

Contract Title: W177115

Gastroenterology Insourcing Services

DURATION OF CONTRACT

Start date of contract	05/01/2026
End date of contract	04/07/2027 (18 months)
Extension period	1 year to a maximum extension end date of 04/07/2028
Extension notice period	12 weeks before expiry of the initial period

SERVICE SPECIFICATION

Due to an increased waitlist for 1st outpatient gastroenterology appointments at Blackpool Teaching Hospitals NHS Foundation Trust there is a requirement for an insourced Gastroenterology Outpatient provision. This is to support the reduction in waitlists in line with new national guidelines on 52 week waits.

The trust is seeking to appoint an insourcing provider who can deliver:

- Gastroenterology outpatient first appointment assessments for circa 1800 patients, envisaged to be primarily telephone consultations but also face to face reviews as required both delivered on hospital site
- Gastroenterology outpatient follow up assessments for circa 540 patients, envisaged to be primarily via telephone and on hospital site. This is based on an approximate 30% conversion rate.
- Onsite outpatient clinics on both Saturdays and Sundays.
- Remote patient review (admin) sessions between 9am and 5pm Monday – Sunday.
- Dictation of all sessions on the same day as clinic or review.
- Completion of any test requests on the day of clinic or review.
- Updates to the appropriate patient tracker on the day of clinic or review.
- Discharge rates similar to trust norms.
- Clear dictation on the urgency of any follow up appointments (e.g. 6 weeks, 3 months, 6 months).
- Lead clinician for insourcing provider contactable daily for urgent results including RAD alerts
- Ad hoc provision of a Healthcare Assistant to support the delivery of face-to-face clinics. This will be upon request and with 2 weeks' notice.

Location of services to be delivered.

On site services will be delivered on Trust premises. At contract start services will be delivered at: Blackpool Victoria Hospitals NHS Foundation Trust, Whinney Heys Road, FY3 8NR
Admin sessions may be delivered remotely or on-site as per the service needs.

Mobilisation requirements

Services are expected to commence on 05/01/2026. Contract signature is expected to occur with enough time to onboard the successful supplier before this date.

The following steps will be required prior to service commencement:

- Supplier must provide all their staff with an appropriate uniform.
- Trust provides all supplier staff with an appropriate ID badge.

- Trust provide IT logins.
- Supplier must provide details on staff compliance with mandatory training requirements including moving and handling, resuscitation, basic life support.
- Supplier must be familiar with the site (e.g. where to collect patients, resus trolley location etc).
- Completion of trust information governance policies, including completion of a data protection impact assessment (DPIA).

Service Days Required

A new patient assessment is expected to take: 20 minutes.

A follow up patient assessment is expected to take: 15 minutes.

A Clinic will be made up of new and follow up patient assessments.

Clinics will be booked on Saturdays and Sundays.

Each day will include 4 Clinics with 2 x clinics starting at 0830 and 2 x clinics starting at 13.30.

An Admin Session will contain approximately 30 patients records requiring review with results letter dictated

Admin Sessions can be booked between 0900-1700 Monday – Sunday and can be completed remotely.

For the first 6 weeks of the contract, 8 x Clinics per week will be booked comprising mostly new patient assessments.

From the 7th week onwards, it is expected that there will be 4 x clinics per week and 4 x admin sessions per week. In this period, clinics will comprise a mix of new and follow up patients.

The Authority reserves the right to vary the make up of clinics, admin sessions and the frequency of each with agreement from the supplier.

Any patient diagnosed with chronic Gastroenterology issue requiring further long-term follow-up at BTH under Gastroenterology service will need formal referral to be triaged by HOD.

Number of cases/scans/named activity to be completed during contract

The current waiting list includes 1800 new patients which are to be seen in the 18 month term of the contract.

Approximately 540 (30%) of these are expected to require a follow up assessment. These follow ups are expected to occur in the 18 month term of the contract.

All 1800 will require review in an admin session, these are to be delivered within the 18 month term of the contract.

