

# NHS England and Improvement seasonal surge capacity tender ready survey

\* Required

## About the survey

Thank you for expressing interest in this opportunity. NHS England & NHS Improvement (NHSEI) has issued a contract notice stating its intention to commission long-term seasonal pressures support across the seven NHS Regions in England. National provider capacity is being sought to respond to surges in demand when they occur throughout the year, with a particular focus on supporting Hospital Discharge (Pathway 0) and community out of hospital wrap around care. Specifically, NHSEI are seeking capacity that responds to urgent system demand, reduces unnecessary admissions and re-admissions, improves system flow and discharge, increases engagement and choice, reablement and increases independence.

We think this is potentially a great opportunity for those partners in England who already provide services that support these aims. However, we also think the future contract will operate in the form of a 'call-off' arrangement, whereby providers can be instructed any time during the contract period to mobilise capacity and provide support for as long as demand dictates, and which may require adaptation to specific local pressure points in the system/Trusts.

Age UK expects to submit a bid subject to the full tender packs release and a fuller understanding of the funders requirements. We know the window for bidding will be extremely tight and in preparation we are seeking information from our brand partner in England to help us assess the scale of capacity and provision available across the regions. This is also an opportunity for brand partner to express an early interest in working with Age UK who, if successful, intends to sub-contract brand partners to the framework.

The information you provide now will help us to start to form a strategy for responding to the bid, help develop our answers and evidence. We urge you to only complete the survey if you can genuinely offer capacity and support that can quickly mobilise if called-upon and is built on existing services and activity, rather than setting up new activity.

The survey cover 5 themes – About your organisation; Your model of delivery; Operational information; Impact; and Mobilisation. Where possible we've given tick box options and estimate that the

8/9/2021 survey takes about 20 to 25 minutes to complete.

**The survey runs from Tuesday 10th of August until the Friday 20th of August, noon.**

We use MS Forms to capturing survey information. Unfortunately, MS Forms does not permit you to save semi completed responses. You must complete the survey in one go. We advise that you download the reference document and familiarise yourself with the survey questions before attempting to complete the MS Forms version of the survey.

Thanks you for taking part. Your support is much appreciated.

# About your organisation

These questions help us identify who is completing the survey and understand your geography in relation to the NHS Regions and Trusts.

1. What is your name? \*

2. What is your role? \*

3. What is your email address? \*

4. What is the name of your organisation? \*

5. What NHS region do you operate in? You can check the definition and geographical coverage of NHS Regions at <https://www.england.nhs.uk/about/regional-area-teams> (<https://www.england.nhs.uk/about/regional-area-teams>). \*

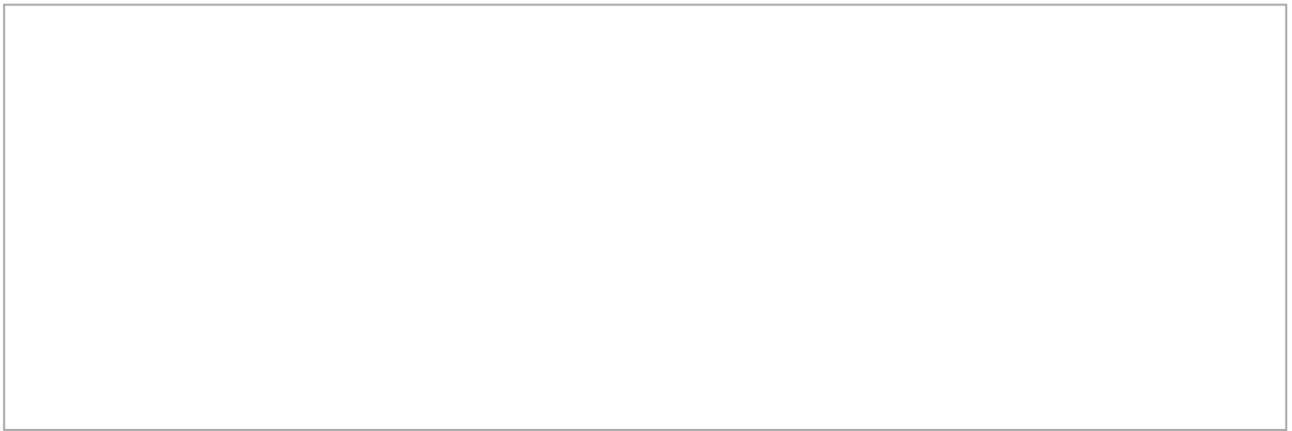
6. What are the names of your local NHS Trusts? \*

