

Contract Title: Echocardiography Insourcing Services

Duration of Contract

Duration of contract: 2 months with an option to extend for further 4 months.

Start date of contract: 01/02/2026

End date of contract: 31/03/2026

Extension period: 4 months

Extension notice: 30 Days

1. Service Specification

Blackpool Teaching Hospitals require the provision of outpatient Transthoracic Echocardiograms. To assist with reducing waiting times and to ensure that patients are seen within the correct time frame and the reporting of these scans will also be available in a timely manner.

The Trust involved is Blackpool Teaching Hospitals NHS Trust (BTH).

1.1 Location of services to be delivered.

At the Contract Commencement Date, services will be delivered at the following sites:

- Whitegate Drive Health Centre, FY3 9ES
- Fleetwood Health & Wellbeing Centre, FY7 6H

1.2 Mobilisation requirements

Services are expected to commence on 01/02/2026. 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:

ID badges must be provided by BTH, CVs to be checked and approved by the Authorities, confirmation all mandatory training has been completed e.g. manual handling, Basic Life Support.

1.3 Service Activity Required

Week to week the number of sessions required will vary. Below are the potential sessions that services may be required for. The Commercial Response Template details the anticipated scan volumes per week. Services will not be required at BTH on Christmas Day.

Whitegate Drive Health Centre: Monday to Friday 8.45am – 4:45pm (5 x 1 day session).

Fleetwood Health & Wellbeing Centre: Monday and Thursday 8.45am – 4:45pm (2 x 1 day session)

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

A typical day will require the completion of a certain number of scans and reports:

- Minimum of 11 patients per day sessions, The supplier is expected to complete a full day 8:45-16:45, so estimated 7.5 hours (accounting for a 30min break) and 11 patients. Sessions to include Transthoracic Echocardiograms.
- Reporting to include Transthoracic Echocardiograms to the British Society of Echocardiography standard.
- Below is an example of the entire patient pathway on the day.

Patient checks in using in-touch, Meet patient, ID patient, scan, report scan, compliance with comms of urgent findings.

- Supplier staff must be on site with enough time to start the first patient at the time listed.
- All required equipment to deliver the service will be provided by the Trust.

1.4 Staffing Availability & Rotas

Where possible and for the purposes of booking clinics, BTH to provide the supplier approximately 2 weeks' notice of which sessions are required.

Minimum Notice to Supplier of not requiring services: 48 working hours.

Minimum Notice to BTH of inability to provide service: 48 working hours.

1.5 Staff Experience, Qualifications & Induction

Echo Cardiographer must hold the following experience:

Mandatory

- Prior NHS experience.
- Enhanced DBS for adults.
- BSc Healthcare Science or equivalent.
- British Society of Echocardiography Level 2 Adult Accreditation.
- Demonstrate minimum English Language requirements of an Allied Health Professional as described by NHS Professionals. See Appendix 2.
- Experience and competence to write and verify own reports.

Desirable

- Experience with GE ultrasound machines.
- Working knowledge of PACS (Change Healthcare) systems.

BTH must Pre-approve all CVs of each individual Supplier staff member prior to that staff member beginning work with BTH. The CV's must include staff names, qualifications, and references.

References must be provided prior to Radiologist attending site. BTH retains the right to refuse a staff member based on lack of qualifications or poor references. Following review of a CV, BTH may request a trial period for that staff member with specifics of the trial agreed between BTH and the Supplier.

The Trust will provide familiarisation with site and refresher training for equipment.

1.6 Clinical Governance

Information about how clinical governance will be assessed and monitored.

Registrations Required (Mandatory):

British Society of Echocardiography

Cyber Essentials

Desirable Registration:

IQIPS registration (UKAS)

Trust & Supplier responsibilities

Supplier to comply with local policies and procedures.

Supply must comply with local scanning protocols.

1.7 Communication of urgent findings

Physiologist performing echo decides whether the patient should present themselves to the onsite walking centre, with evidence of the problem (e.g., Echo report).

Registrar on call available on #1770 at BTH (phone BTH switchboard first) to contact if advice or admission to BTH is required.

