



Meetings/events feedback form

Date of meeting: 13th December 2010 & January 5th 2011

Title of meeting:

Evaluation group Meeting for TENDERING FOR FALLS SERVICE

Audience: Brooks Nicky; Chapman Jane; Killbery Gill; David Loades; Kidd Katie Karen Evans

LINK representative(s) attending: David Loades

LINK representative completing feedback form: David Loades

Rationale (*Why are we attending the meeting event*). Note – if you are delivering a message/presenting re: what the LINK is about this needs to complement the standard presentation. If not provide details of message given.

To carry out and help with change for the future to the Tendering process and contract award process for South Staffordshire Falls Service and to engage with evaluation teams giving us a direct link into commissioning and recognition of the support the LINK can give the NHS and its Customers.

What were the main issues to come out of the meeting/event from the LINK perspective? (*List between 1 and 6 bullet points would be helpful*).

The meeting was to discuss and evaluate 2 proposals for the implementation of a tender for the south Staffordshire Falls service due for renewal in March 2011.

Both proposal were read in detail and a discussion and scoring process took place over a 4 hour session as a result of confidential agreement until the tender is awarded, I am unable to give any more detail other than to say that both tenders were poorly presented and as a result a call for an interview process was arranged for the 05/01/2011 to cover both proposals in detail and gain replies to questions the evaluation team had.

Evaluation process meeting took place on the 05/01/2011

This was a well attended meeting and answered the many questions we as the evaluation team had the point was raised by myself concerning contract reporting patient feedback and penalty for failure to meet set targets. Also the cost of staffing the brief and the need to meet savings requirements need to be detailed in the eventual contract award.

A proposal was recommended and is now subject to board approval and will be kept confidential until all parties have been informed.

I will then update this report with a commissioning process report.

Action Points/How can the LINK help? *(Bullet points re: what, if any, requests for LINK help were received and from who plus who needs to follow up?)*

The group were very impressed and pleased with the input from the LINK support and felt that we should be included in all evaluation of any commissioning process.

They were pleased to have feedback from the private sector on how to deal with contracts and tenders along with ideas to be implemented when approving successful candidates and when setting contracts targets.

It was agreed as a result of the advice given by the LINK to implement stronger targets on the following

- 1) More frequent customer monitoring
- 2) Involved management processes for stand in staffing due to sickness or long term leave.
- 3) Contract to involve start up targets to be achieved in the first 12 months and if not met the contract will be withdrawn and put out to tender again.
- 4) Reporting of statistics to be more frequently available then the current 12 month requirement

I am confident that this is a good process for the LINK to be involved in and it was requested from all n the evaluation team if I could be made available to them in the future it would be of help I agreed to this, subject to the LINK's approval