



North East and North Cumbria

Our Reference SD\North East and North
Cumbria ICB\FOI ICB346

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25 May 2023

Dear

Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)

Thank you for your request received by North of England Commissioning Support (NECS) on 27 April 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

Your Request

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

Integrated Musculoskeletal (MSK) Service for NHS Newcastle Gateshead CCG:
<https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.contractsfinder.service.gov.uk%2FNotice%2F9ea998f3-a8b0-4e5a-a2a8-e9efd1b7767c&data=05%7C01%7Cnecsu.ICBfoi%40nhs.net%7C2a909b920d3a477cc5c208db470de665%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638181897247949254%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ikl1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=3QiUMBGc1zLApARNdm01D5PsXEtXY1BAnHbjmJKIISA%3D&reserved=0>

The details we require are:

1. What are the contractual performance KPI's for this contract?
2. Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages
3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date

4. Start date & duration of framework/contract?
5. Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?
6. Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?
7. Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?
8. Who is the senior officer (outside of procurement) responsible for this contract?

Our Response

1. Contractual performance KPI's for this contract are:
 - Compliance with CQC Essential standards
 - Percentage of people with a MSK condition who feel they have had enough support from the service to help manage their condition
 - Percentage of patients having a BPI, EQ-5D-5L and or other patient activation measure (as agreed with the Commissioner) on entry and on discharge from the service who reported an improvement in their scores.
 - Number (%) of patients who feel they are adequately informed and involved in decisions about their management
 - Evidence of usage of Shared Decision Making and the choices patients make as a result (using Collaborate or another measure)
 - Number (%) of patients referred for hospital-based outpatient appointments
 - Number of Orthopaedic outpatient appointments per patient prior to surgery (for patients seen in the Integrated MSK service)
 - Average and range of time from first symptomatic attendance at service patients reporting they have returned to (self-defined) "normality" e.g. self-reported return to work, absence of pain or self-reported return to domicile
 - Increase in the proportion of patient reported improvements in health-related quality of life categorised by:
 - Ethnicity
 - Age
 - Gender
 - CCG locality
 - Joint affected/condition
 - Increase conversion rate to surgery from outpatient appointment to 80% (for patients seen in the Integrated MSK service)
 - NHS NGCCG may request that up to four joint clinical audits per year be carried out; particularly in areas where a problem or possible opportunity for improvement has been identified
 - Patient and carer experience and satisfaction with the service
2. This information cannot be provided for the unsuccessful bidders under section 41 and 43 of the Freedom of Information Act, as information provided as part of the procurement is commercially sensitive and has been provided in confidence as part of the procurement. Information on the successful bidder is already in the public domain as part of the contract award notice (section 21).
3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date:

2018/19	£1,919,000
2019/20	£3,423,170
2020/21	£3,471,094

2021/22 £3,583,905
2022/23 £3,723,379

Newcastle Upon Tyne NHS FT spend to date for MSK contract. Due to the impact of COVID this contract was pulled into the wider Foundation Trust block contract.

4. Start date of framework/contract was 1 October 2018. Duration is 5 years with the option to extend for 2 years.
5. A copy of the service/product specification is attached below.



ITT Document 5 NHS
Standard Contract 17.

6. There is an extension clause, this is 2 years.
7. A decision has not yet been made yet on whether the framework(s)/contract(s) are being either extended or renewed.
8. The Senior Officer responsible for this contract is Owen Nutt, email owen.nutt@nhs.net

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk . This will not affect your initial information request.

Yours sincerely

S Davies

S Davies
Information Governance Officer