

## Consult 18: Multidisciplinary Consultancy Services Service Level Agreement (SLA) (Order Form)

### Framework details

Title: Consult 18: Multidisciplinary Consultancy Services  
 Reference: **SBS/17/SG/ZMC/9266**  
 Framework Duration: 3<sup>rd</sup> July 2018  
 Framework End Date: 2<sup>nd</sup> July 2022, extended until the 30<sup>th</sup> of September 2023  
 NHS SBS Contacts: Nic Langman, [nsbs.nhsbusinessservices@nhs.net](mailto:nsbs.nhsbusinessservices@nhs.net), 07966 824 815

### Service Level Agreement details

This Service Level Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement.

Period of the Service Level Agreement (SLA)	Effective Date	01/01/2023	Expiry Date	31/12/2023
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Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry date.

### Supplier SLA Signature panel

The "Supplier"	
Name of Supplier	Maxwell Stanley Consulting Ltd
NHS SBS Supplier Reference #	SBS/17/SG/ZMC/9266/58
Name of Supplier Authorised Signatory	Adrian Jones
Job Title of Supplier Authorised Signatory	General Manager
Address of Supplier	Aurora House Deltic Avenue Rooksley Milton Keynes MK13 8LW
Signature of Authorised Signatory	
Date of Signature	(13/02/2023)

### Customer SLA Signature panel

The "Customer"	
Name of Customer	Charles Sant
Name of Customer Authorised Signatory	
Job Title	Associate Director of Digital Experience
Contact Details email	Charles.sant@sabp.nhs.uk
Contact Details phone	01372 216058
Address of Customer	Leatherhead House, Station Road, Leatherhead, Surrey, KT22 7ET
Signature of Customer Authorised Signatory	
Date of Signature	13/02/2023

This service level agreement shall remain in force regardless of any change of organisational structure to the above named authority and shall be applicable to any successor organisations as agreed by both parties.

**PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO:**  
[nsbs.nhsbusinessservices@nhs.net](mailto:nsbs.nhsbusinessservices@nhs.net)

## Table of Contents

1. Agreement Overview
2. Goals & Objectives
3. Stakeholders
4. Periodic Review
5. Service Requirements
- A Services Provided**
- B Business Hours**
- C DBS Check**
- D Price/Rates**
- E Sub-Contracting**
- F Management Information**
- G Invoicing**
- H Complaints/Escalation Procedure**
- I Audit Process**
- J Termination**
6. Other Requirements
  - a. Variation to Standard Specification
  - b. Other Specific Requirements

### 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *maxwell stanley consulting* and *Surrey and Borders Partnership* for the provision of Multidisciplinary Consultancy Services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Consult 18: Multidisciplinary Consultancy Services covered as they are mutually understood by the primary stakeholders.

The Framework terms and conditions (including the specification of service) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

### 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent C Consult 18: Multidisciplinary Consultancy Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Multidisciplinary Consultancy Services provision between the Supplier and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

### 3. Stakeholders

The primary stakeholders from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service. If different from the Authorised Signatory details listed on page 1 of this Agreement, please provide the names of the **primary stakeholders** associated with this SLA.

**Multidisciplinary Consultancy Services Supplier Contact:** *Adrian Jones*

**Multidisciplinary Consultancy Services Customer Contact:** *Charles Sant*

### 4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

## 5. Service Requirements

### A. Services Provided

Please detail the service(s) that will be provided by the Supplier to the Customer

Services Provided: Clinical Coding services provided by ACC qualified Clinical Coding Auditors. Requirement to clinically code (ICD-10) all discharged inpatient Spells, including Adult, CAMHS, and Care of Elderly. The Auditors will review the clinical information detailed in SystmOne for the Episode and then assign the relevant diagnosis codes onto the Trust system.  
Maxwell Stanley will receive each month a list from the Trust with information of patients who have been discharged that month which require coding.

### B. Business Hours

Suppliers are required to provide and operate a single point of contact through which the Customer can contact the Supplier

Please detail here:

Single point of contact to be Adrian Jones, 07779148839 or 03330146262 or [adrian.jones@maxwellstanley.co.uk](mailto:adrian.jones@maxwellstanley.co.uk)

### C. DBS

The Customer should detail the level of DBS check requirement

DBS checks not required

### D. Price/Rates

Total Estimated Contract Value: £19,800

Please provide details of the agreed pricing

As per current arrangements, a day rate of £300(+VAT) will be charged for coding of Trust activity. Based on current resource requirements, it is anticipated that we would require 5.5 days per month to code activity, therefore projected costs are as follows –

Days per Month	Day Rate	Monthly Cost	Annual Cost
5.5	£300	£1,650+VAT	£19,800+VAT

### E. Sub-contracting

Subcontracting of services by Suppliers is allowed, both to Framework suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for ensuring standards are maintained in line with the framework and this SLA.

Please provide details of who you will be subcontracting to if subcontractors will be used

There will be no subcontracting of services for this contract

### F. Management Information (MI)

Suppliers should provide Management Information as standard on a monthly basis. Customers should detail any additional management information required and the frequency of provision here.

At the end of each month, the supplier will provide to the customer a timesheet detailing the days worked that month, including Member of Staff Name, Start and End Time and number of FCEs coded. This timesheet will be sent to the customer for approval/sign-off. Invoices issued will then be based upon the signed-off timesheets

### G. Invoicing

Please detail any specific invoicing requirements here

Invoices shall be issued with an official purchase order monthly in arrears following the receipt and acceptance by the Customer of the Supplier's timesheet detailing work completed.

### H. Complaints/Escalation Procedure

The standard procedure is detailed below

In the first instance, the Customer and Supplier should work together and attempt to resolve any issues locally. Should this approach fail to result in a satisfactory outcome for the Customer, the issue should be escalated to NHS

SBS. NHS SBS will then attempt to resolve the issue to the satisfaction of the Customer. Should this approach not result in a satisfactory outcome, the Customer may decide to terminate the Service Level Agreement.

### **I. Audit Process**

Please detail any Customer audit requirements

e.g. Customer wished to conduct an onsite audit of the supplier on an annual basis to ensure compliance with agreed terms and conditions.

e.g. Customer does not wish to conduct an onsite audit.

Maxwell stanley will undertake an annual audit on the coded information as part of the DSPT toolkit requirements. The Auditors used will not have coded at the Trust, ensuring independence and impartiality.

### **J. Termination**

The standard procedure is detailed below

Persistent failure by the Contractor to meet the agreed service levels as specified within the SLA may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain levels of service

Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue. Should suitable resolution not be achieved, the Customer will be allowed to terminate the SLA immediately.

## **6. Other Requirements**

Please list and agree the key requirements of the service

### **A. Variation to Standard Specification**

Please list any agreed variations to the specification of requirements

### **B. Other Specific Requirements**

Please list any agreed other agreed requirements

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