

NHS Lancashire and South Cumbria Integrated Care Board Accreditation Process
For Providers seeking to Deliver NHS Choice Based Services in Lancashire & South Cumbria

1. Accreditation Process Overview

The process will broadly focus on “**due diligence**” to ensure that:

- the provider can deliver high quality, safe services.
- the provider can demonstrate their ability to deliver the service outlined in the service specification on a like for like basis.

Please note Lancashire and South Cumbria Integrated Care Board (L&SC ICB) does not support paper referrals; prior to services being listed on eRS, all providers will require a signed contract to be in place which acknowledges that the governance steps have been completed.

2. The Overall Patient Choice Accreditation Process

The Patient Choice Accreditation Process for the provider applicant is summarised as follows:

2.1 Accreditation request gateway proforma completion

The provider to complete the Accreditation Request Gateway Proforma and return it to lscicb.procurement@nhs.net

2.2 Detailed Accreditation Assessment of Provider

If the information provided in the Gateway Proforma confirms that the provider is eligible to be assessed via L&SC ICB’s accreditation process, the procurement team will share the Accreditation Questionnaire with the provider who will be asked to complete and return the Accreditation Questionnaire via email.

The Accreditation Questionnaire will include the following content:

- Qualification questions – These questions relate to business information and compliance covering key aspects including but not limited to Information Governance (IG), Human Resources (HR), Equality, Diversity, and inclusion (E, D& I), Business Continuity, Finance and Contracting.
- General Quality questions - These are questions to which all organisations must respond, relating to how they manage their organisation, staff, and general service delivery.
- Service Specific questions - These questions are designed for organisations to specifically identify how they will deliver the service including mobilisation and exit plans. These questions will be reviewed on a service-by-service basis, and Commissioners will be responsible for identifying the appropriate service specific questions for organisations to complete. They will be issued with the service specification.

3. Accreditation Process Timeline

The estimated timeline for LSC ICB accreditation will be as follows:

Table 3.1 Accreditation Timetable

	Milestones		Approximate Timescales
1	Provider submits 2 x gateway proformas	Proforma Proforma (service details)	
2	LSC ICB to review information within gateway proformas		Up to 10 working days following receipt
3	LSC ICB provides a response to the provider; if the gateway proformas are compliant invites the provider to complete an Accreditation Questionnaire		1 working day
4	Deadline for receipt of Accreditation Questionnaire from the provider applying to LSC ICB		Up to 30 days working days
5	Evaluation Period for evaluating Accreditation Questionnaire submissions and Clarification period Quality team to send out KLOES for completion that are bespoke to the service offer		Up to 14 working days
6	Provider site visit is undertaken by LSC ICB		Within 20 working days
7	Recommendation is taken through LSC ICB governance processes, via ICB Commissioning Resource Group (CRG) and ratification by the Executives		CRG meets monthly/Executives meet fortnightly
8	Notification of Outcome For successful application Contract Award Notice to be issued		Up to 7 Working Days from ratification by executives
9	Contract Mobilisation Meetings commence		
10	Service commencement		TBC following contract award

If there is a requirement for LSC ICB to draft a new service specification in relation to the service a provider is seeking accreditation for, please note this could extend the time frame by a further 12 weeks. In this instance, the completion of the Accreditation Questionnaire may be asked to be done in two parts, the initial Qualification Questions and General Quality Questions (2 weeks to complete and submit), and then the Service Specific Questions which will be issued at a later point alongside the specification (2 weeks to complete and submit).

4. Evaluation of Applications & Award of Contract

The relevant subject matter experts will support the evaluation of applications received. This could include:

- Commissioning/ Transformation
- Quality
- Contracts
- Clinical / Subject Matter expert (i.e., Ophthalmology, Mental Health)
- Finance
- Information Governance
- IM&T
- Sustainability and business continuity
- HR
- Health and Safety
- Procurement

During the assessment a Provider site visit is undertaken and / or Viva style interview.

5. Outcome of application / Implementation

A recommendation is taken through the ICB governance processes.

Unsuccessful submissions

If a provider is unsuccessful in their application, then they will be notified of the rationale and offered the opportunity to resubmit.

Successful submissions

If the provider has successfully passed the assessment process, then a recommendation will be made to the ICB Executive Team to approve the award of an NHS Contract (subject to fulfilling all the specified requirements in the NHS Standard Contract)

or

If a provider has a current NHS contract with LSC ICB this could be varied to include the requirements and terms for the additional NHS Choice based service that has been accredited.

Contract is mobilised and issued.

Once the service has been successfully mobilised, the provider will then be eligible to receive Choice based referrals via the LSC appropriate pathways.

The contract will then move to business as usual for quality, monitoring and ongoing support.