

P18063 – Provision of Physiotherapy Service

1. Background

- 1.1. Wolverhampton Homes (WH) employs around 725 people delivering a wide range of services on City of Wolverhampton Council's housing stock. WH requires a suitably experienced and professionally qualified Provider for its Physiotherapy services.
- 1.2. The successful Provider will deliver Physiotherapy treatments, at their own suitable premises with equipment to provide external treatment for all of WH referrals. WH has no on-site facility to deliver this service. External locations must be suitable to accommodate service users with disabilities and requires disabled access. Providers must have their own on-site free car park facilities. WH will visit premises to assess suitability for the provision of off-site treatments.
- 1.3. The successful Provider will liaise directly with the relevant Occupational Health (OH) Advisor as required or the relevant Human Resources (HR) contact for WH. Contact details will be passed to the successful Provider upon award.
- 1.4. The Provider will give advice and guidance to support initiatives around Health & Wellbeing with the aim to reduce sickness absence.

2. Specification

The successful Provider will:

- 2.1. Be Chartered Physiotherapist, Health and Care Professions Council (HCPC) registered. Providers must submit evidence of their current membership with their submission, failure to do so may result in your bid being rejected.
- 2.2. Accommodate appointments and specified treatments, within 30 minutes travel distance from the City of Wolverhampton (WV1 3NH) on a publicly accessible transport route. The Provider will confirm the address of their premises where off site treatments will be provided for verification of compliance with the 30-minute requirement. The Providers premises must be suitable to undertake any treatments required and be able to accommodate WH employee's mobility needs. Inspection of Providers premises will be undertaken by WH as part of the evaluation process to ensure that the premises are compliant with the bidders' professional membership and all treatments required can be undertaken. Treatments required include but not limited to:
 - Ultrasound
 - Interferential
 - Mobilisations
 - Home exercise programme
 - Pulse shortwave

- Isokinetic strengthening
- 2.3. Upon inspection, if premises are not deemed compliant, the Providers bid will be rejected immediately, in this case non-compliant means;
 - Unsuitable premises not fit for mobility access (i.e. wheelchair access)
 - Unable to undertake all requirements listed at premises
 - Does not have free on-site parking
 - Is not located within 30 minutes of WV1 3NH

WH reserves the right to arrange inspections prior to the award of contract, and at any time during the period of the contract, of the accommodation provided by the Provider.

- 2.4. Be able to provide all items detailed in the Pricing Schedule (see excel sheet Pricing Schedule). Providers unable to deliver all items on the Pricing Schedule will have their bids rejected.
- 2.5. Manage the appointment bookings for those WH employees who are referred for treatment.
- 2.6. Undertake administration (appointment letters/reminders etc,) and subsequent Physiotherapy reports. Details of reports can be found in section 3.
- 2.7. Initial assessments must be provided within 2 working days of the referral being made. The first appointment for treatment must be within 5 working days of the initial assessment.
- 2.8. The Provider will only accept referrals from OH and/or HR team. Self-referrals outside of this process will be not be paid for by WH.
- 2.9. The Provider shall deliver the following physiotherapy services;
 - 2.8.1 Initial musculoskeletal assessment face to face to determine if physiotherapy services are required and an appropriate form of treatment. This to be undertaken within 2 working days of request from WH.
- 2.10. Physiotherapy treatment sessions – number of sessions to be agreed with WH up to a maximum of 6 sessions, then referral back to relevant OH department or HR Team.
- 2.11. Functional capability evaluations on specific work environments
- 2.12. Fast track emergency appointment facilities – access to an appointment within 24 hours for any employee presenting with a musculoskeletal disorder resulting from an acute injury which may or may not be work related.
- 2.13. The Provider shall provide the following Health & Wellbeing services:
 - 2.12.1 Develop resources for both employees and managers to provide additional support in the work environment which can also be included within the WH intranet. Resources will include, for example, desk exercise “tips and facts” for adjusting Display Screen Equipment (DSE) as well as posture guidance. This list is not exhaustive and may be added to at any time during the contract by WH.

