Scarborough and Ryedale Clinical Commissioning Group

MCP Integrated Prevention, Community Care and Support Service

Market Engagement Event

Supplier Profiles

Images by Richard Burdon, courtesy of: http://www.discoveryorkshirecoast.com

April 2017
Prior to this Market Engagement event, interested Suppliers were asked to confirm whether they were interested in collaborating with other organisations, so that their information can be shared.

Organisations interested in collaboration to bid in the event of a future procurement are listed in this document.

The information in this document has been completed from details provided by the organisations themselves and the CCG take no responsibility for the information provided.

Images by Richard Burdon, courtesy of: http://www.discoveryorkshirecoast.com
365 Response

365 Response is a specialist innovation firm created to change the way Out of Hospital Care is delivered. We deliver service redesign and technology to support the Out of Hospital Care system. We have created the 365 Smart Platform to bring value and innovation back to the NHS. It is designed by clinicians for clinicians and connects GPs and community staff to urgent and dedicated primary care transport, enabling patients to be treated and responded to faster, safely and at a lower cost.

Contact Name: Laura Blackford

Email: Laura.blackford@365response.org  Tel. 07729 894857

Airedale NHS Foundation Trust

We provide a wide range of telemedicine services which we believe would support your MCP with new ways of working. Our Digital Care Hub offers:

- **Immedicare** – remote consultation and assessment of patients in care/nursing homes aiming to secure early intervention, ongoing management and expert referral on a MDT model
- **Gold Line** – care and support for those in the last 12 months of life
- **Prison Service** – providing multispecialty outpatient consultation in partnership with Care
- **Virtual Speech and Language Therapy clinics**
- **GP and Therapist Triage of care home appointments** – reducing unnecessary home visits
- **Intermediate Care** – bringing together health and social care under one single point of access to support an efficient discharge process, improved quality of life, reduced A&E attendances and primary care visits
- **LTC Home** e.g. remote inhaler technique, medication prompts, lymphoedema nurse specialist consultations – development phase expected go live 2018.

Contact Name: Nicola Reed

Email: teledmedicine@anhst.nhs.uk  nicola.reed@anhst.nhs.uk  Tel: 01535 294809
Carewatch

Carewatch Scarborough are a company owned branch and part of Carewatch Care Services Limited whose Head Office is based in Milton Keynes. Carewatch Scarborough is a domiciliary Care Provider registered with the Care Quality Commission, registered with North Yorkshire County Council and a Preferred Provider with East Riding of Yorkshire Council.

Carewatch Scarborough also work alongside the North Yorkshire County Council's team on the Rapid Response Contract contracted by the SRCCG. Carewatch operate the out of hours part of the service each evening and at weekends including Bank holidays. This service is in place to prevent hospital admissions and support individuals who may need additional support in times of crisis or periods of being unable to manage with daily living tasks on a temporary basis.

Contact: Kate Hamilton

Email: khamilton@carewatch.co.uk Tel: 01783 585355

CoastCall

Coastcall is a 24 hour support service that enables older, disabled or vulnerable people to remain living independently in their own homes for as long as possible. Coastcall is tailored with different service levels to meet the customer's individual requirements and provides peace of mind with the knowledge that, with the use of our emergency call equipment, 24 hour response and support is available. We currently work with over 3,500 customers across Scarborough and Whitby

Contact: Eric Richardson

Email: Eric.richardson@ych.org.uk Tel: 01723343075
Connect have been providing musculoskeletal (MSK) services for over 27 years. As an independent NHS provider, we are only able to compete by delivering high quality alongside a competitive price. We currently hold 16 NHS contracts, receiving in excess of 200,000 referrals per year.

The key to our success involves proposals that demonstrate key financial benefits which make it cost effective, viable and, consequently, competitive; at the same time as continuing to deliver excellent clinical outcomes. We have a structured approach to service delivery and nationally achieve consistently positive outcomes for commissioners, referrers and patients.

Our NHS community MSK services deliver the following:

- Single point of access via our Referral Management Centre
- Clinical triage
- Telephone assessment and advice
- Practice based physiotherapy
- CATS
- Consultant outpatient services including Orthopaedics, Rheumatology and Pain Management
- Rehabilitation
- Minor surgery including joint injections and Ultrasound guided interventions
- Podiatry
- GP email/telephone advice line
- Referral Management Centre providing a single point of contact, all associated administration and patient pathway coordination

Our occupational health physiotherapy services deliver the following:

- Tailored services to suit the particular, and often unique, needs of organisations
- Onsite and offsite physiotherapy solutions
- Pro-active preventative management of MSK disorders to support wellbeing and ‘fit for work’ initiatives
- Reactive treatment of MSK disorders
- Additional services, such as management training

At Connect, we support the above with in-depth management information, including trend analysis, and proactive service improvement.

Contact Name: Beth Chew

Email: businessdevelopment@connecthealth.co.uk    Tel: 0191 250 4580
**DMC Healthcare Limited**

DMC healthcare successfully delivers outpatient community services and outpatient backlog support to over 20 organisations in England and Wales. DMC Healthcare also has a number of GP practices in the South East and a remote radiology service.

