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The table below maps the PES questions to the results of the patient engagement undertaken with Withnell practice patients. The detailed patient engagement evaluation report was received by the Primary Care Commissioning Committee at its meeting in January 2024.

The 'answer choices' numbers below identify how many people who completed the online survey ranked the statements as less important (lower score) or more important (higher score).

In relation to the GP practice at Withnell Health Centre, how important are each of the following to you?

Answer Choices	1	2	3	4	5	Specification Requirement (if applicable)	PES Question
Permanent WHC based GPs and nurses with minimum locum use providing continuity of care	3.69% 82	0.95% 21	3.15% 70	10.32% 229	81.89% 1818	Part A: 15. Practitioner Skill Mix / Continuity	2.1 Workforce
Advance booking for non-urgent appointments and other services (online or telephone)	2.86% 63	4.50% 99	13.77% 303	29.62% 652	49.25% 1084	Part B: 2 Access to Services	4.1 Digital Enablement
Easy access direct to the surgery by telephone	3.08% 68	1.54% 34	4.21% 93	14.79% 327	76.39% 1689	Part B: 2 Access to Services	1.1 Provision of Essential Services and Additional Services
Caring, understanding, person-centred Withnell Health Centre based team	3.45% 76	0.91% 20	2.55% 56	11.41% 251	81.68% 1797	Part B: 2 Access to Services	2.1 Workforce 4.2 Patient Centred Care
Easy and quick repeat prescription requests via your preferred communication method - online/phone/app/surgery	3.30% 73	3.07% 68	10.08% 223	21.46% 475	62.09% 1374	Part B: 2 Access to Services	4.1 Digital Enablement
Proactive follow up on all test results	2.54% 56	2.04% 45	5.77% 127	22.21% 489	67.44% 1485		4.2 Patient Centred Care

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Proactive follow-up appointments with the same GP/Allied Health Professional	2.50% 55	1.54% 34	7.63% 168	23.83% 525	64.50% 1421		4.2 Patient Centred Care
Same day appointments (face to face/telephone/virtual according to patient preference)	2.63% 58	2.22% 49	5.53% 122	16.09% 355	73.54% 1623	Part B: 2 Access to Services	1.1 Provision of Essential Services and Additional Services
	8.38% 182	9.94% 216	25.64% 557	23.66% 514	32.37% 703	Part B: 2 Access to Services	1.1 Provision of Essential Services and Additional Services
Provision of pro-active health checkups and monitoring	3.01% 66	3.01% 66	13.49% 296	29.84% 655	50.66% 1112	12.Health Promotion and Disease Prevention	1.4 Health Promotion and Disease Prevention
Prompt referrals	2.94% 64	1.10% 24	3.95% 86	14.73% 321	77.28% 1684	11. Referrals	1.5 Referral Management 4.4 System Working and Collaboration
Effective and pro-active management of long-term conditions e.g., diabetes	3.52% 77	2.61% 57	9.75% 213	23.66% 517	60.46% 1321	4. Essential Services	1.1 Provision of Essential Services and Additional Services

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PES Criteria

Section (Indicative Weight)	Award Sub-Criteria	PES Question Wording
Specification Delivery (30)	1.1 Provision of Essential Services and Additional Services	Please describe how you will provide the full scope of the Essential Services and Additional Services outlined in the Schedule 2 Service Specification.
	1.2 Patient Dignity and Consent	Please describe how you will meet the Patient Dignity and Respect and Informed Consent requirements outlined in the Schedule 2 Service Specification.
	1.3 Medicines Optimisation and Prescribing	Please describe how you will meet the Medicines Optimisation / Prescribing requirements outlined in the Schedule 2 Service Specification.
	1.4 Health Promotion and Disease Prevention	Please describe how you will meet the Health Promotion and Disease Prevention requirements outlined in the Schedule 2 Service Specification.
	1.5 Referral Management	Please describe how you will meet the Health Promotion and Disease Prevention requirements outlined in the Schedule 2 Service Specification.
Workforce (10)	2.1 Proposed Staffing Model / Skill Mix	Please outline your proposed staffing structure in order to deliver the Services in accordance with your Bid Your response must demonstrate: • Accountability and reporting structures • How the Services are delivered using an appropriate mix of skills and roles • How the proposed working patterns and ratios are sufficient to provide all Services during Opening Hours • Proposed contingency arrangements to cover for Staff absences • How you will monitor the staffing model to ensure that it continues to provide safe and effective services • How you will support agile and flexible working arrangements and the benefits these provide to service provision