Staff Experience and Qualifications

The Authority must Pre-approve all CVs of each individual Supplier staff member prior to that staff member beginning work with the Authority. The CV's must include staff names, qualifications, and references. References must be provided prior to the Consultant attending site. The Authority retains the right to refuse a staff member based on lack of qualifications, sub-speciality expertise or poor

references. Following review of a CV, an Authority may request a trial period for that staff member with specifics of the trial agreed between that Authority and the Supplier.

A Consultant Gastroenterologist must hold the following experience:

Mandatory

- Prior NHS Gastroenterology experience – working as a Consultant Gastroenterologist level within the NHS for at least 2 years
- Demonstrate minimum English Language requirements in line with General Medical Council Guidelines,
- Full registration with GMC
- CCT (Certificate of completion of training) or CESR (Certificate of eligibility for specialist registration) registration in Gastroenterology and General Internal Medicine
- MRCP (Membership of the Royal College of Physicians) or equivalent
- Consultant is working to National best practice guidelines.

Desirable

- Experience using G2 Speech Exec Dictation System
- Experience using Solus Endoscopy Reporting System

Patient Booking

All bookings will be completed by The Authority.

Supplier to manage patient attendances through Maxims PAS system once implemented.

Room Availability & Booking (if applicable)

Supplier staff must be on site to start the first appointment at 0830.

On site rooms will be made available by the Authority.

Equipment (if applicable)

Supplier must provide Laptop, Dictaphone and stationery (if required).

The Authority will provide a VPN to access trust systems.

The Authority will provide any required clinical consumables.

IT Systems

Trust provide logins for use of Trust IT Systems.

Staffing Availability & Rotas (if applicable)

The Supplier must provide 5 working days' notice if they are unable to provide the full service.

The Authority must provide 5 working days' notice if they do not require the full service.

Supplier responsibilities

The Supplier must follow all local Policies, Procedures and Protocols. Specifically: expect to do quality assurance in line with BTH quality assurance policy, all patient ID checks must follow the local policy and procedure, they must perform quality Gastroenterology Assessments, must comply with local incident reporting policies and procedures.

Trust Responsibilities

The Authority provide all bookings, consumables, day list.

KPIs

The proportion of patients that are discharged align to Trust standard rates and align to Trust clinical practise.

0% Significant Clinical Incidents.

100% Incidents to be reported.

90% of appointments started on time.

99% of dictations to be completed on the same day as the clinic or review.

99% of test requests to be completed on the same day as the clinic or review.

99% Patients updated on the tracker on the same day as clinic or review.

100% of Urgent clinical findings or RAD alerts to be notified within 24 hours.

Clinic KPI to be monitored and supplied by supplier including % discharged at 1st appointment, % referred for tests (including breakdown Endoscopy, Fibroscan, Radiology imaging etc), % conversion to follow-up appointment.

Failure to meet the KPIs above will result in the application of Service Credits. The exact nature of which will be determined during contract negotiation.

Patient recalls due to incorrect assessment must be provided free of charge

Provider must comply with trust complaints procedure

Must attend monthly review meetings where performance and adherence to KPIs is assessed and reported on.

Registrations Required

The Supplier must be CQC registered at the time of bid,

The Supplier must hold Cyber Essentials at the time of bid,

TARIFF/PAYMENT TERMS

Invoices will be submitted to 382.bth@elfsap.co.uk monthly in arrears within 14 days of the end of the month. All invoices must note a valid PO and Contract Reference.

The invoice description must clearly distinguish between New Patients, Follow Ups and Admin Session. e.g. number of new patient assessments completed from DD/MM/YY to DD/MM/YY.

Charges will be based on a per patient pricing model.

The supplier will have the right to charge for an assessment where a patient does not attend (DNA). This will be at a rate specified within the Suppliers tender documentation.

The Authority may request an HCA to support the delivery of face-to-face Clinics. This will be charged at the rate specified within the Suppliers tender documentation.

TERMS OF CONTRACT

The contract will be awarded under NHS Terms and Conditions for the Provision of Services (PA23) Legal Liability must be provided in line with schedule 2 clause 14 of the contract terms and conditions.

The Supplier or the Authority may terminate the contract by providing three months written notice.

The service model for this contract must not require future recruitment of staff currently employed by the Authority.

No staff member holding a substantive contract of employment with the Authority can be utilised to fulfil the services of this contract.