

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service Specification No.	01/MRFH/0038
Service	Single point of access – termination of pregnancy services
Commissioner Lead	MFRH CCP
Provider Lead	TBC
Period	1 September 2015 to 31 August 2018
Date of Review	April 2017

1. Population Needs

- **National/local context and evidence base.**
 - The Royal College of Obstetricians and Gynaecologists (RCOG) note in their evidence-based guidelines that one in three women will require an abortion at some point in their lives.
 - The total number of abortions for Dorset Clinical Commissioning Group patients in 2013 was 1,931. This was 6.6% more than in 2012 (1,812).
 - The South West Office for Sexual Health has an ambition for the region to have the highest percentage of abortions carried out within 9 weeks. Central booking systems are critical in achieving this. In Dorset 92.5% of abortions were carried out at under 13 weeks gestation, 82.8% were at under 10 weeks compared to 78.4% in 2012.
 - The percentage of medical abortions undertaken in 2012 in Dorset was 36%. Central booking services have a key role in ensuring women are aware of all abortion provision and have timely access for early medical abortions if appropriate.
 - The Department of Health estimates that reductions in delay in obtaining terminations would save the NHS between £645,000 and £30 million per year. The earlier a termination takes place the lower risk of complications and the most cost effective it will be.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

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	X
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	X

2.2 Local defined outcomes

- Improved access to termination of pregnancy services by providing genuine choice of provider and appointment times
- Women have terminations earlier and as a consequence a reduction in the number of women having late gestation terminations
- Reduction in the number of women waiting from referral to procedure

3. Scope

3.1 Aims and objectives of service

- The single point of access should undertake a pre-assessment to identify services required to meet the needs of women, including those with complex medical needs, disability, under 16 year olds and translation requirements.
- To provide a central telephone booking service that supports women accessing appointments for the termination of pregnancy services outlined in the Dorset termination of pregnancy service specification.
- To provide a central point of information and advice, which will improve patient and referring practitioners understanding of the commissioned termination of pregnancy service options available
- To support earlier access to termination of pregnancy services.
- To offer choice of provider and appointment times
- To improve the performance management and data collection to support commissioning and evidence based strategy
- Reduce waiting times from referral to procedure
- Providers should demonstrate that appointments were available in area within 5 days to achieve the assessment offered within 5 working days of first contact.
- Improve access for women with complex medical issues that are excluded from procedures in the community.
- To reduce the number of termination of pregnancy appointments not attended

3.2 Service description/care pathway

The central telephone booking service will provide high quality, efficient access to appointments across a range of commissioned termination of pregnancy providers for first assessment within 5 days of contacting the booking service.

The service will provide cost-effective, high quality provision according to evidence based-protocols and adapted to the needs of local populations working in collaboration with local Contraception and Sexual Health Services.

The service model

- The central telephone booking service is the entry point to the Dorset Termination of Pregnancy Pathway.
- It offers pre-assessment and initial counselling to women and therefore requires skilled telephone operatives who can provide excellent customer service to women at this sensitive time.
- The service will be the first point of contact for women accessing termination of pregnancy services and will discuss procedure options and commissioned providers to provide choice to women.
- When undertaking the pre-assessment the service will identify and record if the client is aware of any pre-existing medical conditions which may affect choice of provider.
- Where complex medical issues have been identified the service will refer to acute providers.
- The service will share information on the client to the chosen termination of pregnancy provider as detailed in the care pathway to ensure there is not duplication

in the pathway

- Women will be offered an appointment within 5 working days from a range of service providers so women can choose location, provider and/or preferred appointment time.
- Women will be made aware of the waiting times and locations of services. Women will be made aware of the different wait times and as appropriate be offered the earliest appointment that may not be in their preferred geographical location.
- Telephone response times need to be quick.
- The service will provide information, advice and support for clients as part of the local pathway.
- The provider will ensure they have information available to clients regarding details of booked appointments and location, including written patient information and maps
- The provider will request NHS number and where the woman is not able to provide it, they will use PDS to look up the NHS number after treatment and provide this to the chosen Termination of Pregnancy provider along with the rest of the patient information.
- The provider will actively reduce do not attend appointments in the termination of pregnancy providers e.g. by sending appointment reminders via text, contacting patients who DNA to support them to make a new appointment.

Care Pathway



Dorset TOP single
point of access pathw

Customer service

To provide a high quality service that deals with customers in a sensitive manner and provides effective communication with health care providers involved in the care pathway to supporting patients through the agreed pathway of care.

The Service Provider may receive calls following an abortion procedure and will ensure systems are in place for Service Users who contact the Central Booking Service to be referred to an appropriate service to receive follow-up care as required in line with the agreed local pathway.

Days/hours of operation

24 hours 7 days per week.

Referral criteria and sources

Referrals for abortion services will come from a wide range of sources:

- Healthcare professionals
- Integrated sexual health services i.e. GUM clinics, Family planning clinics, Community and sexual health services
- Sexual assault referral centre (SARC)
- Colleges
- Schools
- Young peoples sexual health services
- Social services
- Young persons services
- Voluntary sector organisations
- GPs
- Self referral

The provider will advertise the service and communicate with referrers to ensure there is a simple and streamlined referral process. The provider will provide information relating to local services including directions and contact details.

There will be a dedicated local number for Dorset patients to use and it will be the providers

responsibility to communicate this, with the support of the commissioner.

3.3 Population Covered

Patients registered with an NHS Dorset CCG GP.

3.4 Any acceptance and exclusion criteria

- Young women under 16 years are able to access Termination of Pregnancy advice and treatment but the provider must follow RCOG guidelines and all prevailing guidance on the provision of services to people under 16
- Access to termination of pregnancy services must not be restricted on the number of previous terminations.
- Professionals who are ethically opposed to terminations have a duty of care to refer onward women requesting termination services without delay

3.5 Interdependence with other services/providers

The single point of access provider will maintain efficient working relationships with the integrated sexual health services in Dorset. The service cannot work in isolation and is required to work with partners to address the needs of services users and to achieve optimum outcomes.

Clear clinical pathways for referral to local authority commissioned contraception services and primary care services are important.

Partners include:

- Termination of pregnancy providers
- Integrated sexual health services i.e. GUM clinics, Family planning clinics, Community and sexual health services
- Antenatal and postnatal services
- Cervical screening programme
- Child and adolescent mental health services
- Community pharmacy
- Drug, alcohol, obesity and stop smoking services
- General practice
- Gynaecology
- HIV treatment and care services
- Male and female sterilisation services
- Mental health services
- Pathology and laboratory services
- Prisons and youth offenders institutions
- Patient Transport Service
- School and educational services
- Sexual assault referral centre
- Social care
- Youth Services
- Local Childrens Safeguarding Board

4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

All prevailing guidance

4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)

- [The Fraser guidelines](#)
- [The British Association for Sexual Health and HIV\(BASHH\)](#)
- British Medical Association (BMA)
- General Medical Schools Council (GMSC),
- Brook Advisory Centres,
- [Royal College of Obstetricians and Gynaecologists \(RCOG\)](#)
- Family Planning Association (FPA)
- Royal Collage General Practitioners (RCGP)
- [A Framework for Sexual Health Improvement in England \(DoH\), 2013](#)

4.3 Applicable local standards

5. Applicable quality requirements and CQUIN goals

5.1 Applicable quality requirements (See Schedule 4 Parts A-D)

5.2 Applicable CQUIN goals (See Schedule 4 Part E)

6. Location of Provider Premises

The Provider's Premises are located at:

- To be advised by provider

7. Individual Service User Placement

N/a