

Code of Conduct

Service: Provision of Community Matron Programme Board: Crisis Care: Urgent and Integrated Care Programme Board	
Question	Comment/Evidence
Part A - Developing the service specification	
Please provide a brief description of the service:	<p>The service is provided by the following two practices;</p> <ol style="list-style-type: none">1. Elsdale Street Surgery2. Shoreditch Park Surgery <p>The Community Matrons are integrated with the District Nurse teams within each locality and work in alignment to GP practices in the same way as the District Nursing teams. They complement the work of the District Nurses by providing support and advice to them for patients with complex health needs. They work in close partnership with other Community Nurses, Therapy teams, Social Services, Secondary and Primary Care Professionals, London ambulance Service, other external Professional groups and voluntary agencies.</p>

<p>Outline the benefits to patients if this service is commissioned:</p>	<p>Active case management, a robust referral system and partnership working with other members of the wider multidisciplinary team ensures an appropriate care package is in place to improve the patient's health outcome and to empower them to self-care and self-manage their conditions promoting dignity, choice and maximizing independent life styles for patients and their carers in the Community.</p>
<p>How will this service support the delivery of the Programme Board's commissioning</p>	<p>This service supports the delivery of the following Programme Board commissioning intentions:</p> <ul style="list-style-type: none"> • Co-ordinate services around the needs of patients • Undertake proactive care for patients at high-risk of hospital admission
<p>Describe how will this service will improve CCG outcomes and service quality:</p>	<p>This services supports the delivery of</p> <ul style="list-style-type: none"> • Proactive care at home • Better patient experience of co-ordinated health and social care • Fewer hospital admissions for housebound patients
<p>How does the proposal support the priorities in the HWBBs' health and wellbeing strategies)?</p>	<p>This CCG contract supports the central HWBB priority of integrating health and social care services, based around the needs of the patients and service users.</p>
<p>Outline how you have involved patients in the decision to commission this service and then in the development of the specification. Who has been involved?</p>	<p>As this is the roll-over of an existing service without material changes, there has not been patient involvement on this occasion.</p> <p>Further potential redesign and remodeling of the service is expected in 2016/17 as part of the development of the quadrant model and alignment with the Adult Community Nursing Contract. Patients will be involved in any redesign at this time, prior to any contract variation if this is required.</p>

<p>Describe the range of CCG clinicians involved in designing this proposed service and their input to the service specification:</p>	<p>Further potential redesign and remodeling of the service is expected in 2016/17 as part of the development of the quadrant model and alignment with the Adult Community Nursing Contract. Clinicians will be involved in any redesign at this time, prior to any contract variation if this is required.</p>
<p>When and how have you consulted member practices about commissioning this service: What changes were made following consultation:</p>	<p>No consultation has been deemed necessary for this rollover. Detailed consultation will be carried out as above.</p>
<p>How will this proposed contract align with other contracts commissioned by the CCG and promote integrated service delivery across providers</p>	<p>The service works in close partnership with other Community Nurses, Therapy teams, Social Services, Secondary and Primary Care Professionals, London ambulance Service, other external Professional groups and voluntary agencies. It also links in with the One Hackney range of commissioned services.</p>
<p>Part B – Managing conflicts of interest</p>	
<p>Outline from who you have obtained an independent clinical perspective / external advice on</p>	<p>No advice has been sought for this rollover. Advice will be sought from the independent clinical lead on the Primary Care Contracts Committee for any in year changes to the specification.</p>

Describe how all conflicts and potential conflicts of interests have been declared in the development and agreement of the	There have been no conflicts of interest in the development of the proposed rollover. Going forward it will be included in the Ring-fenced provider group and conflicts will be will be overseen by the Primary Care Contracts Committee. Further declarations will be obtained for any in year changes to the revised specification.
Describe how you have mitigated the conflicts of interest declared?	Further debate and conflicts will be discussed for any in year changes to the revised specification.
Part C – Proposed contract	
What is the annual value of this contract?	The annual value of the contracts; <ul style="list-style-type: none"> • Elsdale Street Surgery: £139,000 • Shoreditch Park Surgery: £129,000 Total: £268,000
How have you determined that this represents value for money and developed the price for this service?	These are block contract.
What will be the basis of the contract – on what performance and / or outcomes will payments be made?	Payment will be made on delivery of the service set out in the service specification. Payment is made on a block contract basis.

<p>Describe how you will assess the achievement of these outcomes in recommending payments?</p>	<p>Quarterly reporting is required on the KPIs.</p>
<p>How will you monitor the quality of the service commissioned?</p>	<p>Standardised patient questionnaire to be issued to patients using the service which asks the following:</p> <ul style="list-style-type: none"> • Proportion of service users who stated that the community matron provided health advice or information about his/her condition. • Proportion of service users who stated that they were involved as much as they wanted to be in decisions about their care and treatment. • Proportion of service users who stated that their community matron treated them with respect and dignity. • Proportion of people who think that the community matron provided information for other available services. • Proportion of people feeling supported to manage their condition.
<p>What systems will there be to monitor and publish data on referral patterns?</p>	<p>The UCPB /Ring-fence provider board will review data on non-elective admissions by practice.</p>

PART D – List based service only

<p>Outline why this is a list based service and the advice you have received to confirm this? (i.e. can only be provided by City and Hackney GP practices)</p> <p>Please attach the advice that this is a list based service</p>	<p>Not applicable.</p>
<p>What steps have you taken to demonstrate that there are no other providers that could deliver this service?</p>	<p>Not applicable.</p>


<p>In what ways does the proposed service go above and beyond what GP practices should be expected to provide under the GP contract?</p>	<p>Not applicable.</p>
<p>What assurances will there be that a GP practice is providing high-quality services under the GP contract before it has the opportunity to provide any new services?</p>	<p>Not Applicable.</p>

<p>Describe how you will evaluate the contract delivery proposals:</p> <p>Describe:</p> <ul style="list-style-type: none">• Who will be involved?• How you will obtain independent clinical advice?• How will you ensure there are no conflicts of interest?	<p>Advice will be sought through the UCPB members/Ring-fence provider group.</p>
<p>What additional external involvement will there be in scrutinising the proposals?</p>	<p>Not applicable.</p>

<p>How will you ensure that patients are aware of the full range of qualified providers from whom they can choose if appropriate?</p>	<p>Not applicable.</p>
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Part E – if you are proposing procurement and practices/GP Confederation are potential bidders

<p>Please outline the procurement process and timescale – attach the advice about this procurement process</p>	<p>This is not a procurement process. As the services are reliant on access to the practice list and EMIS – there is no other provider able to access the patient list.</p>
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<p>Describe the process you will use for evaluating the bids: Describe:</p> <ul style="list-style-type: none"> • Who will be involved? • How you will obtain independent clinical advice? <p>How will you ensure there are no conflicts of interest?</p>	<p>Not applicable.</p>
<p>Please attach the proposed service specification</p>	
<p>Signed by Programme Board Director: Mark Scott Date: 11 November 2016</p>	
<p>Signed by PB Chair: May Cahill Date: 14 November 2016</p>	