Contact Name: Helen Greengrass

Email: commercial@dmchealthcare.co.uk  Tel: 02076351037

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**East Coast Health Options (ECHO) Community Interest Company**

ECHO CIC) is a Federation of the majority of Scarborough and Ryedale GP practices (currently with 14 out of 15 possible member practices). The Federation has been developed to enable member practices to work collaboratively with a focus on supporting and developing high quality services in General Practice.
As one of the UK’s largest providers of housing, care and support services, Home Group are well-placed to support your communities, offering an integrated approach that considers both service and building design.

We support 30,000 vulnerable people through over 500 supported housing, justice and health services across the country.

Home Group’s customers include:

- People with learning difficulties and learning disabilities
- People with mental health support needs include those with severe and enduring mental health needs and long term mental health needs,
- Older people including frail elderly, dementia and end of life care
- People who have experience of the criminal justice system
- People leaving hospital with no support networks and people living independently who may require preventative support

Contact Name: Nicola Morrow

Email: Nicola.morrow@homegroup.org.uk  Tel: 07909254680
**Humber NHS Foundation Trust**

**Humber NHS Foundation Trust** provide a very broad range of community services (including therapies), community and inpatient mental health services, learning disability services, healthy lifestyle support and addictions services to people living in Hull and the East Riding of Yorkshire, a large geographical area with a population of approximately 600,000. We also provide specialist services for children including physiotherapy, speech and language therapy and support for children and young people and their families who are experiencing emotional or mental health difficulties.

Our specialist services, such as forensic support and offender health, support patients from the wider Yorkshire and Humber area and from further afield.

We employ approximately 3000 staff across more than 70 sites at locations throughout Hull and the East Riding of Yorkshire.

As a Teaching Trust, we work closely with our major academic partners, Hull York Medical School and Hull University, nurturing a workforce of tomorrow's doctors, nurses and other health professionals.

**Contact Name:** Elizabeth Sissons

**Email:** Elizabeth.sissons1@nhs.net  **Tel:** 01482 389172

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**Impart Health Limited**

Impart Health is a consultancy and training organisation that specialises in support healthcare providers with service redesign / optimisation and commercial development activities.

**Contact Name:** Richard Tobias

**Email:** richard.tobias@imparthealth.co.uk  **Tel:** 07831 403899
**Interserve Service Futures**

Interserve is a FTSE 250 company. We provide front-line public services, support services and construction services. We focus on improving social outcomes for citizens including employability, life long learning, health and wellbeing.

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<tr>
<th>Contact Name:</th>
<th>Jane Millington</th>
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<tbody>
<tr>
<td>Email:</td>
<td><a href="mailto:Jane.millington@interserve.com">Jane.millington@interserve.com</a> Tel: 0121 344 4888</td>
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**Intrahealth Limited**

IntraHealth is a Limited company and has held PMS, APMS and GMS contracts across the UK since 2004. With 21 NHS primary care contracts across 27 practices nationally and directly employing around 500 clinical and administrative primary care staff, we bring scale and innovation to the traditional delivery model of General practice. IntraHealth runs 3 directorates – (Primary Care, Contracted Services and Pharmacy services) who work together to provide holistic care to the community.

We provide a range of NHS clinical services to approximately 200 GP practices, CCGs, and other NHS bodies and operate our own NHS community pharmacies and provide medicines management support to over 50 practices.

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<tr>
<th>Contact Name:</th>
<th>Linda McCann</th>
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<tr>
<td>Email:</td>
<td><a href="mailto:linda.mccann@nhs.net">linda.mccann@nhs.net</a> Tel: 0191 5181564</td>
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#### Leeds Community Healthcare NHS Trust

A leading provider of community health services across Yorkshire and Humberside. We employ approximately 3000 clinical, medical, managerial and administrative staff and have a diverse portfolio of 60+ services. Services range from integrated Neighbourhood Teams, Children’s Services and a range of specialist services that meet specific health needs or work with vulnerable communities. We offer high quality healthcare in the most appropriate setting for our patients, whether that is in their own home, a local health centre, or a community hospital.

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<tr>
<th>Contact Name:</th>
<th>Dan Barnett</th>
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<tr>
<td>Email:</td>
<td><a href="mailto:danbarnett@nhs.net">danbarnett@nhs.net</a>  Tel 07507066321</td>
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#### North Yorkshire County Council

**North Yorkshire County Council** is responsible for providing a wide range of public services to around 600,000 people living in around 256,600 households in North Yorkshire. These services include: schools; children’s centres; children’s social care; Youth services; adult social care services; public health; registration of births, deaths and marriages; adult education; libraries; roads, bridges, street lighting, public rights of way; public transport; trading standards and consumer advice; heritage and countryside management; disposal and recycling of household waste; planning authority for minerals and waste issues; emergency planning.

