Podiatry Service – GMMH Service Specification



**Service Specification – GMMH Podiatry Service**

1.0 **Summary**

This contract is for the provision of Podiatry Services within Greater Manchester Mental Health Trust

2.0 **Purpose and scope of the Service Agreement and models of care**

2.1 This agreement sets out the terms and conditions upon xxxxxxxx will provide a manpower resource to carry out the agreed patient contacts to xxxxxxxxx of Greater Manchester Mental Health NHS Foundation Trust (Commissioner).

* + 1. Scope of Service

For the purpose of this service level agreement the profession included is Podiatry. This service is recognised nationally as Allied Health Professions (AHPs) and within this document refer specifically to Podiatrists.

The services are managed in an integrated management structure and their clinical practice includes the assessment, diagnosis and treatment of the lower limb.

* + 1. Models of Care

Whilst each profession has its own way of working, the broad principles that underpin the AHP philosophy are to support the promotion of health, well-being and independence of all clients. Partnership working with other professional groups such as nursing and medicine is a major feature of the work undertaken.

* + 1. Service Descriptions

Assessment, diagnosis and treatment of conditions of the lower limb, with the aim of eradicating or controlling lower limb pathologies. This is to prevent mortality and morbidity and promote maximum mobility and improve quality of life, by reducing foot ulceration, amputation and pain, within a scope of practice that includes the following:

* Nail care including thickened nails
* Callus or corn causing pains
* Callus with extravasation
* In growing toenails
* Nail surgery
* Painful Verrucae
* Sharp debridement of wounds if necessary- Podiatry wound care pathway

3.0 **Responsibilities**

3.1 The responsibilities of both Provider and Commissioner are shown below: -

1. Accommodation

It is the responsibility of the Commissioner to provide the appropriate accommodation for the staff at all locations where the service is provided.

1. Information technology

The Commissioner will provide the appropriate IT systems and support in terms of hardware and maintenance to allow staff and managers to function effectively. Podiatry staff will be required to comply with GMMH policies and procedures for record keeping and data collection using their Integrated Clinical Information System (ICIS).

1. Terms and Conditions

The Podiatry staff will carry out xxxxxxxxx sessions per year spread over the following locations:

* xxxxxxxxxxxxxx
* xxxxxxxxxxxxxx

In the event of unusual or unexpected staff absence where the number of sessions will be affected, then it is the providers responsibly to make the Commissioner aware of the likelihood of a gap in service provision and for how long. The provider must also attempt to resolve this situation as soon as possible and keep the Commissioner informed.

1. Travel Expenses

The Commissioner will reimburse any work incurred travelling expenses in line with Standing Financial Instructions.

e) Materials and Equipment

All materials and instruments required by Podiatrists to carry out their job will be provided by the Provider, including staff uniform (if required)

1. Training for GMMH Staff

The Podiatry service will provide 4 x 1 hour Diabetes footcare and screening training sessions per year for GMMH Health care staff

1. Referrals and Appointment booking

The commissioning service will be responsible for all referrals into the Podiatry clinic and will be responsible for all booking of appointments (Appendix 2)

4.0 **Contract Monitoring and in-year variations.**

4.1 The Provider and Commissioner representatives will meet on a xxxxxxxxxxx to discuss contract performance.

4.2 The Provider will monitor that the contracted number of sessions are provided in line with 3.1(C)

4.3 The Commissioner is responsible for monitoring the appointment booking of the provided sessions by the physical health teams

1. **Quality, Clinical Audit and Clinical Governance**
   1. The Provider shall carry out the Services in accordance with best practice in health care and shall be guided by the standards and recommendations:

* Contained in the statement of National Minimum Standards.
* Contained within Standards for Better Health.
* Issued by the National Institute of Clinical Excellence; or
* Issued by any relevant professional body.
* From any audit and Adverse Incident Reporting.
* And such other quality standards agreed in writing between the parties.

6.0 **Clinical Governance**

6.1 All aspects of governance will be monitored through the Commissioners Governance frameworks. This includes clinical and corporate governance, information and research governance.

