from the in House IT services of experienced community providers on a North Bank\South Bank model.

This decision has been made in order to support a closer working Place model, by improving data sharing models and to simplify cross organisational technological requirements as much as possible.

For example – It is currently technically simple for a CCG in Humber to share network folders with a CCG in Sheffield, but technically very difficult to share a file between most Humber CCGs and LAs.

This change in support system would enable better place based working

Procurement of a "Place" Centric IT Support Service:

NHS England has given the Humber CCG consent not to use their LPF framework used to procure the current service, which whilst providing a greater degree of flexibility means that we need to fully understand implications of the procurement process.

Commercial Procurement Process and Associated Risk:

Clearly the risk free option in terms of procurement is to go to market for all support services.

Out of Scope

However in both North and South Humber there are multiple community providers who could provide the service to Primary Care.

Therefore in order to reduce the risk of commercial challenge a formal procurement process should be followed for the Primary Care Services

N.B. In order to guarantee the quality of service received, services would **not** initially be run on a shared service basis and key SLA\KPIs would be agreed.

Recommendation and Time Scales:

In summary, we have an urgent requirement to procure and mobilise a new Primary Care and **Out of** IT Services across Humber before the current contract expires in March 2020.

It is my recommendation that:

- **Out of Scope**
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- By **Dec 2018** we form a Humber Wide Procurement team with the intent of mobilising a new Primary Care support service from Dec 2019
- By **March 2019** we have gone to market for the new Primary Care IT support services.

This time scale will allow a 12 month preparation & procurement period with a 3 month mobilisation process whilst the eMBED contract is still in place.

Out of Scope