

Our Ref: ID 1695

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request - Community Musculoskeletal (MSK) Services

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 10th June 2020.

You Asked for:

1. Is the current Community MSK service based on a Block Contract or Any Qualified Provider (AQP) model?
 - a. If Block Contract who is the current provider of the service?
 - b. If AQP how many providers are on the framework?
2. Is the contract delivered in partnership with other providers? If so, who are the providers and from what sector (e.g. third sector, contractors)
3. What is the contract length and contract value of the current Community MSK contract?
4. What is the treatment model for the current Community MSK service? For example:
 - a. Does the service include an MSK triage service that directs referrals to secondary care/specialist services as well as the Community Service?
 - b. Does the Community MSK service include an integrated pain management service?
5. Would it be possible to get a copy of the current service specification?
6. When is the current Community MSK service due to be re-tendered?
7. Is this date before contract extension (if so, what is the extension period and likelihood of extension)?
8. Is it anticipated the re-tendered service will adhere to the same model and specification as the current Community MSK service?
 - a. If not, how do you expect this service to differ? Will you be undertaking market engagement ahead of any procurement process to inform this model?
 - b. If yes, do you anticipate the contract length and financial envelope to remain the same or efficiency savings to be applied? What percentage reduction would this be?
9. Has the current Community MSK service met all the contracted Key Performance Indicator's (KPI's) during the lifetime of the contract?
10. Has the current provider of the Community MSK Service been served with any performance notices? If yes, when were they served and what for?
11. Are there any areas of particular concern/health outcomes within the Clinical Commissioning Group's (CCG's) population which the Community MSK service could be addressing more effectively?
12. Are there any areas of exceptional practice and/or innovation in the current Community MSK Service which stand out to the CCG?

13. What is the current Patient Satisfaction Rate for the Community MSK Service? Has this remained consistent or has there been fluctuations (reduced or improved)?
14. Which virtual/remote platforms are used in the current Community MSK Service?
 - a. Telephone
 - b. Video General, e.g. WhatsApp, Skype, Zoom
 - c. Video Bespoke, e.g. Physitrack, Q-Doc
15. Has the Community MSK Service continued to operate routine appointments during the Covid-19 pandemic via remote methods alongside Emergency/Urgent referrals?

Our Response:

1. The contract is a prime provider block contract and the current provider is Wirral University Teaching Hospital NHS Foundation Trust (WUTH).
2. No.
3. The identified contract started on the 1st July 2018, on the basis of a 3 year contract with the possibility of extending for a further 2 years. The option to extend to the full 5 years has been agreed. The current annual value is £24,999,307.
4. Wirral Clinical Commissioning Group (CCG) commissions an Integrated Musculoskeletal (MSK) Service consisting of:
 - Triage
 - MSK Clinical Assessment Service
 - Physiotherapy
 - Podiatry
 - Pain management
 - Rheumatology
 - Elective Orthopaedics
5. Please see the attached specification.
6. Please see the answer to question number 2.
7. Please see the answer to question number 6.
8. Please see the answer to question number 6.
9. A comprehensive dashboard is in place for the contract, this includes Key Performance Indicator's (KPI's). Performance against these has varied with not all being met.
10. Yes, a Contract Performance Notice was issued on the 2nd October 2019. This related to ongoing Commissioner concerns around non-achievement of routine waiting times under the contract.
11. The Wirral population comprises a significant aging population and also significant pockets of deprived communities. Both aspects place pressures on a variety of services including MSK. Key current concerns relate to rheumatology and pain management. Potential solutions are being explored under a system approach.
12. Since the implementation of the MSK Service, a variety of pathway changes have been implemented, along with new referral mechanisms and protocols for managing referrals.
13. In January 2020, 94.46% of patients would recommend the service to family and friends or patients. The score overall for patient experience was good or excellent. This percentage has been consistently achieved throughout 2019/2020. In addition, the percentage of patient's re-referrals within 6 months of discharge is on average less than 5%.
14. The platforms used have been listed below:
 - Telephone
 - AttendAnywhere
 A bespoke patient portal is also under development.
15. During the Covid-19 pandemic, the Integrated MSK Service, in line with national guidance, has provided Urgent Care and high priority care. Routine appointments are

now being provided for a limited number of patients mainly via phone and plans are in place to open up further routine provisions.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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