Advice can be sought by phoning CIU #58548 or Echo services manager #57741.

1.8 Supplier Procedures

The supplier must provide a procedure that allows BTH to identify the original report writer to allow clinical clarifications. E.g. inclusion of report writer name and contact details at bottom of report.

The supplier must provide a procedure that allows BTH to raise clinical discrepancies to the supplier.

Trust will provide booking of patients, patient lists on the day, adequate room space, equipment that is appropriately maintained with Quality Assurance up to date, Trust PCs for Admin and Reporting, PPE, clinical consumables, medical devices and training.

Equipment & IT (if applicable)

Desktop PCs provided by BTH.

Logins provided by BTH.

1.9 KPIs

Service Review at end of month one, either via Teams or face to face.

Report audit - trust will do internal audits and share this if required. Supplier must evidence own audit process.

Compliance with local policies and procedure.

Consistency of staff, same Physiologists to attend where possible.

Patient complaints escalated to the Trust within 48 hours, complaints/incidents from patients are handled in line with Trust Policies and Procedures. Supplier to ensure mandatory training Moving and Handling, Basic Life Support, etc is completed.

Blackpool Teaching Hospitals will be looking for, as a minimum from the Provider, an outline report based on the KPI's as per table below.

| Ref: | Operational Standard/Description | Standard of performance | Target | Reporting Frequency |
|------|--|---|----------------------------------|---------------------|
| 1 | Requested Sessions | Filling requested sessions with qualified personnel | 98% | Monthly |
| 2 | Number of Complaints | To be monitored through the Clinical Governance Meetings | <5% | Monthly |
| 3 | Incident Reporting | Incidents reported, investigated, and monitored, including serious incidents, near misses, safeguarding. | 100% | Monthly |
| 4 | Incident occurrence | No serious clinical incidents reported | 0% | Monthly |
| 5 | Clinical Audits | Audits will be completed in line with Trust standards (3 point measure): <ul style="list-style-type: none"> • 1 = clinical report requires changes • 2 = suboptimal images • 3 = Good standard | >95% at level 3 0% at Level 1 | Monthly |
| 6 | Clinic Cancellations by Provider | Should be covered internally by the provider | <2% | Monthly |
| 7 | Services started and delivered on time | Services start at 8:45am with 40min per patient including 30min break | >98% | Monthly |

2 Tariff/Payment Terms

Invoices will be submitted to the individual Trusts account payable departments monthly. The appropriate accounts payable email addresses are listed below. All invoices must note a valid Trust PO and Contract Reference. They must include a detailed description of services for e.g. number of clinical sessions in a calendar month.

Blackpool Teaching Hospitals invoicing/ accounts payable team: 382.bth@elfsap.co.uk

Charges will be based on a per patient pricing model. The price provided must be provided in GBP ex vat and include the cost for delivery of both the scan and the report. This must be completed in the Commercial Response Template.

In cases where multiple DNA's occur on a single clinic list the Authorities are willing to pay for a minimum of 75% (8 patients on an 11 patient clinic) of patients on that clinic.

Example 1 – 11 patients on list, 5 patients attend Authority pays 8 patients.

Example 2 – 20 patients on list, 9 patients attend Authority pays 9 patients.

As detailed in Staffing Availability & Rotas (if applicable) if 48 hours' notice is given, there is no obligation to pay.

3 Information Governance Requirements

Logins to Trust IT systems will be provided via BTH.

A DPIA must be completed by BTH 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.

Processing of patient data and images in pursuit of formulating clinical reports. The processing of the data will only take place during contracted hours.

The nature of the data processing will only be to ascertain the clinical indications of each patient and produce a report on the trust clinical systems to support this objective. The company or its agent will not retain any data outside of the trust.

The data is preserved only within the trust, no reproduction or retention of any data from the company or its agent is required in this contract.

4 Terms of Contract

The contract will be awarded under Insourced Services to Support the Provision of Healthcare (including Clinical Insourcing) RM6276.

The Supplier or BTH 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 BTH.