

Reference: FOI 35709 GLO 11M

Subject: Community MSK Services

I can confirm that the CCG does hold the information requested; please see responses below:

QUESTION	RESPONSE
1. Is the current Community MSK service based on a Block Contract or AQP model?	Block
a. If Block Contract who is the current provider of the service?	Gloucestershire Health and Care NHS Foundation Trust and Gloucestershire Hospital NHS Foundation Trust
b. If AQP how many providers are on the framework?	Not applicable
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)	<ul style="list-style-type: none"> • Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT) • Gloucestershire Health and Care NHS Foundation Trust (GHCNHSFT)
3. What is the contract length and contract value of the current Community MSK contract?	<p>1 year.</p> <p>The MSK service is part of the total hospitals contract and cannot be disaggregated from the total.</p>

<p>4. What is the treatment model for the current Community MSK service? For example:</p> <ul style="list-style-type: none"> • Does the service include an MSK triage service that directs referrals to secondary care/specialist services as well as the Community Service? • Does the Community MSK service include an integrated pain management service? 	<p>The current community MSK services:</p> <ul style="list-style-type: none"> • include an MSK Specialist triage service that directs referrals to secondary care/specialist services as well as the Community Service • Are able to refer directly into pain management services and rheumatology
<p>5. Would it be possible to get a copy of the current service specification?</p>	<p>Please see attached document: FOI 35709 GLO 11M - Community MSK Services - attachment</p>
<p>6. When is the current Community MSK service due to be re-tendered?</p>	<p>No decision has been made on retendering at this time</p>
<p>7. Is this date before contract extension (if so, what is the extension period and likelihood of extension)?</p>	<p>The contracts will be extended for 12 months</p>
<p>8. Is it anticipated the re-tendered service will adhere to the same model and specification as the current Community MSK service?</p>	<p>No decision on re-tendering at this time</p>
<p>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?</p>	<p>Not applicable</p>
<p>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?</p>	<p>Not applicable</p>
<p>9. Has the current Community MSK service met all the contracted KPIs during the lifetime of the contract?</p>	<p>Currently the providers are on a national block in response to CoVid and KPI requirements are partially suspended since the 1st April 2020</p>

<p>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?</p>	<p>No</p>
<p>11. Are there any areas of particular concern/health outcomes within the CCGs population which the Community MSK service could be addressing more effectively?</p>	<p>None have been actively identified</p>
<p>12. Are there any areas of exceptional practice and/or innovation in the current Community MSK Service which stand out to the CCG?</p>	<ul style="list-style-type: none"> • Integrated ICS working • MSK APS specialist triage
<p>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)?</p>	<p>Currently the providers are on a national block in response to CoVid and KPI requirements are partially suspended since the 1st April 2020 Friends and Family reports on services can be found here: https://www.england.nhs.uk/publication/friends-and-family-test-data-february-2020/</p>
<p>14. Which virtual/remote platforms are used in the current Community MSK Service?</p> <ul style="list-style-type: none"> • Telephone • Video General, e.g. WhatsApp, Skype, Zoom • Video Bespoke, e.g. Physitrack, Q-Doc 	<p>Currently using: Telephone Attend anywhere</p> <p>Exploring other platforms</p>
<p>15. Has the Community MSK Service continued to operate routine appointments during the Covid-19 pandemic via remote methods alongside Emergency/Urgent referrals?</p>	<p>Very limited service operated.</p>

The information provided in this response is accurate as of 24 June 2020 and has been authorised for release by Helen Goodey, Director of Primary Care and Locality Development for NHS Gloucestershire CCG.