

Interpreting Services Contract Update
Primary Care Commissioning Committee meeting

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25 January 2018

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Purpose of Paper	
The purpose of this paper is to update on current contractual arrangements for interpreting services in Sheffield following recent procurements.	
Key Issues	
N/A	
Is your report for Approval / Consideration / Noting	
Noting	
Recommendations / Action Required by the Primary Care Commissioning Committee	
The Primary Care Commissioning Committee is asked to note the contents of this paper, no action is required.	
Governing Body Assurance Framework	
3. Tailor services to support a reduction in health inequalities across the Sheffield population	
Are there any Resource Implications (including Financial, Staffing etc)?	
No	
Have you carried out an Equality Impact Assessment and is it attached?	
<p><i>Please attach if completed. Please explain if not, why not</i> Not completed as this purpose of this paper is to outline existing contractual arrangements and not to highlight any change.</p>	

Have you involved patients, carers and the public in the preparation of the report?

No – not applicable to this report.

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1. Introduction / Background

- 1.1. It was agreed, following the successful procurement of interpreting services, that the Primary Care Commissioning Committee would receive regular updates on the interpreting services contract. This report has been produced to update on contract awards following the recent procurements.
- 1.2. NHS Sheffield Clinical Commissioning Group, Sheffield City Council and Sheffield Teaching Hospitals NHS Foundation Trust were keen to ensure that high quality interpretation services were delivered in Sheffield. As a result competitive tender processes were undertaken and contracts awarded to deliver these services.
- 1.3. There were two lots of interpreting services awarded and these are set out in the paper below. The Primary Care Commissioning Committee are reminded that the CCG only has responsibility for the aspects of the contract that relate directly to primary care.

2. Contracts awarded and duration

- 2.1. Lot 1 is a contract to provide ad hoc interpreting services, such as telephone, face to face and British Sign Language for NHS Sheffield Clinical Commissioning Group, Sheffield City Council and Sheffield Teaching Hospitals NHS Foundation Trust. This contract was awarded to Language Line Limited on 1st November 2016 for a period of 3 years (until 31st October 2019) with the option to extend for an additional 24 months. This contract is funded on an activity basis.
- 2.2. Lot 2 is a contract to provide interpreting services to 7 high user GP practices. This contract was awarded to Language Line Limited on 1st September 2017 for a period of 26 months (until 31st October 2019) with an option to extend for an additional 22 months. This contract is funded from NHS Sheffield Clinical Commissioning Group on a block basis.

3. Contract Management

The Contracts require Language Line Limited to:

- have internal quality assurance systems which include the monitoring, management and review of feedback (lots 1 and 2); and
- have easy to follow and confidential procedures to enable patients, clinicians and practice staff to feedback in their first or preferred language or format , which is accessible to all (lot 2).

Activity and KPIs are sent through on a quarterly basis and contracts are jointly managed through contract review meetings to address any quality and performance concerns.

For Lot 2 the Contract has been up and running officially since Sept 1st with no significant mobilisations issues, this is partly due to Language Line Limited already providing the service on an ad-hoc interim basis whilst a formal tender process was undertaken.

Sheffield CCG have received monthly data against the agreed KPIs for both contract lots which has not raised any cause for concerns.

However, Sheffield CCG has received additional information via a report from Healthwatch on interpreting services and feedback from the Refugee Council in relation to the Urgent Care in Primary Care consultation that both identify quality issues.

The issues raised by the Health Watch Report relate to provision of interpreting services for the deaf, deafblind and partially blind. The issues from the Refugee Council relate to ease of access and skills of interpreters.

Sheffield CCG has also received feedback from service users during the urgent care in primary care consultation around these services. This information will be used to provide feedback to the provider and inform the action plan.

As a result of this further work is being undertaken in relation to provision of interpreting services:

- a new performance report in order to monitor activity in more detail
- a quality dashboard to enhance the monitoring of the contract
- consideration of the points raised in the Healthwatch report, which will be formally responded to
- work with the provider and with our contracting partners in relation to the existing contract and a review of the quality requirements set out within it

The provider has been very open in sharing with SHEFFIELD CCG complaints received over the last year. There are 34 in total relating to lateness/availability of an interpreter, conduct/ability of the interpreter and issues with the telephone line.

Sheffield CCG proposes to enhance the feedback it receives from both clinicians and service user in the form of surveys. A patient feedback form will be developed which we will work with practices to put in place, and an online feedback survey will be created for the clinicians. This will allow us to identify feedback service and quality concerns to the provider. The Provider also has its own mechanisms for collecting end user (the practice) feedback. An action plan will be developed with the provider to address any specific concerns that are raised.

4. Action for Primary Care Commissioning Committee / Recommendations

The Primary Care Commissioning Committee is asked to note the update provided.

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On behalf of: Nicki Doherty, Interim Director of Delivery - Care Outside of Hospital

15 January 2018