

Agenda item: 8

Paper no: PCCC iC 05-19

Title of Report:	Interpreting Translation Procurement Proposal – Surrey Heartlands CCGs	
Status:	To Review/To Approve	
Committee:	PCCC - Part 1 CIC	Date: 11/01/2019
Venue:	NWS CCG, 58 Church Street, Weybridge, Surrey KT13 8DP	

Presented by:	Helen Snelling, Head of Primary Care Contracting Surrey Heartlands CCGs	
Executive Lead sign off:	Rachael Graham, Deputy Director of Contracts Non Acute and Primary Care	Date: 2/01/2019
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Governance:

Conflict of Interest: The Author considers:	None identified	✓
Previous Reporting: (relevant committees/ forums this paper has previously been presented to)	PCOG – Surrey Downs 23/11/2018 PCOG – NWS & GW 29/11/2018	
Freedom of Information: The Author considers:	Open – no exemption	✓

Executive Summary:

Surrey Heartlands CCGs Interpretation and Translation Services in GP Practices for non-English speaking patients and those with communication impairments Proposed Procurement Approach.

In October 2018 North West Surrey and Guildford & Waverley CCGs inherited responsibility for the Interpretation and Translation Service previously arranged for GP Practices by NHS England (NHSE).

For a period of 12 months from 1st October 2018 commissioners have entered into contracts with NHSE providers which expressed an interest in working with us. During this time activity data will be collated and Stakeholder engagement will be undertaken to appreciate the demand for interpretation and translation services in readiness for a procurement (new contract to commence October 2019) to ensure high quality and cost effective interpretation services are commissioned for Surrey Heartlands GP practice patient appointments.

The Surrey Heartlands CCGs Interpretation Services in GP Practices Procurement Programme Board have reviewed the options with regard to the procurement route to market and seek review and decision by PCOG/PCCC.

There are three options available and the advantages and disadvantages of each are detailed below:

Option 1 – Bespoke procurement

Advantages:

- Surrey Heartlands tailored procedure specifically designed for the requirements of Surrey patients and stakeholders.

Disadvantages:

- The requirement is not complex or of a high enough demand to merit a bespoke process which is resource intensive.
- The number of organisations interested in bidding for the business is unknown (unless market engagement is undertaken to establish interest).
- All service specification, contract and tendering documentation requires authoring from scratch.
- Contract management obligations fall to the CCG.

Option 2: NHS London Procurement Partnership (LPP) Framework – Managed Service

Advantages:

- A single provider able to offer all types of interpretation/ translation services.
- Flexibility in being able to appoint a “winner takes all” or “call off” scenario.
- Awareness of the organisations already signed up to and qualified to offer a managed service.
- Appointing a single provider is procedurally straightforward for Practice staff booking interpretation needs.
- The LLP Framework organisation contract manages providers and reports to commissioners.
- Templates for service specification, contract and tender documentation exist. These can be edited for commissioning purposes once specific regional requirements are uncovered as a result of stakeholder engagement.
- Pre-qualification has been undertaken (though it is advisable that commissioning organisations undertake some checks also)
- Organisations are generally structured to process large volumes of activity and therefore have the infrastructure to meet the anticipated increase in demand.

Disadvantages:

- Potential risk of placing all business with one provider if winner takes all approach adopted.
- Likelihood of paying national tariffs but this is unlikely to be much reduced in a bespoke approach.

Option 3: NHS London Procurement Partnership (LPP) Framework – Lots (Spoken, Non Spoken, Telephone/Video and Written Translation)

Advantages:

- Specialist providers (though these are likely to be sub-contracted to Managed Providers also)

Disadvantages

- More complicated procedurally for Practice staff booking interpretation needs
- Labour intensive procurement evaluation e.g. four separate evaluations and moderations to conduct.

Implications

What is the health impact/ outcome and is this in line with the CCG's strategic objectives ?	Objective 1: Achieving a sustainable system Objective 2: Development of collaborative working Objective 3: Developing Integrated Care at a local level Objective 4: Primary Care development Objective 5: Safe, effective care providing the best possible health and care outcomes and patient experience Objective 6: Commissioning a safe and sustainable Children's service
What is the financial/ resource required?	Financial implications: £29,500 procurement process
What legislation, policy or other guidance is relevant?	NHS E directive, policy/ policies
Is an Equality Analysis required?	N/A
Any Patient and Public Engagement/ consultation required?	There will be stakeholder engagement/consultation early 2019.
Potential risk(s) ? (including reputational)	N/A

Recommendation(s):

The Surrey Heartlands CCGs Interpretation Services in GP Practices Procurement Programme Board has reviewed the three options (see attachment) and recommends pursuing a procurement to appoint a preferred provider of Managed Interpretation & Translation Services.

Surrey Downs PCOG 23/11/2018 – agreed and recommends to PCCC for option 2: to appoint a preferred provider of managed services

G&W and NWS PCOGs 30/11/2018 - agreed and recommends to PCCC for option 2: to appoint a preferred provider of managed services

Next Steps:

To respond to PCCCs review and decision.