

Orthotics Bidder Event

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Group

Background to the Tender

- Patient satisfaction levels low
- KPIs within the service specification not being met
- Patient feedback on issues within the service
- Issue with the delivery and fitting of orthoses
- Action Plan put into place
- Service review undertaken in January 2014 against action plan

Result of the Review

- 12 months notice served to the current provider on 1st April 2014.
- Mitigating actions are in place to ensure service delivery remains and improves up until the 31st March 2015.
- Open Tender to commence in July 2014.

Tender timescales

- 30th June 2014 – Patient engagement event
- 9th July 2014 – Provider event
- w/c 14th July 2014 – Invitation to tender published
- w/c 4th August 2014 – Formal tender uploaded
- 12th Sept 2014 – Tender closes
- 15th-19th Sept 2014 – Evaluation of responses
- 23rd Sept 2014 – Interviews
- October 2014 – Sign off at Executive Level
- November 2014 – Contract Awarded

Your Say

- To feed into the development of the service specification
- Ideas for innovative changes in provision
- Tell us what works for patients – locations, how to contact the service, opening hours etc
- What doesn't work and what wouldn't you want to see?

Round table discussions

- Nominate a scribe
- Take 30 minutes to discuss as a group the questions within the pack. Feel free to add others should we have missed something important to you.
- Take 15 minutes to pull together and agree the Top Three priorities as a group that have come out of your discussions
- Nominate a spokesperson to feed the Top Three priorities to the room