

Freedom of Information Request 3035

No	Question	Mid Notts (inc Mansfield & Ashfield and Newark & Sherwood CCG)	Nottingham West CCG	Nottingham North and East CCG	Rushcliffe CCG	Nottingham City CCG
1	Is the current Community MSK service based on a Block Contract or AQP model?					
	Orthopaedics / MSK - Triage, Assessment and Treatment	Mixture of block and tariff	Block	Block	Block	Block
	<ul style="list-style-type: none"> If Block Contract who is the current provider of the service? 	Mid Notts Alliance	Connect	Connect	Circle	Citycare
	<ul style="list-style-type: none"> If AQP how many providers are on the framework? 	n/a	n/a	n/a	n/a	n/a
	Community Pain / CFS		Block	Block	Block	Block
	<ul style="list-style-type: none"> If Block Contract who is the current provider of the service? 	PICS	PICS	PICS	PICS	Citycare
	<ul style="list-style-type: none"> If AQP how many providers are on the framework? 	n/a	n/a	n/a	n/a	n/a
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)	Mid Notts Alliance – Better Together (SFHT, Notts HC, NUH, CCG)				
3	What is the contract length and contract value of the current Community MSK contract?					
	Orthopaedics / MSK - Triage, Assessment and Treatment	5 Years	5 years £498,743 pa	5 years £893,826 pa	5 years £643,954 pa	7 years £2,100,000 pa
	Community Pain / CFS	37 months	44.5 months	44.5 months	44.5 months	Integrated into above

		£1,016,724 pa	£214,574 pa	£505,990 pa	£328,252 pa	contract
4	What is the treatment model for the current Community MSK service? For example:					
	<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? 	Yes	Yes	Yes	Yes	Yes
	<ul style="list-style-type: none"> Does the Community MSK service include an integrated pain management service? 	No	No	No	No	Yes
5	Would it be possible to get a copy of the current service specification?	Yes upon request	Yes upon request	Yes upon request	Yes upon request	Yes upon request
6	When is the current Community MSK service due to be re-tendered?					
	Orthopaedics / MSK - Triage, Assessment and Treatment	October 2022	March 2021	March 2021	March 2021	August 2025
	Community Pain / CFS	March 2022	March 2021	March 2021	March 2021	August 2025
7	Is this date before contract extension (if so, what is the extension period and likelihood of extension)?					
	Orthopaedics / MSK - Triage, Assessment and Treatment		Yes 2 Years Extension Likely	Yes 2 Years Extension Likely	No	
	Community Pain / CFS	2 Years Extension	Yes 2 Years Extension Likely	Yes 2 Years Extension Likely	Yes 2 Years Extension Likely	
8	Is it anticipated the re-tendered service will adhere to the same model and specification as the current Community					

	MSK service?					
	<ul style="list-style-type: none"> 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? 	Not defined at this point	Not defined at this point	Not defined at this point	Not defined at this point	Not defined at this point
	<ul style="list-style-type: none"> 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? 	Not defined at this point	Not defined at this point	Not defined at this point	Not defined at this point	Not defined at this point
9	Has the current Community MSK service met all the contracted KPIs during the lifetime of the contract?	Currently being reviewed across all contracts and will be used to improve service. Robust processes in place to identify and resolve any issues with provider.				
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?	Robust processes in place to identify and resolve any issues with provider.				
11	Are there any areas of particular concern/health outcomes within the CCGs population which the Community MSK service could be addressing more effectively?	Currently being reviewed – findings to be share across wider CCG once work complete				
12	Are there any areas of exceptional practice and/or innovation in the current Community MSK Service which stand out to the CCG?	Virtual appointments and digital triage				
13	What is the current Patient Satisfaction Rate for the Community MSK Service? Has this remained consistent or has	Good	Pre Covid19 Whole service - 88.9% +ve 5%-ve	Pre Covid19 Whole service - 88.9% +ve 5%-ve	Friends and Family test was suspended during the COVID-19	Friends and Family (FFT) Survey data for MOSAIC: Pre Covid19

	<p>there been fluctuations (reduced or improved)?</p>		<p><u>Service line Breakdown</u> Physiotherapy 90.2% +ve 5.7% -ve CATS 89.8%+ve 3.9%-ve Gym rehab 96.7% +ve 1.1%-ve Physioline 82%+ve 6.8%-ve</p> <p>During Covid 19 Period FFT from 1/4/20 - 30/6/20 (was switched off April/ May 2020 but restarted June 2020 with limited pathways). Whole service - 74.7+ve 10.8%-ve</p> <p><u>Service line Breakdown</u> Physiotherapy 71.7+ve 11.3%-ve CATS 71.1%+ve 2.2%-ve Gym rehab NAD Physioline 78.4%+ve 14.8% -ve</p>	<p><u>Service line Breakdown</u> Physiotherapy 90.2% +ve 5.7% -ve CATS 89.8%+ve 3.9%-ve Gym rehab 96.7% +ve 1.1%-ve Physioline 82%+ve 6.8%-ve</p> <p>During Covid 19 Period FFT from 1/4/20 - 30/6/20 (was switched off April/ May 2020 but restarted June 2020 with limited pathways). Whole service - 74.7+ve 10.8%-ve</p> <p><u>Service line Breakdown</u> Physiotherapy 71.7+ve 11.3%-ve CATS 71.1%+ve 2.2%-ve Gym rehab NAD Physioline 78.4%+ve 14.8% -ve</p>	<p>period and only restarted from July 1st. Therefore the latest figures Circle Integrated Care has is for March 2020.</p> <p>Circle Integrated Care FFT figures for January, February and March 2020:</p> <p>Would Recommend:</p> <p>Jan 96% Feb 99% Mar 98%</p> <p>Would not Recommend:</p> <p>Jan 0.6% Feb 0.8% Mar 2%</p>	<p>April 2019 to March 2020 there were 584 surveys completed. 547 were extremely likely or likely to recommend service, which is 94%.</p> <p>During Covid 19 Period April 2020 to 15 July 2020 (date of extracting the data) there were 122 surveys completed. 102 rated the service as very good or good, which is 84%.</p>
14	<p>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 					

	<ul style="list-style-type: none"> Video Bespoke, e.g. Physitrack, Q-Doc 					
	Orthopaedics / MSK - Triage, Assessment and Treatment	Telephone, Video General	Telephone, Video General, Facebook Live, MS Teams	Telephone, Video General, Facebook Live, MS Teams	Telephone, Video General, PHIO	Telephone, Video General
	Community Pain / CFS	Telephone, Video General, Zoom	Telephone, Video General, Zoom	Telephone, Video General, Zoom	Telephone, Video General, Zoom	Telephone, Video General
15	Has the Community MSK Service continued to operate routine appointments during the Covid-19 pandemic via remote methods alongside Emergency/Urgent referrals?	Yes	Yes, but only Emergency/Urgent referrals have been referred to secondary care. Routine patients requiring diagnostics have not been referred due to Covid-19/capacity issues but will be referred shortly now capacity has increased.	Yes, but only Emergency/Urgent referrals have been referred to secondary care. Routine patients requiring diagnostics have not been referred due to Covid-19/capacity issues but will be referred shortly now capacity has increased.	Yes	Yes, but only Emergency/Urgent referrals have been referred to secondary care. Routine patients requiring diagnostics have not been referred due to Covid-19/capacity issues but will be referred shortly now capacity has increased.