

Role summary: Diabetes Procurement Volunteer

Background

The NHS across Kent and Medway want to implement a centralised booking hub for Diabetes Structured Education (SE) which will be for people living with and newly diagnosed with Type 1 and Type 2 diabetes.

Nationally and regionally, SE booking hubs have been set up and are successfully demonstrating an increase in the numbers of patient referred, and an increase in the number of patients successfully completing the diabetes education courses. There are a variety of established patient education courses on offer in Kent and Medway which assist them to understand their diabetes and take positive steps to managing their own care. Current uptake across Kent and Medway for structured education and attendance on the education courses has been significantly low. The poor attendance has resulted in wasted resources and is also extending the waiting time for those people that are motivated to improve their condition.

By implementing a new centralised booking hub, there will be many benefits which are:

- easier for patients to book onto the courses on offer
- More people attending the educational courses on offer
- Patients expanding their knowledge of how best to live with diabetes
- Improvement in people's clinical outcomes associated with their condition - with support from clinical staff.
- People managing their condition themselves and getting their (Type 2) Diabetes into remission.

What is the role of the Diabetes Procurement Volunteer?

This role requires an understanding of the diabetic perspective and some experience of local diabetes services. A commitment to the NHS and ensuring the needs of diabetic patients are met through the appointment of a new NHS provider to a diabetes education hub.

What is desirable is either an understanding of business processes such as contracting, or appointing contractors/personnel. Or an understanding of how to assess information against a series of criteria, based on a written submission - so an ability to read and analyse information and assess the merits of the organisations putting themselves forward to deliver the diabetes structured education hub.

The role of the Diabetes Patient representatives is to:

- Represent the perspective of diabetic patients across Kent and Medway, using your own relevant experience, to work with NHS clinicians and managers to appoint a provider for a diabetes SE hub.
- Review the information provided by the bidders (possibly 3 or 4 bids). There will be a small number of set questions with agreed criteria the bids should meet, and you will be asked to score and comment on the bids.

- The evaluation and scoring of the bids will take place on set dates in January, so you will need to be available on this date,(Insert dates) and willing to undertake a small amount of preparatory work prior to the evaluation to ensure a consistent approach is taken by everyone involved in the evaluation and scoring of bids.
- As this is a commercial process governed by EU and national regulations everyone taking part will need to comply with the Standards of Conduct, respecting the confidential nature of discussions and information shared.

Skills and experience required for this role

- Ability to understand and evaluate a range of information and evidence.
- Previous experience of using diabetes services across Kent and Medway.
- Ability to display sound judgement and objectivity.
- Have an awareness of and commitment to equality and diversity.
- Understand the need for confidentiality.
- To be computer literate and able to use Microsoft Office.
- A commitment to the 'seven principles of public life' (sometimes known as the 'Nolan Principles': selflessness, integrity, objectivity, accountability, openness, honesty, leadership).

Time commitment

- To be available for either face-to-face training (half day) or online training at the beginning of January. (Date to be confirmed).
- To be available between 13 January – 22 January 2020 for scoring of the tender bids.
- If needed, to be available for a maximum of two days to be part of the interview panel for potential bidders.

Support for Diabetes Procurement Volunteer

Throughout the scoring of the bids, you will receive support from a member of the Engagement Team. They will provide training on how to score the bids, support you throughout the period of scoring the bids and will keep you informed of the chosen new provider. If needed, they will support and prepare you to be part of the interview panel for potential bidders.