- 2.14. Cancellation Policy – WH - The Service Provider shall accept cancellations at least 24 hours in advance of an appointment without charge to the Client or the Employee. Cancelled appointments with less than 24 hours' notice and 'Did not Attend (DNA)' will be charged at full rate unless the appointment can be filled.

3 Reports

- 3.1. The Provider shall provide a report to the referring manager on the nature, extent and prognosis of each individuals condition, including treatment programmes within 3 days of initial assessment taking place.
- 3.2. Following assessments, treatment sessions or evaluations, provide a written report to the employee's manager and employees GP (if required) within 4 working days of discharge, detailing:
- 3.2.1 Outcome of treatment
 - 3.2.2 Number of sessions (Attended; Cancelled; DNA.
 - 3.2.3 Absence status (at initial assessment and discharge stage).
- 3.3. Provide monthly reports on the 1st Friday of the following month with WH referrals to the relevant named HR contact. All reports to provide an overall total and split into each directorate and service for each party.
- 3.3.1 Number of appointments attended;
 - 3.3.2 Number of appointments cancelled including date of cancellation
 - 3.3.3 Number of DNA.
 - 3.3.4 Absence Status (number of employees in/out work) at initial assessment and discharge.
 - 3.3.5 Performance against KPI's

4 Meetings

- 4.1. The Provider must attend management review meetings, at the specified offices of WH, initially after the first month and then quarterly thereafter, with the named HR contact.
- 4.2. Attend service review meetings biannually.
- 4.3. The following tables detail WH Physiotherapy Clinic activity for 2017/2018:

Activity	Volume
Number of people referred for Physiotherapy	34
Initial Assessment of the need for Physiotherapy intervention including Functional Capability Assessment	31
Physiotherapy treatment (up to 6 sessions).	124

5 Evaluation Criteria

Quality (45%)

Q1 – Please provide a detailed breakdown of your patient referral process and service delivery process. Your response should include, but not limited to, timescales and meetings **(20%)**

Q2 – Please provide an example and detailed explanations of your organisations typical monthly management information that will be supplied as part of the contract to include but not limited to clinic utilisation, trends within departments, delivery performance against KPI's and spend levels, waiting times, DNA's etc. **(10%)**

Q3 – Case Study

A referral has been received for an employee in Repairs Maintenance. Employee is 42 years of age and has lower back pain. They can't recall a specific incident/injury and does lifting bending and carrying as part of their role. They have also moved to a new house recently. The pain began with slight twinges and then increased steadily to severe and acute pain which also radiates down their thigh. The employee is on pain killers and whilst has experienced back pain previously it has never been bad enough to seek treatment. Employee is slightly overweight and doesn't exercise regularly

Q3.1 What treatment plan would you recommend and why? **(5%)**

Q3.2 Are there other interventions you would suggest to the employee to assist him both at work and leisure? **(5%)**

Q3.3 What recommendations would you give both to the employee and manager to ensure the employee is managed appropriately? **(5%)**

Please note: Your response to the above questions should include, but not limited to, dealing with the initial pain, posture, advice on strengthening core muscles and general fitness.

Q4 – An inspection of the premises will be undertaken as part of the evaluation. We will be inspecting accessibility for immobile and disabled employees. We will also be inspecting whether or not the premises have the equipment and facilities required to undertake the requirements listed in section 2.2. Should we deem the premises as unsuitable your bid will not be taken further. (Pass/Fail)

Please note: Q4 is a minimum requirement. Should your bid not meet the minimum requirement, your bid will be rejected and not taken any further.

Price (55%)

Q1 – Please download, complete and re-upload the Pricing Schedule **(55%**

6 Response to Tender

Please ensure that your tender is returned via the e-tendering system www.wolverhamptontenders.com with all the requested information no later than 12 noon on the 31st July 2019. Any late responses will not be accepted. Quotes shall be submitted on the basis that they shall remain open to be accepted wither wholly or in part by the Authority and shall not be withdrawn for a period of 90 days from the quote return date.

Any queries must be directed through the e-tendering portal www.wolverhamptontenders.com