## Your model of delivery

This section helps us understand the nature of your provision and activities and why and how you deliver these.

7. Thinking about the opportunity, please briefly describe the provision and/or service(s) you can offer. We are trying to understand the experience and support the individual would receive and how your activity supports the aims of the NHSEI procurement, remembering that these include: responding to system demand, reducing unnecessary admissions and re-admissions, improving system flow and discharge, increasing engagement and choice, reablement and increased independence.

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8. Please identify from the options below the types of intervention your organisation can readily offer in relation to the provision described previously. We appreciate that there will be a range within the options provided but please select those that come close to matching your own interventions. \*

- Accessing other sources of support (e.g. signposting, onward referral, support to access community provision)
- Advocacy (e.g. individual and/or system, formal or informal)
- Aids and adaptations supply (e.g. key safe, grab rails, personal alarms, toilet surrounds)
- Carer support (e.g. respite, counselling, overnight sitting)
- Crisis response (e.g. personal or carer emergency, mental and emotional resilience, physical threat)
- Digital and technology related support (e.g. digital inclusion, training, equipment hire, troubleshooting)
- Domestic support (e.g. cooking and meals, cleaning, laundry, gardening)
- Information and advice (e.g. care and support, health and wellbeing, money and legal)
- Lifestyle and independence support (e.g. prescription collection, shopping, assisted pension collection and appointment attendance)
- Money and benefits (e.g. income support, pension credit, grants and allowances)
- Welfare calls (e.g. post-discharge daily check-in, health status checks, medication checks and reminder, risk assessment)
- Personal care (e.g. dressing, bathing, toileting, medication administration)
- Supported discharge (e.g. in-ward or post discharge need assessment, care planning, preparing patients and families for discharge)
- Tackling loneliness and isolation (e.g. friendship calls, befriending, hobbies and interest groups)
- Transport (e.g. hospital discharge transport, community transport, assisted trips to GP's)
- Wellbeing activities (e.g. exercise classes, creative activities, social gatherings)
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Other

9. Whilst capacity and activity is intended to support people with lower level needs in the community or once it is medically optimal and safe for them to return home from hospital, we know that on occasion people require more advanced support to deal with complex needs and situations that increase their risk of an admission or re-admission to hospital. Please identify from the options below any specialist interventions or services you provide to help people manage in these situations. \*

- End of life, palliative care and/or bereavement type services
  - Preventing evictions and homelessness type services
  - Mental health support (e.g. anxiety, schizophrenia, depression, bipolar management)
  - Dementia support services (e.g. cognitive stimulation therapy, specialist day services, specialist support groups)
  - Fall prevention, postural stability, balance and muscle strength services
  - Toe nail cutting, footcare, podiatry services
  - Complex behaviour management (e.g. hoarding, substance or alcohol dependency)
  - Ongoing case management
  -
- Other

10. If currently providing commissioned hospital discharge support or out of hospital wrap around support, please briefly describe nature of contract, who commissioned it, and when it commenced/renewed.

