

New Hospitals Programme – Request for Quotes – External specialist engagement support for targeted health inclusion groups

Customer Name: Lancashire Teaching Hospitals NHS Foundation Trust on behalf of the Lancashire and South Cumbria New Hospitals Programme

Response Deadline: 17:00 on Friday 4 October 2024 sent to india.bowles@lthtr.nhs.uk; louise.barker@lthtr.nhs.uk; maryam.hussain@lthtr.nhs.uk

Customer background information

The [Lancashire and South Cumbria New Hospitals Programme](#) is part of the Government's commitment to build 40 new hospitals by 2030, with a rolling investment plan ongoing into the future.

[University Hospitals of Morecambe Bay NHS Foundation Trust \(UHMBT\)](#) and [Lancashire Teaching Hospitals NHS Foundation Trust \(LTHTr\)](#) are working with local NHS partners to progress the case for investment in new hospital facilities. The Lancashire and South Cumbria New Hospitals Programme (L&SC NHP) is part of cohort 4 of the Government's national New Hospital Programme.

The Lancashire and South Cumbria New Hospitals Programme offers a once-in-a-generation opportunity to develop cutting-edge facilities, offering the absolute best in modern healthcare. The New Hospitals Programme aims to address significant problems with the ageing hospitals in Preston (Royal Preston Hospital) and Lancaster (Royal Lancaster Infirmary). We also need to invest in Furness General Hospital's infrastructure in the context of its strategic importance and geographically remote location. This will provide patients with high-quality, next generation hospital facilities and technologies. Hospital buildings will be designed in a way to meet demand, while remaining flexible and sustainable for future generations. The aim is to support local communities, bringing jobs, skills and contracts to Lancashire and South Cumbria businesses and residents.

The NHS in Lancashire and South Cumbria welcomed the Government's May 2023 announcement of two new hospitals to replace Royal Preston Hospital and Royal Lancaster Infirmary as part of a rolling programme of national investment in capital infrastructure beyond 2030. In addition, Furness General Hospital in Barrow will benefit from investment in improvements.

Following the publication of the Case for Change report, the review of the longlist and shortlist, and the May 2023 Secretary of State announcement, the programme is looking to secure two new sites for two new build hospitals.

As you may be aware, the Government has recently announced a review of the national New Hospital Programme, which will impact the commencement of our next phase of communications and engagement activity. In the meantime, work on the programme is continuing whilst the national NHP review takes place, including preparations for our next phase of pre-consultation engagement and so we are keen to receive and review proposals.

Background to the requirement

The purpose of this procurement exercise is to procure a supplier to provide coordination across a range of community organisations and groups to capture insight from targeted health inclusion groups.

The intention is for:

- This to be a single commission for two separate projects with Lancashire Teaching Hospitals NHS Foundation Trust (LTHTr) and University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT).
- The final price to be on a fixed cost basis.
- Delivery of a series of listening events and focus groups with targeted health inclusion groups achieved by:
 - coordinating and working with community partners, VCFSE organisations and community groups to set up focus groups and events which are appropriate for the targeted audiences
 - working with community partners, VCFSE organisations and community groups to ensure insights are collected and collated from focus groups and listening events
 - ensuring community groups, partners and VCFSE organisations have the required resources to participate and deliver focus groups and listening events
 - ensuring the investment supports local groups to participate
 - ensuring voices within the targeted groups can have a say.
- Provide reporting in terms of the numbers of people and groups engaged with and key topics and themes of discussion with key demographics to enable the NHS to understand how people from different demographic groups, those experiencing different health inequalities and under-represented communities could be impacted by moving hospital services from the current Royal Preston Hospital and Royal Lancaster Infirmary to new build hospitals on new sites.
- Focus groups should also consider seeking feedback about current barriers to accessing services on the existing sites.
 - Regular progress reporting will be required.
 - End of project reports and anonymised raw data will be required for both NHP schemes (LTHTr's Royal Preston Hospital and UHMBT's Royal Lancaster Infirmary / Furness General Hospital).
- All outputs will be NHS Lancashire and South Cumbria Integrated Care Board (ICB), Lancashire Teaching Hospitals NHS Foundation Trust (LTHTr) and University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT) intellectual property for sharing with partners if necessary.
- Regular meetings with client team and status updates on progress against plan and milestones.

Scope / Specification

The scope of works will include:

Objectives

The primary engagement objective is to gain deeper insight into the views, benefits and / or potential barriers or issues for targeted health inclusion groups on potential sites, **with a further additional round of engagement specific to Royal Preston Hospital.**

For Royal Lancaster Infirmary the areas most commonly served by the hospital are North Lancashire and South Cumbria (residents and visitors).

Royal Preston Hospital's general hospital services are most commonly used by people living in or visiting Central Lancashire (Preston, South Ribble and Chorley) and surrounding areas, but the hospital also provides major trauma and specialist services for the whole of Lancashire and South Cumbria, meaning a hospital move could impact people across the whole area.