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<tr>
<th>Contact Name:</th>
<th>Suzanne Sherriff</th>
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<tr>
<td>Email:</td>
<td><a href="mailto:Suzanne.Sheriff@northyorks.gov.uk">Suzanne.Sheriff@northyorks.gov.uk</a>    Tel: 01609 797132</td>
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**Philips Electronics UK Ltd**

Royal Philips of the Netherlands is a leading health technology company focused on improving people’s health and enabling better outcomes across the health continuum from healthy living and prevention, to diagnosis, treatment and home care. Philips leverages advanced technology and deep clinical and consumer insights to deliver integrated solutions. The company is a leader in diagnostic imaging, image-guided therapy, patient monitoring and health informatics, as well as in consumer health and home care.

Contact Name: Phil Sinclair

Email: [Business.support@philips.com](mailto:Business.support@philips.com)  Tel 07917070194

**Saint Catherine's Hospice, Scarborough**

Saint Catherine's provides specialist palliative and end of life care services.

Contact Name: Mike Wilkerson

Email: [Mike.wilkerson@saintcatherines.org.uk](mailto:Mike.wilkerson@saintcatherines.org.uk)  Tel: 01723 351421
TEWV NHS Foundation Trust is a provider of specialist Mental Health and Learning Disability services across County Durham, Darlington, Teesside, North Yorkshire and York.

The Trust provide the following core services:

- **Inpatient**
  - Acute wards for adults of working age and psychiatric intensive care units
  - Rehabilitation mental health wards for working age adults
  - Forensic inpatient/secure wards
  - Child and Adolescent mental health wards
  - Wards for older people with mental health problems
  - Wards for people with learning disabilities

- **Community based mental health**
  - for adults of working age
  - for older people
  - Mental health crisis services and health based places of safety
  - Specialist community mental health services for children and young people
  - Community mental health services for people with learning disabilities
  - IAPT

**Contact Name:**  Dave Hunt

**Email:** davidhunt1@nhs.net  **Tel:** 0191 451 0635
Virgin Care Services Limited

We operate over 400 NHS and local authority services nationwide across four broad service types:

- **Primary care services** – GP practices, urgent care centres, minor injury units and walk-in centres
- **Intermediate care services** – Usually services that your GP refers you for such as audiology, dermatology, physiotherapy, podiatry and rheumatology, to name a few
- **Community services** – Wheelchair services, prison healthcare, sexual health, community hospitals, neuro-rehabilitation, frail/elderly care, health visiting, district nursing, services for children with complex mental, physical and sensory learning difficulties, end of life care
- **Social care services** – Such as services for people with a learning disability, services supporting people who are looking for work, services supporting people to live independently and the ‘Wellbeing College’ bringing together a variety of services to help keep people healthy. As well as directly providing services, we also oversee services provided by other organisations which work closely with our own services in East Staffordshire and from April 2017, in Bath and North East Somerset too.

Some of our key services

- **Children and young people’s health and social care services** – We run children’s services across parts of Devon, Surrey and Wiltshire
- **Community services** – We run community services across north west and south west Surrey, the Wirral and North Kent
- **Sexual health** – We run sexual health services in North East Lincolnshire, North Lincolnshire, Oldham, Rochdale, Bury, Teesside and Surrey
- **Prison healthcare** – We run multiple prison healthcare services across Surrey and Norfolk

Contact Name: Matthew Moran

Email: Vcsl.portals@virgincare.co.uk Tel: 02073801782, 07870864472
**Vocare Limited**

Vocare is a national provider of urgent care services; our portfolio consists of a variety of:

- NHS 111 services,
- GP Out of Hours services,
- Urgent Care Centres,
- GP Acute Visiting services

**Contact Name:**  Jonathon Fagge

**Email:**  Development.team@nduc.nhs.uk  Tel: 0191 2705257
York Teaching Hospital NHS Foundation Trust provides a comprehensive range of acute hospital and specialist healthcare services for approximately 800,000 people living in and around York, North Yorkshire, North East Yorkshire and Ryedale - an area covering 3,400 square miles.

In April 2011 we took over the management of community-based services in Selby, York, Scarborough, Whitby and Ryedale and in July 2012 acquired Scarborough and North East Yorkshire Healthcare NHS Trust, bringing Scarborough and Bridlington Hospitals into the organisation.

Our annual turnover is almost £500m a year. We manage eight hospital sites, 1,100 beds (including day case beds) and have a workforce of over 8,500 staff working across our hospitals and in the community (7,000 hospital-based staff and 1,500 Community Staff).

Each year we see the following activity (*2013/14 figures):
- 127,000 A&E attendances
- 390,000 outpatient appointments
- 119,000 inpatients
- 61,000 operations and procedures
- 5,000 babies delivered

Our partners include:
- Vale of York CCG
- Scarborough & Ryedale CCG
- East Riding of Yorkshire CCG
- North Yorkshire County Council
- City of York Council

Contact Name: Sarah Barrow

Email: Sarah.barrow@york.nhs.uk Tel: 01904 721650