



Liverpool

Clinical Commissioning Group

Corporate Services

Level 4

The Department

Lewis's Building

2 Renshaw Street

Liverpool

L1 2SA

Ref: 67005

Email: foi@liverpoolccg.nhs.uk

6 July 2020

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request received on 9 June 2020 with regards to Community Musculoskeletal (MSK) provision.

Request/Response:

Request 1: Is the current Community MSK service based on a Block Contract or AQP model?

- a) If Block Contract who is the current provider of the service?
- b) If AQP how many providers are on the framework?

Response: This is a block contract which is provided by Liverpool University Hospitals NHS Foundation Trust.

Request 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)

Response: No.

Request 3: What is the contract length and contract value of the current Community MSK contract?

Response: This is standard NHS rolling contract

Request 4: What is the treatment model for the current Community MSK service? For example:

- a) Does the service include an MSK triage service that directs referrals to secondary care/specialist services as well as the Community Service?
- b) Does the Community MSK service include an integrated pain management service?

Response: a) Yes
b) No

Request 5: Would it be possible to get a copy of the current service specification?

Response: **Not applicable as there is no service specification.**

Request 6: When is the current Community MSK service due to be re-tendered?

Response: **Not applicable. Please refer to response to request 3.**

Request 7: Is this date before contract extension (if so, what is the extension period and likelihood of extension)?

Response: **Not applicable. Please refer to response to request 3.**

Request 8: Is it anticipated the re-tendered service will adhere to the same model and specification as the current Community MSK service?

- a) 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?
- b) 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?

Response: **Not applicable.**

Request 9: Has the current Community MSK service met all the contracted KPIs during the lifetime of the contract?

Response: Yes

Request 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?

Response: Yes but not for the Community MSK Service

Request 11: Are there any areas of particular concern/health outcomes within the CCGs population which the Community MSK service could be addressing more effectively?

Response: No

Request 12: Are there any areas of exceptional practice and/or innovation in the current Community MSK Service which stand out to the CCG?

Response: No.

Request 13: What is the current Patient Satisfaction Rate for the Community MSK Service? Has this remained consistent or has there been fluctuations (reduced or improved)?

Response: This is not scored for individual services only for the provider as a whole

Request 14: Which virtual/remote platforms are used in the current Community MSK Service?

- Telephone
- Video General, e.g. WhatsApp, Skype, Zoom
- Video Bespoke, e.g. Physitrack, Q-Doc

Response: Telephone and Attend Anywhere

Request 15: Has the Community MSK Service continued to operate routine appointments during the Covid-19 pandemic via remote methods alongside Emergency/Urgent referrals?

Response: Routine appointments have not been offered during the pandemic.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire

SK9 5AF

www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely

Corporate Services Team
NHS Liverpool CCG