

Contract Title: Insourcing of Audiology services

DURATION OF CONTRACT

Duration of contract: Initial Period of 3 months, with an option to extend for another 3 months.

Start date of contract	19/01/2026
End date of contract	31/03/2026
Extension period	3-month potential
Extension notice period	4 weeks before expiry of the initial period

SERVICE SPECIFICATION

Within our Audiology department, we have a backlog of 500 'Pure Tone Audiometry' (PTA) assessments within our Audiology department that require completion to support each patients' Ear, Nose & Throat (ENT) pathway. In addition, the Trust would request Audiology support to work alongside our Head & Neck consultant led clinics to offer the same-day assessments for patients known to required Audiology testing within their 1st outpatient appointment. These assessments will support treatment planning for each patient.

This agreement will require pre & post ENT 1st appointment Audiology testing. Results from each assessment will need to be provided to the Consultants in preparation for either their 1st outpatient appointment or following their 1st outpatient appointment, where this will be provided for an admin review and form part of the consultant treatment planning process. Any secondary/ repeat assessments will need to be undertaken.

Location of services to be delivered.

At the Contract Commencement Date Pure Tone Audiometry services will be delivered at Blackpool Victoria Hospital - Whinney Heys Rd, Blackpool FY3 8NR, within our Outpatient department. All room space and equipment will be provided to the Insourcing company.

Mobilisation requirements

Prior to start date, both parties will work together to ensure seamless implementation, including:

- CV review and acceptance by Blackpool Teaching Hospitals Trust, through local and regional support
- Co-ordination of training for staff on relevant IT systems, including all Governance requirements.
- Trust provides all supplier staff with the appropriate ID badge
- Completion of service review documentation
- Identification of key escalation points
- Site visit from suppliers' team prior to implementation and sessions beginning.

Service Days Required

- Ability to cover across 7 days per week as and when required, which fits into the room availability within Blackpool Teaching Hospitals Trust clinic space.
- Expected clinic times would be between 8am-5pm Monday to Sunday.
- In addition, weekend working would be required where this would be 'Audiology only' assessment clinics. As a result, the ask would be for both in-week and weekend working -
 - 8 clinics covered between Monday and Friday. Days to be confirmed.
 - 4 clinics to be covered both Saturday and Sunday.
- The schedule will be designed in line with our consultant clinics, specifically aimed at the Pure Tone Audiometry slots we offer.

Number of cases to be completed during contract

The expected activity through this contract would be a minimum of 500 across the initial 2-3 months, up until 31st March 2026.

This would be delivered through 8 weekend all day clinics (4 clinics on Saturday and 4 on Sunday). In addition, the Trust would expect 8 clinics covered per working week alongside Head & Neck consultants for same-day testing. Days to be confirmed.

Each clinic would contain an additional 4 patients. As a result, this would increase patient numbers by 288 patients based on 9 weeks delivery.

Room Availability

Blackpool Teaching Hospitals Trust will provide the suitable outpatient rooms with required equipment availability with 2 weeks' notice. Weekly meetings will be arranged to discuss capacity arrangements and required specialist requirements, based on patient needs throughout the course of the agreement.

Equipment

Blackpool Teaching Hospitals Trust will provide all equipment required to undertake outpatient clinics and the variety of assessment types required for the patient cohort.

Staffing Availability & Rotas

Blackpool Teaching Hospitals will hold weekly meetings after service commencement to monitor performance. These will also serve as a forum for discussing upcoming capacity and a forum to discuss any issues, incidents, complaints or regional work the service is required to implement. Blackpool Teaching Hospital will provide the supplier with 2 to 4 weeks' notice of which sessions are required.

Supplier responsibilities

The supplier will be responsible for Audiology assessments for patients progressing through their ENT pathway. The assessment outcome will be provided to the consultant group to support their treatment/ discharge planning process.

The Trust will try to provide an HCA for these Insourced clinics where possible, but the supplier will need to be flexible to offer a Health Care Assistant (HCA) for the delivery of these clinics when the trust is unable to provide.

The Supplier will also be required to provide administrative support and will be responsible for booking all patients and backfilling cancellations to ensure all clinics are fully booked.

Any ongoing referrals need to be completed by the supplier. If an issue is noted at point of testing supplier will need to refer the patient accordingly.

Trust Responsibilities

Blackpool Teaching Hospitals will provide the 1st outpatient appointment within the ENT department, where the Pure Tone Audiometry assessment outcome will be utilised.

All consumables will be provided by the Trust.

KPIs

Clinical audits – as required/ requested

Weekly service review/ meeting

95% successful initial Pure Tone Audiometry assessment including DNA's.

100% booking utilisation - all slots on clinic to be booked.

Re-review rate, less than 5%

100% incidents to be reported (where applicable)

100% of urgent clinic outcomes to be escalated within 24hours

Staff Experience and Qualifications

BSc in Audiology or the equivalent professional qualification.

Audiology staff should be registered with AHCS or HCPC.

Essential experience of assessing the hearing of both adults and children.

Experience of working in the NHS.

Essential evidence of hearing aid verification techniques.

Essential firm knowledge of audiological patient management systems and information technology.

Experience of utilising the AuditBase system (desirable)

Demonstrate minimum English Language requirements of an Allied Health Professional as described by NHS Professionals. See Appendix 2.

Registrations Required

The supplier will be working under Blackpool Teaching Hospitals Trust CQC accreditation. However, the supplier will be working under their personal 'right to practice'.

Tarif/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.

ICT & IG REQUIREMENTS

A DPIA must be completed by each individual Authority and the Supplier prior to the first utilisation of the contract. The DPIA must be completed in line with local Information Governance procedures. Any identified risks from the DPIA must be mitigated before services can commence.

TRAINING & INDUCTION

Site visit prior to contract start date will be required. All IT training to various systems will be provided prior to contract start date.

TERMS OF CONTRACT

The contract will be awarded under NHS Template sub-contract for the provision of clinical services for use with the NHS Standard Contract 2025/26 (Full Length).

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.