

**MSK TENDER – MEMORANDUM OF INFORMATION  
STAGE 2 REQUIREMENTS DOCUMENT**

**ANNEX E**

The AWP process is a two stage process and all potential Providers must complete all sections of the Core Requirements Document Stage 2 and return it to NHS Brent by 12 noon on Friday 25<sup>th</sup> September 2009 as part of your application to provide the Services under the ‘Any Willing Provider’ model. The document must be completed electronically and manually and submitted in accordance with the requirements set out in the Memorandum of Information.

NHS Brent reserves the right to reject Organisations who fail to complete all sections of the Application or who fail to achieve the minimum standards required to provide the Services.

<b>1.</b>	<b>THE SERVICES TO BE PROVIDED: [CONFIRM YES; DECLINE NO]</b>	
<b>1.1</b>	Tender A - Adult and Paediatric (8+) Musculoskeletal Community Physiotherapy Services	[YES /NO]
<b>1.2</b>	Tender B - Women’s Health Community Physiotherapy Services	[YES /NO]

<b>2.</b>	<b>THE SERVICES</b>	<b>RESPONSE</b>
<b>2.1</b>	<p>Please describe how you will provide the Services set out in the Annex B, including but not limited to:</p> <ul style="list-style-type: none"> <li>• A description of the assessment process including timescales, techniques and any tools used such as psychosocial / yellow flag indicators or patient literature.</li> <li>• A description of the treatment process, including proposed treatment durations, techniques, tools or equipment used.</li> <li>• A description of the range of treatments for the presenting conditons.</li> <li>• A description of how you will assess and treat children</li> <li>• A description of how you will achieve, monitor and control the safeguarding children requirements</li> <li>• A description of any group activities you intend to provide</li> <li>• the outcomes you would aim to achieve as part of the patient treatment plan for the presenting conditions</li> <li>• A description of how and where patients would access your Services</li> <li>• Examples of patient literature, exercise sheets or self help guidance provided to patients</li> <li>• A description of your infection control process and procedure and how you will provide these for the Services set out in Annex B.</li> </ul>	

<b>2.2</b>	A description of how you will achieve, monitor and control the safeguarding women's requirements.	
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<b>3.</b>	<b>ADMINISTRATIVE SUPPORT PROCESSES</b>	
	<p>Please describe the administrative support processes and services you would provide to support the Services set out in Annex B:</p> <ul style="list-style-type: none"> <li>• to receive referrals from GP's and how patients would book initial appointments and repeat appointments or cancel previously booked appointments</li> <li>• for handling and storing referrals, clinical notes and personal data</li> <li>• Patient tracking within the Service</li> <li>• Internal referral e.g. moving from one-to-one to group intervention</li> <li>• Discharge processes fro the patient at the end of the treatment plan</li> <li>• how you will communicate with patients and GP referrers and how they can communicate with you.</li> <li>• Details of how you will use information technology to support effective patient care and operational management, including how you will capture data relevant to the KPI's and minimum data set. Evidence from previous use of IT will help the panel to evaluate this section of the submission.</li> <li>• The support staff who will be involved in this pilot project</li> </ul>	

<b>4.</b>	<b>CAPACITY PLANNING AND WAITING TIMES</b>	
	<p>Please describe how you intend to plan your clinical and administrative capacity in relation to the Services set out in Annex B, including but not limited to:</p> <ul style="list-style-type: none"> <li>• how you will plan, monitor and manage demand for your services when NHS Brent provides no guarantee of volume of activity to successful Willing Providers?</li> <li>• how you will achieve the waiting time targets and your contingency plans in the scenario where your monitoring is indicating that you may breach the target waiting times?</li> </ul>	

<b>5.</b>	<b>PREMISES, FACILITIES AND TREATMENT LOCATIONS</b>	
	<p>Please describe the premises, facilities and treatment locations where you intend to provide the Services set out in Annex B, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Locations of premises, addresses including postcode, classification of premises, including photographs( internal and external),</li> <li>• A description of the accommodation, number and sizes of treatment rooms, layout, waiting areas, offices, toilet and other facilities, circulation space available at each of the premises / locations,</li> <li>• How to access the premises, facilities or treatment rooms</li> <li>• Confirmation that the premises are suitable for delivery of the proposed Services and comply with all relevant legislation including but not limited to equitable access and DDA Act?</li> </ul>	

<b>6.</b>	<b>POLICIES AND PROCEDURES</b>	
<b>6.1</b>	Provide a list of all the policies and procedures which are in place and operational in your Provider Organisation	
<b>6.2</b>	<p>Please provide electronic copies of the following policies and procedures :</p> <ul style="list-style-type: none"> <li>• Clinical Governance</li> <li>• Clinical audit</li> <li>• Patient Safety</li> <li>• Staff supervision and appraisal</li> <li>• Use of interpreters</li> <li>• Health and Safety Policy</li> <li>• Cleaning</li> </ul>	

<b>7.</b>	<b>PRICE</b>	
7.1	<p>Please provide the following commercial information, including all costs associated with delivery of the Services:</p> <ul style="list-style-type: none"> <li>• Total price per contact (per activity) for the Adult and children (8+) Musculoskeletal Physiotherapy Services (the Services)</li> <li>• The Base date for the total price per contact is September 2009</li> <li>• The Duration of the Fixed price period for the price per contact is 12 months from September 2009</li> </ul>	
7.2	<p>Please provide the following commercial information, including all costs associated with delivery of the Services:</p> <ul style="list-style-type: none"> <li>• Total price per contact (per activity) for the Women’s Health Conditions Physiotherapy Services (the Services)</li> <li>• The Base date for the total price per contact is September 2009</li> <li>• The Duration of the Fixed price period for the price per contact is 12 months</li> </ul>	