Training to support the public undertaking involvement in commissioning activity

NHS Milton Keynes Clinical Commissioning Group (CCG) is committed to ensuring that the public is involved in a range of work that it undertakes. By doing so the CCG can be assured that the public voice is heard throughout the commissioning cycle.

Recent examples of this include:

- Level 1 Community Physiotherapy procurement
- Urgent Treatment Centre & Integrated Urgent Care Clinical Assessment Service procurement

In both instances the CCG asked Healthwatch Milton Keynes to provide public volunteers to participate and lend their voice to the procurement exercise. Those that agreed to take part in the evaluation of bids received were given training to arm them with the skills to perform a successful procurement.

Training included support with reviewing the tender questions, so that we ensured we asked the right questions, to receive the correct type of information from bidders to ascertain their qualification and suitability to hold the procured contract and provide the required service.

Further training was then given on the scoring and evaluation of bids using the Bravo system. This one day training programme was developed and provided by the CCG’s procurement partner, NHS Arden and Greater East Midlands Commissioning Support Unit (GEM CSU).

Participant quote:

“This was the first time that I had been involved in a procurement exercise for a public organisation. However, I felt at all times that my voice was listened to and my contribution was valuable. The CCG arranged for training which was provided by Arden and GEM CSU. They spent a great deal of time going over the scoring software and advising how we could get the best of the procurement and ensure that we carried out the exercise in a robust manner.”

“It is clear that procurement can be time consuming, however I was assured the process was worth it by being involved from an early stage.”

Public involvement in procurement question development to ensure providers will engage with their patients

The CCG is keen to ensure that providers align with the CCG’s duty to involve, engage and communicate with the population that they commission for. To this end the public participants involved in procurements develop questions that will gauge
the supplier’s ability to achieve this. The responses are then graded during the evaluation of bids against agreed scoring criteria.

**Sample questions include:**

"How will the organisation gather patient and service user (such as carers) qualitative experiences and insights, ascertaining what matters most to people. Include in your response detail of how you will analysis and evaluate it to produce business intelligence, and then use it to co-produce care that is person-centred."

“Rather than seeking feedback, how will you engage with the local population to promote this service, including those that are identified as vulnerable or seldom heard? Please include rationale for the methods of engagement you are planning to utilise.”

“How will the organisations communicate to patients and their families and carers throughout their pathway to ensure that they feel involved in their care and informed including around all aspects of diagnosis and treatment.”