

Community Health Improvement Services Procurement Frequently Asked Questions Jan-March 2019

The framework & application process

For the purposes of this document the term “e-procurement portal” will be used to reference the online system for applying to deliver Public Health Dorset services. This system may also be known as “Supplying the South West”, “Pro-Contract” and “Proactis”.

1. If I hold currently contracts for your services do I need to apply through the new framework or would I be able to roll the contract over?

Answer: If you wish to continue to provide these, and any additional services, you must complete the application as detailed in the email directing you to the Public Health Dorset website. Existing contracts cannot be rolled over as they expire on 31st March 2019.

2. If I am an existing provider, do I need to apply to be put onto the framework or does this happen automatically?

Answer: Yes, you need to apply to be on the framework, this does not happen automatically.

3. When do I need to apply by and how easy is it?

Answer: If you wish to continue delivering your existing services without a gap in provision from 1st April 2019 you should apply now. The application process is much easier than last time and there is a useful “walk-through” guide on the **Procurement & General Information** page of the Public Health Dorset website.

4. I am interested in signing up for some services that I don't currently provide. What do I need to do?

Answer: To apply for any Public Health Dorset services please see the information on the **Procurement & General Information** page of the Public Health Dorset website.

All services will commence on 1st April 2019.

5. I have just tried to register for a Proactis account. I am not sure if the process has been fully completed but when I try to log on the system is not recognising my password. Do you know why this is?

Answer: If you have been through a previous procurement process using the e-procurement portal, the system will remember your details, which can cause problems. It could have been many years since you have accessed this system. The best solution is to say you have “forgotten your password” and the system will generate another and send this to you via email. You can then make any relevant changes to your user profile if required.

6. I am trying to register on the framework, but our practice manager has left, and we don't have her log in details. How do we sign in?

Answer: You will need to sign up as a new user on the e-procurement portal.

7. I have been trying to register my details on the e-procurement portal. Why is the system not letting me press the green "Enter" button to complete the process?

Answer: You must choose at least one category to refine and select a sub-specialty; this then releases the green button. The details are all available in the "walk-through" guide on the Public Health Dorset website.

8. We are a GP partnership, not a limited liability, could you advise whether I need to fill in Section 1.1n "Persons in Significant Control" as I am not sure what this means. Would this be the Senior GP Partner?

Answer: If you are not a limited company, enter "N/A" in Section 1.1.n

General service delivery

9. Do we have to deliver the services to patients/clients who are not registered with our surgery?

Answer: The essential aspect of this model is client choice on when and where to receive services. This means that all providers approved by Public Health Dorset must provide an open access service to clients who meet the relevant criteria as outlined in the service specifications.

10. What is the duration of the contracts?

Answer: This framework agreement will commence on 1 April 2019 and continue until 31 March 2020. The Council may extend this framework agreement at its discretion for a further period of up to three years, on a year by year basis. Please refer to part A3.1 and C1.1 of the Terms and Conditions document.

11. What is the notice period to leave a contract?

Answer: No less than one month's written notice. Please refer to part A3.1 and C1.1 of the Terms and Condition document.

12. If we have an existing process with some GP practices where they signpost to our surgery for the delivery of a service, do those practices also have to hold a contract under the new arrangements?

Answer: Should any GP practice providers wish to signpost clients to you for provision of a service they do not need to hold a contract. As best practice, to deliver a quality service for clients, the signposting organisation should ensure the provider they are signposting to holds a contract.

13. Will face to face training be provided?

Answer: No, face to face training will not be provided. As part of the contract management commissioners may provide training to individual providers with the intention to improve performance. If so, this will not be a requirement for qualification or participation on this framework.

14. Will we be subject to a limit on how many procedures we can do in a year?

Answer: No. As the framework is user led and users can choose any location there will be no limit on the number procedures that may be performed by any one provider.

Lot 1- NHS Health Checks

15. Are we required to source any new equipment to deliver NHS Health Checks under the new contract or can we continue to use the same equipment for this service as we do currently?

Answer: If you currently hold a contract to deliver NHS Health Checks you should continue to use the same equipment. If this is a new contract (and has not been delivered in the past) it is the responsibility of the provider to source and fund the required equipment.

16. Will training for NHS Health Checks be provided?

Answer: Training will not be provided by Public Health Dorset for this service. See the **Training and Competency Requirements (section 4)** in the NHS Health Checks service specification for further details.

17. Will a reporting mechanism be provided?

Answer: Yes, reporting templates will be provided. See the **Performance and Reporting Requirements (section 5)** in the NHS Health Checks service specification for further details.

18. What happens if a pharmacy fails to provide 5 Health Checks within a month (section 3.2.1. of the service specification)?

Answer: Part 3.2.1. of the specification states: *“The Provider must be available to deliver a minimum of 5 NHS Health Check appointments per calendar month.”* The emphasis for Public Health Dorset as the commissioners is the word “available”. Should the provider seek to only be available for less than five appointments each month, this would not meet the qualifications for participation on the framework. This requirement should enable a high number of available appointments for service users to choose from.

For clarity, paragraph 3.2.1 does not put a minimum requirement on any provider for the number of checks delivered. This is because service user choice will determine where the check is completed.

19. Is a practice able to carry out an ad hoc opportunistic Health Check on someone who has attended the surgery for something else but has not been sent an invite or letter?

Answer: Yes, they can do this as part of the contract.

Lot 2 - Emergency Hormonal Contraception (EHC)

20. Will condoms be provided free of charge by the commissioner to give to clients?

Answer: No, these are not provided by Public Health Dorset. Condoms should be purchased by the provider and must be included in the price of the consultation and the client should not be charged.

Lot 4 - Needle Exchange

21. Is advertising required for this service?

Answer: The Needle Exchange sticker described in paragraph 3.3.1 of the service specification must be displayed. There is no specific requirement in the service specification to conduct additional advertising. However, Public Health Dorset would welcome any extra advertising that a provider wishes to do for themselves. This must first be discussed and agreed with the local authorities.

Lot 6 - Smoking Cessation

22. What is the audit process (section 3.1.18 of the service specification)?

Answer: Public Health Dorset does not currently have a planned audit methodology, and this may be delivered through the duration of the contract. The scope of any audit will focus on the delivery of the requirements detailed in the specification.

If you require any further help or support, please do not hesitate to contact Public Health Dorset using the contact details on the e-procurement system.