

SCHEDULE 2 – THE SERVICES

A. Service Specifications (B1)

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| Service Specification No. | 01/MRFH/0004 |
| Service | Community Vasectomy |
| Commissioner Lead | CCP for Maternal, Reproductive & Family Health |
| Provider Lead | Rebecca Jones |
| Period | 2013/14 |
| Date of Review | To be Agreed |

NHS Outcomes Framework Domains & Indicators

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|----------|--|---|
| Domain 1 | Preventing people from dying prematurely | |
| Domain 2 | Enhancing quality of life for people with long-term conditions | |
| Domain 3 | Helping people to recover from episodes of ill-health or following injury | |
| Domain 4 | Ensuring people have a positive experience of care | * |
| Domain 5 | Treating and caring for people in safe environment and protecting them from avoidable harm | * |

1. Purpose

1.1 Aims

To provide a vasectomy service for patients registered with Bournemouth and Poole GP practices. This GPSI vasectomy service is provided at Alma Road Medical Centre and is for male patients not requiring a general anaesthetic. The service will:

- enable patients to receive care and treatment outside hospital;
- provide patients, advised by their GPs, with an additional choice of service.

1.2 Evidence Base

- Implementing care closer to home: Convenient quality care for patients, DH, 21 May 2007
- Transforming Community Services, DH, January 2009
- High Quality Care for All, NHS Next Stage Review Final Report, DH, June 2008
- NHS Next Stage Review, Our Vision for Primary and Community Care, DH, July 2008
- Health Inequalities: Progress and Next Steps, DH, June 2008

1.3 General Overview

The vasectomy service will provide a specialist primary care approach to the surgical management of patients. The service for men requesting a vasectomy provides:

- counselling;
- sterilisation.

1.4 Objectives

The objectives of the service are:

- to provide safe, high quality, effective and evidence based surgical management of patients requesting vasectomy; and prevent complications;
- to provide a responsive service which achieves national and local referral to treatment targets.

1.5 Expected Outcome

- safe and effective sterilisation for men requesting a vasectomy.

2. Scope

2.1 Service Description

The service will provide a surgical vasectomy service with GPwSI and support nurse for men referred by GPs based in NHS Bournemouth and Poole area at Pelham's clinic Kinson

2.2 Accessibility/acceptability

Choose & Book

2.3 Whole System Relationships

Pathology
GPs

2.4 Interdependencies

Sterile equipment Services
Referrals from GPs
GP to follow up patients
Pathology Laboratory to test sample

2.5 Relevant networks and screening programmes

2.6 Sub-contractors

N/A

3. Service Delivery

3.1 Service model

The Service will:

- ensure that all referrals are dealt with in a quick efficient manner with an assessment date being offered for patients within the target set in the Framework for Scheduled Care. The Service will achieve referral to treatment national targets (18 weeks):
- offer a choice of appointments wherever possible;
- demonstrate that clinical activities undertaken will be evidence based and delivered according to local and national clinical guidance;
- provide any required interpreting and communication support services necessary, either by direct provision or by contract with a third party, in order to:

- minimise clinical risk arising from inaccurate communication
- support equitable access to healthcare for people for whom English is not a first language
- support effectiveness of service in reducing health inequalities

3.2 Care Pathway(s)

Referrals are from GPs through Choose and Book

4. Referral, Access and Acceptance Criteria

4.1 Geographic coverage/boundaries

Bournemouth and Poole

4.2 Location(s) of Service Delivery

,Pelham's clinic Kinson Bournemouth

4.3 Days/Hours of operation

Friday PM alternate weeks

4.4 Referral criteria & sources

GP Referral through Choose and Book

4.5 Referral route

Choose & Book

4.6 Exclusion criteria

Patients requiring a general anaesthetic are excluded.

4.7 Response time and prioritisation

95% of patients whose referral to treatment is within the 18 week national referral to treatment waiting time.

5. Discharge Criteria and Planning

Discharged in the care of referring General Practitioners after the operation

Specimen sample taken to confirm effectiveness of the operation

6. Prevention, Self-Care and Patient and Carer Information

Final Vasectomy Service Specification

- Working towards Individualised patient care plans
- 'SOS' system: enables patient to self refer for 6 months post discharge

7. Continual Service Improvement/Innovation Plan

| Description of Scheme | Milestones | Expected Benefit | Timescales | Frequency of Monitoring |
|-----------------------|------------|------------------|------------|-------------------------|
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SERVICE QUALITY

- Patient survey of outcomes and patient satisfaction;
- service to ensure processes are in place to promote high quality including:
 - appointment of appropriately qualified and experienced clinicians;
 - training, supervision and appraisal of all staff;
 - all staff to have a personal CPD programme;
 - an annual appraisal process to be developed;
 - Incident reporting: the service operates the standard NHS Bournemouth & Poole system.

8. Baseline Performance Targets – Quality, Performance & Productivity

| Performance Indicator | Indicator | Threshold | Method of Measurement | Frequency of Monitoring |
|--|-----------|-----------|-----------------------|-------------------------|
| <u>Quality</u> | | | | |
| 90% of patients whose referral to first definitive treatment time is within 18 weeks | | 95% | Monthly Score Card | Monthly |
| <i>Additional Measures for Block Contracts:-</i> | | | | |
| Staff turnover rates | | | | |
| Sickness levels | | | | |
| Agency and bank spend | | | | |
| Contacts per FTE | | | | |

9. Activity

9.1 Activity

| Activity Performance Indicators | Method of measurement | Baseline Target | Threshold | Frequency of Monitoring |
|---------------------------------|-----------------------|-----------------|-----------|-------------------------|
| Vasectomy (Procedures) | Activity Report | 43 | | Monthly |

