



9th November 2009

Consultancy report from WAVOCC Members on the use of NHS Worcestershire Community Contract

We received a total response from 13 WAVOCC Members; 18.5% of total WAVOCC membership. We believe this good level of engagement is indicative of WAVOCC member concern.

Have you been asked by NHS Worcestershire to sign the new community contract?

No WAVOCC members who responded had been asked by NHS Worcestershire to sign the new community contract as yet.

Have NHS Worcestershire allowed you to use existing SLA's (Service Level Agreements)?

We have received two comments from WAVOCC members:

- One member was not sure if it was a grant or SLA, having originally had an SLA but then being told that they would be receiving a grant this year. This member did not have to use the huge contract as this was discussed at their review meeting and it was felt that the 133 page contract was overkill for the small amount of money they received.
- The second WAVOCC member noted that the only NHS contracts they have are for GP surgery counselling & these are very simple SLAs with each individual surgery. They have not been asked to sign anything more complex.

Have you any other comments?

Eight members commented that they did not have any NHS contracts, while five members replied as follows:

- We have never held any contracts with the NHS although we have submitted bids for a contract through Agenda 69 which is the DoH (Department of Health) main funding scheme. We have never been large enough to qualify for this either as they want large geographical areas covered even in a pilot.

I believe ** anonymous** had a contract but this ended sometime ago, and we always thought it unfair that help was being made available to patients in only one area of the county. The WCC social services department also seemed to contract in the South of Worcestershire despite the social needs being higher in the North!

- We have a contract with Adult & Community mental health for £10,000 and a grant for £10,000. But following joint commissioning, I'm not too sure who is paying us. I have been working with **anonymous** and we have had some alterations made to our contract throughout the year but it is not anywhere near 100 pages. I am concerned however that they are now asking for case studies to be supplied but have not responded to requests asking who will have access and what the circulation will be for these.
- I don't think we have a contract with them – but we do provide them with a “spot purchase” type service as and when required. As far as I know, these are arranged by phone and followed up with a purchase order, but with no actual “contract” in place.
- Yes there is a distinct lack of communication between the NHS Worcestershire and us lesser mortals, decisions are made behind closed doors with no public awareness or consultation, they do not even bother having discussions with their own staff, who are the ones left trying to implement the changes and pacify the patient. I am trying to discuss **anonymous** with them, but getting nowhere fast.
- We are a bit annoyed about having yet another piece of monitoring on outcomes this time thrust on us - to do in a just over a couple of weeks, mainly because we have been asked for the same amount of information for a £5000 grant as a £20,000 grant.