11. Do you provide hospital discharge or community out of hospital support in partnership arrangement with other providers (e.g. British Red Cross, RVS, Mind, etc). \*

Yes

No

12. If you answered yes, please provide a brief description of the arrangement and which providers are involved.

13. Please select one option that best describes the extent to which your service(s) and activities are integrated within your local hospital(s). \*

Fully integrated (e.g. MDT role or presence, commissioned ward based service, honorary contract)

Partially integrated (non-commissioned hospital presence, service promotion)

Not integrated (e.g. not offering or commissioned to support to hospital)

14. If you are integrated within the hospital(s), please indicate from the options provided where you have established presence. \*

Accident and Emergency (also known as A&E or ED)

Discharge lounge

Frailty ward

Outpatients

Other

15. Please select one option that best describes to what extent you deliver relevant activity in collaboration with another local Age UK. \*

Full collaboration with another Age UK or Age UKs (e.g. formal type arrangements such as MoU or SLAs, or integrated or shared systems and resources)

Partial collaboration with another Age UK or Age UKs (e.g. informal mutual cooperation between organisations)

No collaboration with another Age UK or Age UKs

## Operational information

This brief section seeks to understand operational aspects of your provision, such as operating days and hours and workforce capability and capacity.

16. Please briefly describe how people access or are referred to your organisation for support, including any criteria for acceptance or restrictions (e.g. age, living alone, location) \*

17. Please briefly describe your operating days and hours (e.g. Mon to Fri, 365 days, 8am to 8pm) \*

18. How many hours of provision do you currently provide a month with respects to your services and activities that best fit with this opportunity? \*

19. If not already operating a seven day a week service, would you be prepared to do so if demand dictated? \*

- Yes
- No
- Maybe

20. Please briefly describe what would challenge **and** enable your organisation to offer a seven days a week response. \*

21. If not already operating out of hours provision, would you be prepared to do so if demand dictated? \*

- Yes
- No
- Maybe

22. Please briefly describe what would challenge **and** enable your organisation to offer an out of hours response. \*

23. Do staff and/or volunteers have any additional qualifications that could add value in the provision of surge capacity (e.g. Trusted assessor status, counselling accreditation, etc)? If yes, please briefly describe what these are.

## Impact

This brief section seeks to identify the type of impact your provision and activities have and how you demonstrate this.

24. Thinking about the opportunity and your provision and activities, please identify from the options below the impact these have. \*

- Reduces length of hospital stay
- Reduces admission and/or re-admission
- Reduces admittance to other institutions/residential care
- Reduces delayed transfers of care
- Reduces waiting times in A&E (or ED)
- Reduces demands on hospital teams and resources
- Reduces demands on local authority/public health teams and resources
- Reducing local health inequalities
- Improves system flow
- Improves patient experience
- Improves clinical outcomes
- Improves people's choice and control
- Improves people's health and wellbeing
- Increases independence
- 

Other

25. Please briefly describe your approach to evidencing these impacts, including any metrics and systems you employ. \*

## Mobilisation

In this final section, we seek to understand how quickly you can mobilise capacity and challenges you may experience if called upon in response to seasonal demand and system pressures.

26. Thinking about the opportunity, how quickly could you recruit and/or deploy staff and volunteer capacity over and above what you are already providing to meet demand if required? \*

- Immediately
- Within a week
- One to two weeks
- Over two weeks
- Within one month
- One to three months

27. How many staff could you mobilise quickly to provide capacity to seasonal surge demand? \*

- Less than 5
- 5 to 10
- 10 or more

28. How many volunteers could you mobilise quickly to provide capacity to seasonal surge demand? \*

- Less than 5
- 5 to 10
- More than 10

29. Please briefly describe any challenges **and** enablers to mobilising rapidly to respond to surge demand. \*

30. Please indicate your willingness to work with neighbouring Age UKs to mobilise and deliver activity quickly if required. \*

Yes

No

## You'll be pleased to know that you have completed the survey!

Thank you for taking the time to consider and complete the questions within. We will use these insights and answers to assess our strengths and capability to successfully tender for this opportunity. We will take your completion of this survey as an expression of interest and will keep you informed of progress with the bid development and outcome. If you would like to talk to one of the team then please don't hesitate to get in touch in with either [john.mason@ageuk.org.uk](mailto:john.mason@ageuk.org.uk) (<mailto:john.mason@ageuk.org.uk>) or [lauren.chalk@ageuk.org.uk](mailto:lauren.chalk@ageuk.org.uk) (<mailto:lauren.chalk@ageuk.org.uk>).

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