

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

<b>Service Specification No.</b>	02/GMS/0028
<b>Service</b>	Outpatient Department Community Hospitals
<b>Commissioner Lead</b>	CCP for General Medical & Surgical
<b>Provider Lead</b>	Norma Lee / Cara Southgate / Sally O'Donnell
<b>Period</b>	2013/14
<b>Date of Review</b>	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 high quality, cost effective, professional, personalised care for our outpatients in a comfortable and safe environment.

To offer support and understanding to both patients and relatives/carers.

To provide a comprehensive outpatient service to local people. This includes access to diagnostics, medical/surgical consultants or medical practitioners and treatment within specified referral to treatment times;

To offer consulting room facilities to external healthcare providers to ensure patients from other areas have timely access to treatment

To derive income from use of facilities

**1.2 Evidence Base**

- “Our Health, Our Care, Our Say” White paper - Care Closer to Home Project.
- NICE guidance
- Essence of Care
- Clinical governance-standards for better health
- PCT policies and procedures for infection control
- Trust Policies – Child Protection and Adult Protection
- Trust policies - general
- NSFs
- NPSA guidelines

### **1.3 General Overview**

Provides a locally accessible outpatient service specialties including:

- Orthopaedics (Consultant and GPwSI-led)
- Haematology
- Urology
- Parkinson's
- Gynaecology, including colposcopy clinics
- Colo Rectal
- Cardiology
- Ophthalmology
- Mental Health
- Orthoptics,
- Glaucoma review
- Elderly Medicine
- ENT
- General Surgery
- Paediatrics
- General Medicine
- Rheumatology (Consultant and nurse-led)
- Acute Back Pain
- Phlebotomy,
- Nurse Led Ulcer Clinic

Please see schedule of Outpatient activity in the Community Hospitals for the period April to December 2010.

### **1.4 Objectives**

- To provide safe, professional practice in a caring environment;
- To provide individualised person centred care;
- To promote a multi-professional approach to treatment where applicable;
- To offer the patient choice in relation to his initial appointment and any future appointments/tests/theatre procedures;
- To involve the patient (and his relatives/carers if requested) in his treatment plan;
- To ensure that the patient has understood what his treatment will involve;
- To provide written information for the patient on his condition where appropriate;
- To provide written information for the patient prior to any operation where appropriate;
- To audit and monitor the quality of care provided;
- To comply with the Health & Safety at Work Act;
- To monitor referral rates and liaise with Consultants with regard to extra clinics to ensure that the best use is made of their time.

### **1.5 Expected Outcomes**

We expect to deliver a service that:

- meets patient needs by offering a wide range of specialties and a choice of appointment times;
- provides appropriate information and treatment options to allow the patient to make

- an informed choice with regard to their care and then supports that choice;
- supports carers;
  - scores highly in patients satisfaction surveys.

All patients will be referred, examined, diagnosed and treated by the chosen consultant/team within 18 week target.

Hospital facilities will be used for appropriate specialties, so that, as far as possible, patients do not have to travel between hospital sites for any part of their care;

## 2. Scope

### 2.1 Service Description

A wide range of outpatient services in a local setting.

### 2.2 Accessibility/acceptability

Patients are referred by GPs through the Choose and Book system and paper based referral systems.

Patients are seen and treated within the current Referral to Treatment targets.

Access to the department complies with the DDA regulations and we are aware of and responsive to legislation concerning age, culture, disability and gender sensitive issues.

### 2.3 Whole System Relationships

Teams within the hospital and with staff at other units work together to ensure that the patient's journey from referral to treatment is a smooth and stress-free one.

### 2.4 Interdependencies

- Consultants and nurse specialists from, Poole, Salisbury, Royal Bournemouth and Dorchester hospitals;
- Day Surgery Units;
- Radiography Departments;
- Information and Admissions teams.

### 2.5 Relevant Clinical Networks and Screening Programmes

Host Breast screening mobile services on some sites.

All units promote smoke stop and referral to healthy eating programmes.

### 2.6 Sub-contractors

- Consultants and nurse specialists from, Poole, Yeovil, Salisbury, Royal Bournemouth and Dorchester hospitals;
- Imaging services from Dorchester, Yeovil and Pooler hospitals;
- Theatre services from Salisbury, Poole, Yeovil and Dorchester hospitals;

- Pharmacy and laboratory services from Dorchester, Yeovil and Poole hospitals;
- Othotics services.

### 3. Referral, Access and Acceptance Criteria

#### 3.1 Geographic coverage/boundaries

Patients referred through the Choose & Book system may be from any GP surgery within Dorset PCT.

#### 3.2 Location(s) of Service Delivery

Blandford Hospital  
Bridport Hospital  
Shaftsbury Hospital  
Portland Hospital  
Weymouth Community Hospital  
Sherborne Community Hospital  
St. Leonards Community Hospital  
Wimborne Community Hospital  
Swanage Hospital  
Wareham Hospital

#### 3.3 Days/Hours of operation

Monday to Friday, 0830 to 1700.

Occasional evening and weekend clinics

#### 3.4 Referral criteria & sources

Referrals must be from GPs or other healthcare professionals and comply with the service specific booking conditions published on Choose & Book.

#### 3.5 Referral route

Referrals are accepted through the Choose and Book system (and on paper when this is down) and by letter from Consultants/other healthcare professionals.

#### 3.6 Exclusion Criteria

As listed on Choose & Book

#### 3.7 Response time and prioritisation

Patients will be treated within the Referral to Treatment targets. Urgent patients are seen within four weeks. Consultants will see referrals before the clinic and will expedite the appointment if they consider the appointment is not soon enough.

### 5. Discharge Criteria & Planning

Patients are discharged from clinic at the Consultant/GPSI request.

**6. Self-Care and Patient and Carer Information**

Relevant information on conditions and treatment options are routinely given to the patient to enable him to make an informed choice. Where surgery is required, the patient is also given information about this at the outpatient clinic.

<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>
<b>HCAI Control</b>				
<b>Service User Experience</b>				
<b>Improving Service Users &amp; Carers Experience</b>				
<b>Unplanned admissions</b>				
<b>Reducing Inequalities</b>				
<b>Reducing Barriers</b>				
<b>Improving Productivity</b>				
<b>Access</b>				
<b>Personalised Care Planning</b>				
<b>Outcomes</b>				
<b>Additional Measures for Block Contracts:-</b>				
<b>Staff turnover rates</b>				
<b>Sickness levels</b>				
<b>Agency and bank spend</b>				
<b>Contacts per FTE</b>				

**8. Activity**

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

<b>Activity Plan</b>			
<b>9. Continual Service Improvement Plan</b>			
<ul style="list-style-type: none"> <li>• To review clinics as appropriate</li> <li>• To develop “one stop “ clinics in line with developments from GP commissioning.</li> </ul>			
<b>10. Prices &amp; Costs</b>			

### 10.1 Price

Basis of Contract	Unit of Measurement	Price	Thresholds	Expected Annual Contract Value
<b>Block Arrangement/Cost and Volume Arrangement/National Tariff/Non-Tariff Price _____*</b>		£		£
<b>2009 Quality Payment</b>				
<b>Total</b>		£		£

*\*delete as appropriate*

### 10.2 Annual Contract Value by Commissioner

Total Cost of Service	Co-ordinating Commissioner Total	Associate Commissioner Total	Associate Commissioner Total	Associate Commissioner Total	Total Annual Expected Cost
£	£	£	£	£	£