

Our Ref: ID 1724

NHS Wirral Clinical Commissioning Group
Marriss House
Hamilton Street
Birkenhead
Wirral
CH41 5AL
Tel: 0151 651 0011

Re: Freedom of Information Request - Community equipment commissioning

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 22nd July 2020.

You Asked for:

We would like to make a few enquiries about how Community equipment is commissioned in addition to Technology Enabled Care (Telehealth and Telecare). This will help us to drive forward the TEC Industry and ensure service users receive the best possible service.

Community Equipment

1. Does your organisation commission a community equipment service?
 - a. Yes
 - b. No
2. If yes, who is the lead (please provide contact details):
 - a. Commissioner
 - b. Contract Manager
3. Who do you commission the service from, who is the current contract holder? Please provide details.
4. When is the contract due to be re-tendered?
5. What geographic area does your commissioned community equipment service cover?
6. Do you specify any quality standards as part of the contract and procurement process?
7. Who is your Chief Information Officer and Clinical Chief Information Officer? Please provide contact details.

Telecare

1. Does your organisation commission a telecare service?
 - a. Yes
 - b. No
2. If yes, who is the lead (please provide contact details):
 - a. Commissioner
 - b. Contract Manager
3. Who do you commission the service from, who is the current contract holder? Please provide details.
4. Do you specify any quality standards as part of the contract and procurement process?
5. When is the contract due to be re-tendered?

6. Have you evaluated any of your programmes of work?
 - a. If yes, please share the link to your evaluation.

Telehealth/Telemedicine

1. Does your organisation commission or deliver a telehealth/telemedicine programme? This includes remote health monitoring, apps and video solutions.
2. If yes, who is the lead (please provide contact details):
 - a. Commissioner
 - b. Contract Manager
 - c. Digital/Informatics Manager
3. Who do you commission the service from, who is the current contract holder? Please provide details.
4. Do you specify any quality standards as part of the contract and procurement process?
5. When is the contract due to be re-tendered?
6. Please provide a list of the key Telehealth/Telemedicine products that you are using?
7. Have you evaluated any of your programmes of work? If yes, please share the link to your evaluation.

Our Response:

Community Equipment

1. Yes.
2. Please see below for contact details:
 - a. Lead Commissioner
Clare Hazler
Commissioning Lead
Health and Care
Strategic Hub
Email: clarehazler@wirral.gov.uk
 - b. Contract Manager
Roger Chester
Market Transformation & Contracts Lead
Wirral Health & Care Commissioning
Email: rogerchester@wirral.gov.uk
3. The current service contract is held with the following:
Medequip Assistive Technology Limited
Unit 2 The Summit Centre
Skyport Drive
Harmondsworth
West Drayton
UB7 0LJ
4. The contract was let on 1st July 2015 for 4 years, with the option to extend by 3 + 2. Wirral Borough Council (WBC) have invoked the first contract extension clause, which means it will run until 30th June 2022.
5. The service covers all Wirral constituents.
6. Yes. Please see the following contractual excerpt:
18.2 QUALITY ASSURANCE STANDARDS

The Provider shall have in place upon award of the Agreement an approved third party assessed assurance scheme and maintain a quality assurance system. A benchmark

system is ISO 9001:2000 standard or equivalent and be accredited to the Community Equipment Code of Practice Scheme (CECOPS). The Provider shall comply with any relevant current and future legislation determined by any government recognised legislative bodies.

The Provider shall implement the quality assurance system which allows it to know the status of each item of CE to be tracked at any time e.g. in use, in store, allocated, waiting list, cleaning or undergoing repair. All CE shall be identifiable and traceable using an IT System. The Provider shall ensure each item of CE shall have applicable user instructions within or attached to the CE or its packaging. This shall include instructions for safe use, cleaning and replacement. Any dates relevant to safe use of CE shall be clearly marked e.g. when electrical appliances last tested. Any CE labelling or electronic tagging is to be robust and not easily removed.

The Provider will be subject to an annual audit by the Commissioners against the standards detailed in MHRA DB2006(05) Managing Medical Devices Guidance. The Provider will ensure that the quality assurance system will contain, as a minimum, systems/operational procedures on the following:

- Operating procedures for in-coming goods, items for disposal, deliveries to Service Users and collections.
- Testing, maintenance and repair of CE to meet agreed quality standards
- Cleaning and decontamination.
- Waste disposal.
- Medical devices.
- Adverse Incident Reporting.

The Provider will comply with the requirement set out in Appendix 7: Quality Assurance and Performance Management.

7. In relation to community equipment, please see below for the Chief Information Officer and Clinical Chief Information Officer:

- a. Peter Moulton
Head of ICT & Digital
Resources
Digital and Improvement
petermoulton@wirral.gov.uk
- b. Simon Garner
Caldicott Guardian
Adult Health & Care
Health & Care
Health & Care Commissioning
simongarner@wirral.gov.uk

Telecare

NHS Wirral Clinical Commissioning Group (CCG) is unable to provide this information. Please can I suggest that you contact Wirral Local Authority directly. I have included their contact details below for your information:

Wirral Local Authority– informationmanager@wirral.gov.uk

Telehealth/Telemedicine

NHS Wirral Clinical Commissioning Group is unable to provide a this information., Please can I suggest that you contact Wirral Local Authority directly. I have included their contact details below for your information:

Wirral Local Authority – informationmanager@wirral.gov.uk

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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