

SCHEDULE 2 – THE SERVICES
A. Service Specifications (B1)

Service Specification No.	02/GMS/0027
Service	Radiology Department –Diagnostic Ultrasound -Swanage and Wimborne Hospitals
Commissioner Lead	CCP for General Medical & Surgical
Provider Lead	Norma Lee / Cara Southgate / Sally O'Donnell
Period	2013/14
Date of Review	To be Agreed

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

1. Purpose

1.1 Aims

- To Provide a high quality, cost effective diagnostic Ultrasound service
- To carry out Ultrasound examinations Royal College of Radiologists guidelines and local policies and protocols.
- To carry out Ultrasound examinations within a community hospital setting for patients within the local community and surrounding areas who are referred by their G.P, and other hospitals.
- To carry out Ultrasound examinations for patients referred by, Out Patient Department, Ward and Theatre.

1.2 Evidence Base

- All relevant NICE guidance and National Service Frameworks.
- Royal College of Radiologists guidelines.

1.2 General Overview

1.3 Objectives

To offer the local community an easily accessible and local diagnostic ultrasound service, which provides the benefits of local knowledge of the community and therefore providing a more personal service with caring, friendly and polite staff whose primary objective is the care of their patients and making the patient experience a positive one.

1.4 Expected Outcomes

Delivery of a service which

- Supports carers.
- Works with other professions and agencies to ensure optimum outcome for patients.
- Has high patient satisfaction ratings.
- Ensures all patients are offered an appointment within 6 weeks from the date of referral from their G.P and that all Outpatient referrals are carried out within 3 weeks of date of referral in accordance with the 18 week RTT.
- All diagnostic Ultrasound reports are returned to the referring clinician within 5 days of the patients appointment.
- Reports for urgent referrals for Diagnostic Ultrasound are returned to the referring clinician within 3 days of the patients appointment.
- Respects equality and diversity.
- Produces high quality ultrasound images.
- High standards of cleanliness and infection control.
- High level of quality control achieved by regular quality assurance tests being carried out on equipment and a regular preventative maintenance service schedule.

Regular clinical audits are carried out to ensure that the above outcomes are met.

2. Scope

2.1 Service Description

Sonographers work closely with other members of a multidisciplinary team such as, local G.P.'s, visiting consultants and Radiologists and sonographers at Poole hospital, to ensure that a high quality diagnostic service is delivered to patients.

2.2 Accessibility/acceptability

- Based at community hospital.
- Arrangements are made for patients who may have difficulty accessing the service due to disability such as arranging transport to and from hospital.
- All referrals are appointed within 6 weeks.
- All urgent referrals are appointed within 2 weeks of referral date.
- The service aims to meet all SHA targets including RTT.
- Service is aware and responsive to age, culture, disability and gender sensitive issues.

2.3 Whole System Relationships

The service works closely with local G.P's , consultants in the Out Patient Department, ward staff, and maintains a strong link and working relationship with the radiology department at Victoria hospital, Wimborne and radiologists and sonographers at Poole General Hospital, and staff from the Medical Physics Department at Poole Hospital.

2.4 Interdependencies

Orthopaedic, Urology, Rheumatology, gynaecology out patient clinics at Victoria Hospital, Wimborne and Swanage Hospital. Ward. G.P's from local and surrounding area surgeries such as Swanage, Corfe Castle, Wareham, Broadstone, Corfe Mullen, Cranborne and Ferndown.

2.5 Relevant Clinical Networks and Screening Programmes

N/A

2.6 Sub-contractors

- Radiologists at Poole General Hospital are contracted for the purpose of carrying out diagnostic Ultrasound examinations at both Victoria Hospital, Wimborne and Swanage Hospital

- Sonographers from Poole General Hospital are contracted for the purpose of carrying out diagnostic Ultrasound examinations at both Victoria Hospital, Wimborne and Swanage Hospital.

3. Referral, Access and Acceptance Criteria

4.1 Geographic coverage/boundaries – NHS Dorset patients

4.2 Location(s) of Service Delivery

Radiology Department, Swanage Hospital.
Radiology Department , Victoria Hospital, Wimborne

4.3 Days/Hours of operation

Swanage-

Radiologist Diagnostic Ultrasound Session alternate Fridays 0845-11.15am
Sonographer Diagnostic Ultrasound Session alternate Fridays 0900-1500

Victoria Hospital, Wimborne-

Radiologist Diagnostic Ultrasound session Monday 2-3.30pm,
Tuesday 8.30- 10.30am, Wednesday 9am-11.30am and Wednesday 2pm-4pm
Sonographer Diagnostic Ultrasound sessions Monday 9am-12.30pm
Tuesday 10.30am-12.30pm, Wednesday 11.30am-12.30pm
Thursday 8.30am-12.30pm 1.30pm-5pm, Friday 9am-12.30pm

4.4 Referral criteria & sources

Patients of all ages requiring diagnostic ultrasound imaging for a wide range of musculoskeletal and medical complaints whose referrals comply with the guidelines set down by the Royal College of Radiologists.