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		Your response to this question will be cross-referenced against your submitted Commercial Schedule and you will be asked to explain any discrepancies. You do not need to provide any cost information in your response to this question.
	2.2 Recruitment, Retention and Training	Please describe how you will establish and retain the staffing structure to provide the Services Your response must demonstrate: • How you will establish the staffing structure in readiness for Service Commencement including any necessary recruitment and / or managing any TUPE transfer • Your proposed contingency arrangements should recruitment and / or TUPE transfer be unsuccessful • Your methods for supporting retention of staff through maximising their health and wellbeing • Your methods for understanding the needs of your staff • Your methods of supporting ongoing training for staff and supporting Protected Learning time
IM&T (10)	3.1 Practice IT infrastructure and support	Please provide details of the IM&T technical infrastructure you intend to use to support the administrative and clinical systems to deliver the Service. Your response must demonstrate: • How you will utilise approved technologies to deliver and monitor the service including how you will engage with the PCN and ICB in this • The proposed systems that you will use to deliver and manage this service (clinical and administrative) and describe how these systems will support management of urgent care in Primary Care. • How you will ensure that staff are appropriately trained in the use of systems before they are deployed • How you will protect against data loss and maintain security of infrastructure, • How you will manage IT systems operationally on a daily basis, including IT business continuity, security, data quality and systems issues

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Service Differentiators (40)	4.1 Digital Enablement	Please describe your approach to digital technology to support improvement of patient care and how you will: • Provide appropriate, accessible and easy to use digital tools for patients to access services • Deliver efficiency in practice activities whilst maintaining a service with high levels of patient satisfaction • Ensure the use of digital services are appropriate and accessible for patients with different needs • Engage and collaborate with the Primary Care Network and the ICB to support service improvement through digital including promotion of digital tools • Train staff and patients in the effective use of systems *Your answer may be supported with an example of you or your proposed team using digital technology to demonstrably improve patient care*
	4.2 Patient Centred Care	Please describe and demonstrate your approach to patient engagement and involvement in the improvement of services: • Your understanding of the patient population and their needs • How you will support continuity of provision for the registered population • How you will engage with and improve access for inclusion health groups • Your methods of educating patients, families and carers to support self-care • How you can involve patients, families and carers in the co-design or enhancement of services offered *Your answer may be supported with an example of where you or your proposed team has involved patients in co-design activities which have led to service improvement and / or improved patient satisfaction.*
	4.3 Service Quality	Please describe your approach to the provision of high-quality services: • The resources you will put in place to support service quality • How you identify what quality service provision is • How you ensure that services are safe and of the highest quality

		• How you elicit and act upon feedback from a range of relevant stakeholders including patients and their carers to improve quality • How you identify and monitor quality and address any underperformance Your answer may be supported with an example of where you or your proposed team has taken steps to identify and improve quality of service provision.
	4.4 System Working and Collaboration	Please describe your approach to system working within the local system: *For this question '"System" refers to the relevant partners and stakeholders at PCN level.* • Demonstrate how you identify the relevant key partners, fora, and stakeholders in the System • The challenges faced by the System and how you will support overcoming the challenges • The benefits that will you will seek to deliver by working with partners • How you will overcome challenges to system working including how you will work with the ICB • How you will safely share clinical information with partners to support patient care *Your answer may be supported with an example of you or your proposed team working across the system to achieve improved services in this or another similar area*
Social Value (10)	5.1 Fighting climate change (Mandatory Social Value Theme)	Please detail how you will, through the provision of the services, reduce the amount of single use plastic used for both packaging and products that will be used in provision of the Services. Please include: • your 'Method Statement' • a timed project plan • how you will monitor, measure and report on your commitments/the impact of your proposals
	5.2 Wellbeing **and/or** Equal Opportunities **and/or** Tackling	Please explain and give examples of how through your contract [how you will support equal opportunities / tackling economic inequality / covid-19 recovery).

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	Economic Inequality **and/or** COVID-19 Recovery (*Discretionary for a given Locality*)	Please include: • your 'Method Statement' • a timed project plan • how you will monitor, measure and report on your commitments/the impact of your proposals
Compliance (Not weighted)	6.1 Information Governance	Please describe your approach to Information Governance, confidentiality and data protection assurance Your response must demonstrate: - • Senior ownership of data security and protection within your organisation; • Provision of training to staff in their obligations in relation to Information Governance • Your processes for managing data incidents • Your key processes for complying with GDPR including carrying out DPIA
	6.2 Equity of Access	Please describe how you will ensure equitable access to the Services in accordance with the Service Specification and your legal obligations under the Equality Act 2010
	6.3 Business Continuity	Please outline your proposed Business Continuity and Disaster Recovery plan to outline your contingency plan in relation to any event that may affect your ability to provide services. Your response should include: • Your assessment of the risks to business continuity and your plans in the event of those risks materialising • Confirmation that you will provide to the Commissioner a full Disaster Recovery, Contingency and Business Continuity Plan in accordance with Schedule 2 Service Specification prior to Service Commencement
	6.4 Mobilisation	Please detail how you will mobilise the Services by the Services Commencement Date. Your response should include: • your detailed milestone plan • key roles and responsibilities • how risks to mobilisation will be managed and monitored

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		• how you will support continuity of service for patients registered with the practice
	6.5 Clinical Governance	Please describe how you will meet the Clinical Governance requirements outlined in the Schedule 2 Service Specification.
	6.6 Safeguarding	Please describe how will you meet the safeguarding of Children and Vulnerable adults requirements in the Schedule 2 Service Specification.