**SPECIFICATION TEMPLATE:**

**GENERAL GOODS OR SERVICES**

*The following template is a useful basis for drafting specifications for general goods and services. It should be amended to suit your specific requirements.*

*To try and identify some changes that might occur during the lifetime of a contract, Appendix 1 lists some questions that you may wish to consider.*

CONTENTS

1. INTRODUCTION
2. BACKGROUND
3. CONTRACT SCOPE
4. DETAILED REQUIREMENTS
5. SERVICE LEVELS
6. CONTRACT MANAGEMENT
7. SUSTAINABILITY
8. GDPR & PIA
9. CONTRACT PERIOD

Appendix 1 – Changes that can occur during the lifetime of a contract.

1. **Introduction**

The Endoscopy Unit provides 4 rooms for diagnostic and therapeutic procedures, including colonoscopies, gastroscopies, trans-nasal endoscopy, flexible-sigmoidoscopy, and bronchoscopy. The Unit also provides emergency endoscopy input. The Unit is accredited by the Joint Advisory Group (JAG).

1. **Background**

The Trust have made several significant investments in Endoscopy, with an ultimate objective to deliver waiting times within the DM01 and 28-day FDS constitutional standards. These investments, include, but are not limited to:

* Endoscopy Expansion Business Case, extending the duration of weekday sessions and extending the timetable from three to four rooms;
* Replacement of Endoscopes and Stack Systems within the Endoscopy Unit;
* Upgrade to Endosoft Electronic Patient Record, including scheduling, pre-assessment and reporting modules, plus electronic ordering;
* 100% session up-take across funded timetable;
* Insourced weekend sessions.

1. **Scope of the Contract**

The objective of this contract is to:

1. Deliver a programme that increases the number of points per session (i.e. in-session utilisation) in line with NHSE’s expectation of 12 points per session (excluding training lists). We currently operate below 8 points per session.
2. Evaluate opportunities to reduce downtime within Endoscopy sessions. NB: The Trust currently runs at 100% uptake of Endoscopy sessions Monday – Friday. Sessions currently run from 0900 – 1700 but these are being extended as part of a Trust approved investment. Increasing points by expanding session times cannot contribute to demonstrating an improvement in in-session utilisation.
3. Evaluate pre-procedure assessments to reduce any requirement for rebooking Endoscopy

This programme will be delivered in the context of:

* An internal Endoscopy Improvement Group which is delivering:
  + An upgrade of Endosoft
  + The introduction of trans-nasal endoscopy
  + An expansion in funded endoscopy sessions and session duration
* The Endoscopy Improvement Group includes Unit and Division leads in medical, nursing and operational roles.

1. **Detailed Requirements**

**Functional Requirements**

The Scope of the Contract will be delivered in a manner that is clinically-led, with appropriate challenge of any unwarranted variation. Solutions should recognise the need for improvements in both operational processes and also any training needs for staff within the Endoscopy Unit.

**Performance Requirements**

* Deliver a programme that increases the number of points per session (i.e. in-session utilisation) in line with NHSE’s expectation of 12 points per session (excluding training lists).
* Evaluate opportunities to reduce downtime within Endoscopy sessions. NB: The Trust currently runs at 100% uptake of Endoscopy sessions Monday – Friday.
* Evaluate pre-procedure assessments to reduce any requirement for rebooking Endoscopy

**Mandatory Requirements**

It is expected that this work builds upon the improvements already made and referenced above. At the exit from the project, it is expected that a demonstrable improvement in in-session utilisation has been delivered, with a clear approach to sustain the improvement.

1. **Service Levels and Key Performance Indicators (KPIs)**

* Deliver a programme that increases the number of points per session (i.e. in-session utilisation) in line with NHSE’s expectation of 12 points per session (excluding training lists). The KPI will be based on weekly average points per session, excluding any training lists. The improvement must be directly linked to the interventions led by the consultancy, and not as a result of extending session times.
* Evaluate opportunities to reduce downtime within Endoscopy sessions. NB: The Trust currently runs at 100% uptake of Endoscopy sessions Monday – Friday.
* Evaluate pre-procedure assessments to reduce any requirement for rebooking Endoscopy

1. **Contract Management and Review**

Weekly update reports would be expected against the KPIs outlined. A DPIA is needed for the sharing of Trust data. Please note that patient-identifiable information is not required to be shared.

1. **Sustainability**

A minimum of 10% of the contract is expected to support sustaining the aforementioned KPIs. That is, focused on the training and embedded practices to enable the Trust to continue with the improved in-session utilisation after this programme has concluded.

1. **General Data Protection Regulation (GDPR) and Privacy Impact Assessments (PIA)**

This is required. As covered by section 6.

1. **Contract Period**

The contract length should be expected to be no longer than 8 weeks.