6.2 The Provider Podiatrists will be represented in the Commissioner organisation by the ‘Lead AHP’ who will maintain representation and dissemination of information within the directorate clinical governance structures, which include:

* Representation on directorate clinical governance committees (relevant clinical staff)
* Representation on corporate clinical governance committees via AHP Lead

7.0 **Clinical Effectiveness**

* 1. Provider Podiatry staff will work within the Commissioners clinical effectiveness framework.

8.0 **Staffing and Staff Management**

8.1 Induction – Podiatry Staff will attend both the Providers corporate induction training. Local Induction will also be provided. Records of inductions must be notified to the Commissioners Human Resources Department for recording on the Commissioners OLM system.

8.2 Registration – the professional registration of all Podiatry staff will be checked by the Providers Human Resources Department upon appointment into post and at the renewal date.

8.3 DBS – An Enhanced DBS check is require of all NHS employees and is the responsibility of the Provider organisation to check this upon appointment. The Commissioners Human Resources Department must be notified when DBS checks have been satisfactorily completed.

8.4 Occupational Health Report - It will be the responsibility of the Provider organisation to carry out the Occupational health clearance upon recruitment and bring to the attention of the Commissioner any relevant health issues.

8.5 Performance Information - The Provider has a responsibly to inform the Commissioner of any line management or performance issues of individual staff due to be rotated, which may affect their performance and need to be monitored. Likewise, the Commissioner will bring to the attention of the Provider any management or performance issues that emerge.

8.6 Appraisal – the Provider will ensure that all Podiatry staff have a current appraisal and personal development plan in accordance with Provider’s HR Policies.

8.7 Mandatory training – the Provider will ensure that all AHP staff undertake all mandatory training, including any annual updates. Where specific training is required solely to fulfil the duties required by the Commissioner, this training will be provided by the Commissioner. Evidence of mandatory training undertaken will be provided to the Commissioner upon request. Staff training records will be held within the Electronic Staff Record (ESR) of the Provider organisation and can be made available to the Commissioner upon request.

8.8 Continuing Professional Development (CPD) - The Provider will ensure that all Podiatry staff have the necessary knowledge, skills and competencies to deliver effective Podiatry services for the Commissioner. All staff will have access to appropriate CPD opportunities in accordance with any relevant guidance or recommendation from professional bodies. This will include in-service training, clinical supervision, and may include attendance on external courses, relevant to service provision.

9.0 **Risk Management and Health & Safety**

9.1 All adverse incidents involving or affecting Podiatrists occurring on the Commissioner’s premises will be reported via the commissioner’s Incident Reporting System. Health and Safety issues will be managed in accordance with the Commissioner policies and procedures.

1. **Research**

10.1 All research undertaken by Podiatry staff will be registered with the Providers teaching and learning directorate. Any research undertaken within the Commissioning organisation will be registered with the Commissioner’s research department. Any research undertaken must have the necessary ethical approval and governance arrangements.

11.0 **Confidentiality**

11.1 All staff will comply with legal and professional requirements concerning confidentiality of patient information and acknowledge their respective duties under the recommendations of the Caldicott Committee, the Data Protection Act 1998 and the Freedom of Information Act 2000. All staff will comply with the Provider and Commissioners policies regarding use of the electronic patient record.

1. **Communication**

12.1 The service will comply with the NHS Complaints Procedure.

12.2 Any complaints regarding the Podiatry service delivery or staff undertaking any duties for the Commissioner are the responsibility of the Provider. In the event of a complaint being received by the Commissioner, this will be logged with the Commissioner’s complaints department and then passed to the Provider’s complaints department for actioning. A nominated lead professional will investigate in accordance with the Provider trusts procedures. Any action plans arising from complaints will be shared with the Commissioner.

12.3 Any staff actions which result in Disciplinary action needing to be taken, then this will follow the Providers procedure being advised to the Commissioner.

12.0 **Sub-contracting**

12.1 It is recognised that if staffing difficulties occur the Provider may use locum staff from agencies to deliver part of this service. This must be notified and agreed by the Commissioner in advance.

**END**