The specific objectives are to:

- Identify key groups, community organisations and VCFSE organisations who have relationships and direct contact with a list of targeted health inclusion groups.
- Engage and involve key groups community organisations and VCFSE organisations so that they trust and support the New Hospitals Programme process and understand how they can support those within their communities or groups who are within targeted health inclusion groups so they can share their views through appropriate engagement methods.
- To enable sufficient time and opportunity to collect qualitative feedback from participants on potential sites, specifically focussing on potential benefits or barriers to patients when accessing services, **with a further round of engagement potentially at a later date focused around Royal Preston Hospital included within this scope of work.**
- To collect qualitative feedback from participants of focus groups about potential sites.
- To collect intelligence on current barriers to accessing services.
- To ensure a robust process is in place, working with partners, to collate insights in a consistent way which can be used by the programme.
- To provide robust reporting separately on each scheme: University Hospitals of Morecambe Bay's Royal Lancaster Infirmary and Furness General Hospital and Lancashire Teaching Hospitals NHS Foundation Trust (Royal Preston Hospital).
- Capture any additional related insights from communities which will help contribute to the design and provision of future NHS, healthcare and wellbeing services in Lancashire and South Cumbria.
- Co-produce a robust engagement methodology and programme, which recognises the importance of working with VCFSE organisations and community groups as those most connected with health inclusion groups and communities.
- Evidence strong partnerships across the voluntary, community, faith and social enterprise sector (VCFSE) network which will support the ability to harness partner channels to promote and engage.

Locations

Community groups, VCFSE organisations and community partners should have links with the following areas:

- Lancaster
- Kendal
- Barrow-in-Furness
- Ulverston
- Morecambe
- Grange-over-Sands
- South Lakes
- North Yorkshire area served by UHMBT
- Preston
- Chorley
- South Ribble

- Blackburn with Darwen / East Lancashire
- Blackpool / Fylde Coast
- West Lancashire
- Plus surrounding areas

Target audience

The target health inclusion groups for this work include at least one group from each of the categories below for each of the two New Hospital Programme schemes for each phase of engagement:

- Ethnic minority groups (particularly Asian / Asian British)
- People of Muslim faith
- People of other faiths, for example Christians, Sikh community, etc.
- Refugees / asylum seekers
- People who are homeless
- Gypsy, Roma Traveller (transitory communities)
- Sex workers

Engagement needs to take place across a range of age groups.

Outputs

The supplier will be required to deliver:

- **Orientation and preparation:** Fully briefed and familiarised staff base to support the programme. Provision will be required for liaison with the ICB Communications and Engagement team to ensure sufficient knowledge of the NHP and awareness of key communication messages.
- **Engagement:** A count of the number of focus groups and listening events cross referenced with the health inclusion target groups and by location.
- **Equality and inclusion** – the supplier will be required to request and record demographic data of participants to enable equality and inclusion monitoring.
- **Photos:** Photos of the focus groups and listening events (where appropriate) in action and / or conversations with local people (with the participants explicit consent*) will be required.
*consent forms must be completed by individuals and be fully compliant with information governance legislation.
Photographs and video footage remains the intellectual property of NHS Lancashire and South Cumbria ICB, Lancashire Teaching Hospitals NHS Foundation Trust and University Hospitals of Morecambe Bay NHS Foundation Trust.
- **Lessons learned:** A post-project report with a high-level summary of the engagement that took place, qualitative feedback received during focus groups and listening events and lessons learned from the exercise that could be useful to consider in future public engagement to be delivered to an agreed timeframe in an agreed format.
- **Promote membership of the Lancashire and South Cumbria ICB Citizens' panel:** Where appropriate, this can ensure that participants can be kept fully informed about how their insight was used and offered the opportunity for future participation.

Timings

The initial round of the programme is expected to be coordinated in Quarter 3 2024/25 (November to December 2024), with delivery commencing in Quarter 3 2024/25 (November

to December 2024) to Quarter 4 (January to March 2025), with the potential need to adjust dates based on external dependencies and the recent announcement of a national review. It is expected this initial round of engagement on sites would be completed within 10 weeks from commencement.

A second round of engagement activity will be required focused on Royal Preston Hospital (LTHTr) – anticipated in Quarter 4 2024/25 (date TBC).

Proposals need to factor in both rounds of engagement.

Timeframes

Indicative timeline for procurement and project:

- Responses to scope of work with quote – please respond as soon as possible ideally within 5 working days, the last date we can accept a response is Friday 4 October 2024.
- Evaluation by Friday 25 October 2024.
- Project delivery – commence – anticipated from Quarter 3 2024/25 (November to December 2024) to Quarter 4 (January to March 2025) potentially with different phasing for the UHMBT and LTHTr potential sites engagement and then additional LTHTr engagement, timescales TBC. Response to include lead time required to establish resources post award of contract.
- Project conclude – TBC – expected to run into 2025/26.

Indicative overall contract value

The indicative overall contract value for this work is £50,000.

Supplier response

Please would you:

- Respond with a quote and brief written answers to:
 - a. Supplier lead in time to commencement of project
 - b. Outline how you will service the scope of works – please keep to 3-4 pages.
 - c. Team capacity and experience including any partners this is expected to be delivered in collaboration with
 - d. Examples of relevant case studies within the last 3 years
 - e. Evidence of how the supplier meets the (legal and best practice) requirements including but not limited to: safeguarding; employee / volunteer CRB checks; mitigating arrangements for lone working; information governance compliance; Data Protection Act / GDPR compliance; employee standards of conduct.