Referrals considered to be urgent are:-

- Those designated as urgent by the referring clinician.
- Patients severely disabled by their complaint and which is causing considerable discomfort and deterioration to their quality of life.
- All referrals for ? Haematuria
- All referrals for PMB.
- Paediatric scans are referred to specialist paediatric radiologists at Poole Hospital
- All referrals for query or known metastatic disease/cancer.
- All referrals for diagnostic ultrasound of testes.
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This is not an exhaustive list of referrals which may be considered in need of an urgent appointment. Each referral is considered for urgency on it's own merits and may be done in consultation with the referring clinician and Radiologist.

4.5 Referral route

Referrals are currently accepted by internal mail, external mail, fax, and by hand.

4.6 Exclusion Criteria

Those referrals for diagnostic ultrasound examination that do not comply with the Royal College of Radiologists Guidelines.

Obstetric ultrasound examinations.

4.7 Response time and prioritisation

All patients are seen within 6 weeks of patient referral unless by patient choice such as unavailable due to work or holidays. Patients on a RTT Pathway are seen within 3 weeks of

referral. Patients referred as urgent are seen within 2 weeks of referral.

5. Discharge Criteria & Planning

For G.P referrals, patients are informed that their G.P should receive the report within 7 days of their appointment, and that the G.P will contact the patient if the report indicates that further treatment is necessary. Patients are requested to contact their G.P if they are at all concerned about their health in the interim.

For referrals from OPD the patient is referred back to that department and an appointment will be made by the out patients department, with the referring clinician to discuss the results.

6. Self-Care and Patient and Carer Information

Patients or their carer are given clear instructions as to when and how to access their results after their Ultrasound examination.

Details of appointment times are given by appointment letter. The appointment letter contains clear and concise instructions for any patient preparation that may be required for a particular diagnostic ultrasound examination. If any inability by the patient to understand written instructions is indicated by the referrer then the patient/patients carer is contacted by telephone. Patients are able to call the department during opening hours regarding any queries or any difficulties that they may encounter in carrying out the required preparation and are advised accordingly. In cases where an appointment is made in under a week from date of referral, due to urgency, the patient is contacted by telephone to ensure that they are able to attend.

A Clear, concise explanation is given to the patient/carers about the diagnostic procedure which is to be carried out and any necessary instructions given and consent obtained. The patient is given time to express any concerns or ask any questions about the proposed procedure.

Questions in the services annual patient satisfaction survey consistently confirm that patients felt that they were given satisfactory information about their ultrasound examination and that they felt comfortable and able to ask any other questions that they may have.

<i>7. Quality and Performance Indicators</i>	<i>Quality and Performance Indicator(s)</i>	<i>Threshold</i>	<i>Method of Measurement</i>	<i>Consequence of Breach</i>
HCAI Control				
Service User Experience				
Improving Service Users & Carers Experience				
Unplanned admissions				
Reducing Inequalities				
Reducing Barriers				

See schedule 3 part 4a

Improving Productivity				
Access				
Personalised Care Planning				
Outcomes				
Additional Measures for Block Contracts:-				
Staff turnover rates				
Sickness levels				
Agency and bank spend				
Contacts per FTE				

8. Activity

<i>Activity Performance Indicators</i>	<i>Threshold</i>	<i>Method of measurement</i>	<i>Consequence of breach</i>

Activity Radiology Swanage

2009 Ultrasound ----- 2010

Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	January	Feb	March
93	108	90	105	98	97	122	107	92	86	88	96

2009 Xrays ----- 2010

Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	January	Feb	March
268	262	309	287	237	253	265	257	239	226	259	335

2010 Ultrasound ----- 2011

Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	January	Feb	March
113	83	96	106	94	85	124	97	97	86	77	

2010 Xrays ----- 2011

Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	January	Feb	March
298	308	318	290	295	272	262	247	193	249	269	

Activity Radiology Wimborne

2009 Ultrasound ---- 2010

Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	January	Feb	March
442	438	425	478	385	472	463	456	418	413	383	409

2009 Xrays ----- 2010

