

PROMOTING SELF CARE IN GP SURGERIES

Hounslow Clinical Commissioning Group (CCG) has worked closely with a range of stakeholders – Hounslow residents, Hounslow Council, Hounslow Health and Wellbeing Board, the local voluntary sector and Healthwatch – to consider how best to deliver the transformation of the health service set out in the NHS Five Year Forward View. Our vision for the next four years (2016 – 2020) is to:

1. Empower patients to take personal control of their own care (personalised)
2. Offer care in a convenient, local community setting wherever possible so as to maximise independence (localised)
3. Continue to bring health and social care closer together (integrated)
4. Consolidate resources so that hospital care is always expertly and safely staffed (specialised)

As part of the Sustainability Transformation Plan, Hounslow CCG want to ensure people access the right care in the right place at the right time

A. FUNDING OUTLINE

Hounslow CCG wishes to commission a volunteer delivered service promoting increased awareness and use of self-care options to Hounslow residents when they visit their GP practices. The service aims to empower people to have greater control over their own health and care and encourage behaviours that will prevent ill-health or self-manage existing health conditions, where safe to do so.

This should include

- Raising awareness of and signposting to health, social care and other services that will support the improved health and wellbeing of residents
- Supporting residents to use electronic kiosks within their GP practices and other digital sources of information and guidance
- Support the CCG to engage with residents and better understand their needs e.g. through carrying out surveys and consultations or supporting information campaigns

Through the project it is expected that volunteers would be placed within all 52 GP practices across Hounslow borough for a minimum of two sessions each week, hours to be defined. Scheduling of the service should be agreed with each practice individually but in order to maximise engagement opportunities this should normally be at the busiest times.

The successful organisation will be responsible for recruiting suitable volunteers, carrying out DBS checks and ensuring that safeguarding policies and procedures are in place. Hounslow CCG will provide training for the successful organisation to ensure that it can provide volunteers with the necessary information and understanding to support residents to include:

Volunteers will ensure patients awareness of self-care includes:

- Avoiding becoming ill, treating common illnesses at home and seeking help when patients need it.
- Managing any conditions in a way that puts the patient in control and improves quality of life.
- Self-care kits
- Interactive health tools
- Understanding the self-care booklet
- Directing patients to information kiosks
- Appropriate access to health care services on Hounslow

The project is focused on delivering the following five outcomes and organisations will need to demonstrate how they will work to achieve these over the life of the project:

1. Residents will have a better understanding of self-care options and be more confident in better managing their own health and wellbeing
2. Residents will be more aware of the range of local services available and how to access them
3. Residents will be less likely to visit A&E and more likely to access advice via 111 and self-management websites.
4. Appointments at GP practices will be freed up for those who most need to see their GP or Practice Nurse
5. The CCG will have a better understanding of the needs of Hounslow's residents and communities and their views on health and social care provision

B. BUDGET AND PERFORMANCE INDICATORS

A budget of up to £35,000 will be available to deliver the project for an initial 12 month period. Payment schedule will be paid for the first six months in advance with a quarterly review of work undertaken. A second payment in the second part of the year.

Success of the project will be assessed through its ability to deliver the outcomes listed in Section A above and the following performance measures:

Volunteers will be recruited, trained and placed in GP practices as follows;

- 6 GP sites with at least two 3 hourly sessions per week by the end of the first three months*
- 12 GP sites with at least two 3 hourly sessions per week by the end of six months*
- All 52 GP sites will have a minimum of one 3 hourly sessions per week within twelve months of the project commencement targeting all GP practices to advise them of the project*

*The organisation that will be managing this project will initially visit all GP sites and discuss the project with GPs and Practice Managers. This discussion will ascertain which practices have the most need to promote self-care taking into account the size of each GP site and which days and times during the day, afternoon and evening when volunteers will be deployed to work. A report should then be compiled and checked by the CCG before the commencement of the placement of volunteers.

C. MONITORING AND REPORTING

We will require you to provide relevant information to enable us to monitor your progress against your agreed work plan and the service outcomes, and will agree a monitoring system with you before work commences.

We will expect regular contact with the successful organisation, and envisage a quarterly monitoring report with meetings as required.

We will expect you to have adequate financial and operational systems in place to account for the spending from this project.

D. SUBMITTING YOUR PROPOSAL

Proposals should be submitted by email to HOUCCG.communications@nhs.net by no later than **12 noon on Friday 29 July 2016**. Please ensure you include 'Promoting Self Care in GP Surgeries - Volunteers' in the subject line when submitting your proposal.

You are welcome to provide your submission in the format of your choice but it must include the following elements:

Methodology: clearly outline how you will deliver the project including

- Engage with GP practices and establish the project in conjunction with them
- Recruit, train and support volunteers
- Ensure the service is best placed to engage with the broad range of communities across the borough
- Promote the project to all stakeholders – GP practices, residents, organisations that work to support the health and wellbeing of residents including public bodies and voluntary and community organisations
- Systems for monitoring delivery and measuring the outcomes achieved for all stakeholders

Project plan: include a project plan with key milestones, outputs and project outcomes.

Staff and experience: demonstrate your experience of delivering similar projects and the skills and qualifications of staff responsible for delivery.

Budget: provide a full breakdown of costs and, if applicable, identify where match funding has been secured or is being sought.

We are happy to accept joint applications from two or more organisations if this brings together the correct package of skills needed to deliver the project. We will, however, need to be clear who the lead organisation is and how your internal management will work.

We expect the lead organisation to have established local links and be able to engage effectively with Hounslow's residents, GP practices and other relevant stakeholders.

We will expect you to produce all relevant policies/procedures and insurances for the work before a grant is awarded.

E. Decision making

Proposals will be assessed against the following criteria:

Criteria	Points Available
Demonstrate that the chosen approach will deliver the required outcomes	40
An achievable project plan including, timescales and key milestones – with suitable monitoring and evaluation in place to be able to demonstrate successful delivery	30
Experience of delivering this kind of project, including examples / case studies and experience / qualifications of staff directly working on the project	20
Price and appropriate budget	10
Total	100

A decision will be made by 8 August 2016 and it is expected that the successful project would be ready to begin delivery by 5 September 2016 at the latest.

If you have any queries about any of the elements above please contact Dilo Lalande on telephone number 020 8538 2414 or email d.lalande@nhs.net